

# WHO ARE WE

## The Cairns and District Warm Line

A warm line is an alternative to a crisis phone line that is run by "peers". Most warm line operators have been through extreme challenges themselves and are there primarily to listen. The Cairns and District Warm Line is an initiative of The Cairns and Hinterland Consumer and Carer Advisory Group (CHCCAG). The CHCCAG is funded by Qld Health.

The CHCCAG is a peer led organisation, and has a strong focus on providing, and encouraging, peer support, by and for, consumers and carers.

Our Cairns and District Warm Line is a confidential service. Our volunteers are extensively trained in non-clinical approaches to support callers who are experiencing difficult thoughts, anxiety, depressed mood or distressing internal dialogues.

Your privacy and confidentiality is important to us.

To find out when we are available call CHCCAG (07) 40417416 or Free Call 1800 431243

The Cairns and District Warm Line is a project Funded by Northern Queensland Primary Health Network (NQPHN)



## THE CAIRNS & DISTRICT **Warm** LINE

When talking could help your mental health & well-being

**FREECALL**  
**1800 431 243**

**For more information on how the Warm Line can help you go to our**



 Cairns and District Warm Line

**CHCCAG 07 4041 7416**  
**Email [chccag@icloud.com](mailto:chccag@icloud.com)**

## THE CAIRNS & DISTRICT **Warm** LINE

### Person to Person Heart to Heart

*When mental well being is a struggle it feels good to talk*

**FREECALL**  
**1800 431 243**



**GET  
HELP**

Our volunteer phone support workers are here to offer caring support and information

**“ YOU ARE  
NOT ALONE ”**



**TELEPHONE  
SUPPORT**  
throughout  
Cairns & District

For hours of service please go to



Cairns and District  
Warm Line

**A COMMUNITY  
BASED SERVICE**

The Warm Line is here to support mental health well-being

**FREECALL**  
**1800 431 243**

