

A Warm Line to support multiple priority groups

What have people across multiple priority groups asked for?

A Warm Line is a calm place to talk with a trained peer who understands, without needing to be in crisis. Within this relationship, they can explore extra support options if needed, but mainly this is a place to talk.

ACCESS CONSIDERATIONS

I need access to be convenient and to be able to fit in with everything going on in my life

I need somewhere I can get immediate support anytime, even if I am not at crisis-point

I might prefer to text, or to talk

- Warm Line is accessible 24/7, 365 days a year
- Very low barrier to entry – do not need to be at crisis point to access the Warm Line. Privacy and confidentiality are assured
- Accessible to people across the state
- Consider development for specific population groups once established
- Options to engage by phone, text or messaging apps

RECOVERY SUPPORTS

Sometimes, all I need is a chat and for somebody to listen

I need a place I can go to talk, where I don't need to be in a crisis and where I know I won't be referred

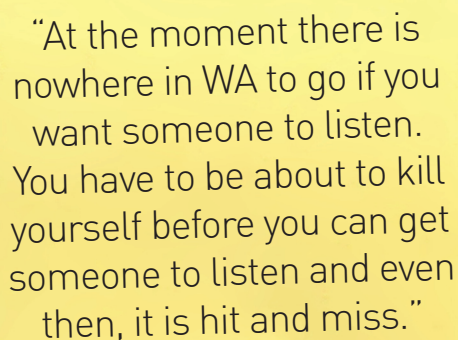
I need someone to hear my distress or loneliness

- Emphasis on trained and skilled peers who can provide understanding and unburdening through listening
- Confidential service
- Peers may discuss extra supports or referral to further services, but only if the caller expresses that this is what they need
- Consumer peers and family member peers are available

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MODEL DEVELOPMENT – BRINGING IN THE LIVED EXPERIENCE

People who participated in this project spoke about the mental health system being oriented around crises and emergencies, with little support being available when not in crisis. The mental health phone lines that are available were described primarily as crisis lines, with such high levels of demand people can't always get through.



“At the moment there is nowhere in WA to go if you want someone to listen. You have to be about to kill yourself before you can get someone to listen and even then, it is hit and miss.”

[Survey response]

A warm line was explored in many of the project processes. Co-design sessions for family members, supporters and carers, and for people living with high acuity or co-occurring mental health challenges, independently came up with this idea. It was reflected in the survey responses as well.

This unique model of peer-led community support has been established in other Australian states and territories, as well as globally. Lived experience input and prior evaluations suggest a warm line is able to effectively meet community support needs and reach more of the community with its low threshold approach.

For people living in rural and remote areas, a warm line was seen as meeting some of their support needs. Importantly, it can also assist in overcoming access issues and stigma about being known to access mental health support in local communities.

The main intervention involved in the warm line is skilled listening by people who have walked a similar path, to offer support, the opportunity to feel heard, and to experience empathetic engagement.

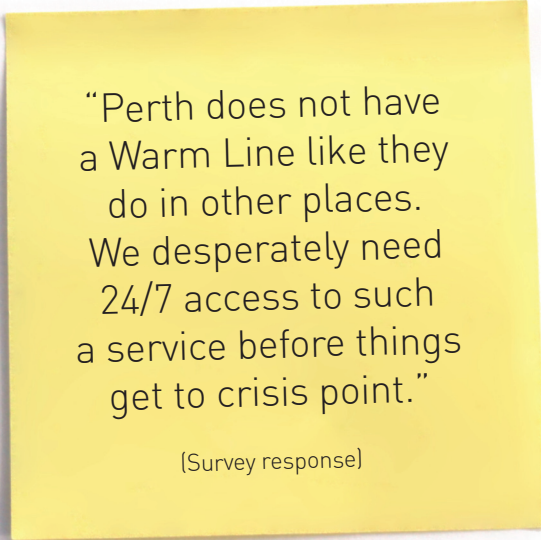
“Sometimes people just want a chat which is not necessarily about giving or receiving advice - it’s just about giving people space.”

Co-design workshop

A 24/7 warm line would operate 365 days a year, staffed by trained and skilled consumer peers and family member peers, to offer support at any time.

“My mental health issues do not stop at the end of the traditional working day. Weekends and evenings are the times I feel most isolated and at risk. It would be good to have more supports and services operating in these times.”

Survey response



“Perth does not have a Warm Line like they do in other places. We desperately need 24/7 access to such a service before things get to crisis point.”

[Survey response]

Differing views about whether referral to other services should be a component of the warm line require further consideration in the model's development.