



13YARN

Has taken its 50,000th call

Since 13YARN was established in March 2022, the Indigenous-led national crisis support service has supported Aboriginal and Torres Strait Islander community members across a milestone 50,000 calls.

Service demand increased by nearly 50% in the first two years of operation: from around 17,000 calls in 2022 to 25,000 calls in 2023.

The National Manager, Gamilaroi woman Aunty Marjorie Anderson says the service’s rapid growth has been responsive to the urgent need for culturally safe and confidential crisis support.

“Over the last two years, the demand for help is far beyond what we ever expected and continues to grow. We have seen 27 days with more than twice, and sometimes nearly three times the average number of calls from help seekers.”

“Many of these peaks coincide with sorry business, deaths in community and challenging moments in community life. We



also support people in distress around the New Year period, Survival Day and through political and news moments such as the Voice Referendum in which calls were up by 40%.” said Aunty Marj



In 2022, 16% of callers cited racism as the reason for their distress, rising to 19% in 2023. This statistic continues to rise, and currently sits at 26% in the calendar year to date.

Aunty Marj also said “Unfortunately, one of the most significant drivers for people seeking help has been racism in the aftermath of the Referendum. It

is sad this is the experience of our people, but we are pleased 13YARN can offer safe, confidential and culturally appropriate support.”