



Peer CARE Companion Warmline

TERMS OF USE

By using the Roses in the Ocean's Peer CARE Companion warmline service, you agree to the Terms and Conditions described below.

If your life or the life of another person is in immediate danger, please call 000 for Police or Ambulance. If you feel that you or someone you are with requires immediate support, please consider calling one of the Help Lines at the end of this document.

WHO WE ARE

Roses in the Ocean Ltd ("Roses in the Ocean", "we", "our") is a leading exponent of Lived Experience of suicide. We build the capacity of people with a lived experience of suicide to inform, influence and enhance suicide prevention activities.

Roses in the Ocean is the driving force behind and/or collaboratively involved in a number of ground-breaking initiatives to influence suicide prevention policy and strategies, health system reform, integration of suicide prevention into workplace health and wellbeing projects and embedding lived experience through communities.

We collaborate with government and non-government organisations within the national and international suicide prevention sector to ensure sustainable investment in and meaningful inclusion of Lived Experience expertise in all aspects of suicide prevention.

For more information we invite you to visit our website www.rosesintheocean.com.au

WHAT WE ARE

Peer CARE Companion Warmline is a suicide prevention and support warmline.

The Peer CARE Companion Warmline service provides people with a lived experience of suicide the opportunity to connect with another person who has a similar lived experience of suicide and provides a forum to talk through this shared experience and any particular emotions that they are experiencing at the time that are related to their lived experience of suicide.

When we refer to a lived experience of suicide, we mean you have experienced any of the following:

- suicidal thoughts or crisis;
- made an attempt on your life;
- cared for a loved one experiencing suicidal thoughts or crisis; or
- been bereaved through suicide.

The focus of our Peer CARE Companion Warmline is to connect you to a Peer CARE Companion. That Peer CARE Companion will be an experienced and trained peer companion and will support you in discussing your personal lived experience of suicide. This service is provided for residents of Australia only.

The Peer CARE Companion Warmline service may assist by providing you with relief from emotional distress, explore coping strategies, and provide suggestions for online resources and/or information that may be helpful to you.



Our Peer CARE Companions will do their utmost to reduce a caller's emotional distress and pain arising from their lived experience of suicide.

Roses in the Ocean and our employees, volunteers and contractors hold deep respect for individual people, their beliefs, their lived experience of suicide, and their backgrounds. It is essential to us that all those involved with Roses in the Ocean understand the potential for a person's mental health and wellbeing to be impacted by speaking about suicide and by hearing lived experience insights and stories.

All Roses in the Ocean employees, volunteers and contractors have a lived experience of suicide.

Roses in the Ocean encourages each Peer CARE Companion to have:

- discussed and determined their personal readiness to be involved with the Peer CARE Companion Warmline service with a trusted person;
- a documented self-care plan and a personal support structure in place; and

WHAT WE ARE NOT

The Peer CARE Companion Warmline service is not a crisis line. This means that if you or someone you care for, or are with, is in immediate danger of self-harm, we will encourage you to connect with a crisis service or one of your own sources of support. If you want us to, we can assist you to do this and/or we can stay on the phone while you do this.

The Peer CARE Companion Warmline service does not provide medical advice, diagnosis, prescription of medications, or treatment of any conditions. Our service offers you connection with another person who has a lived experience of suicide and wants to listen. Roses in the Ocean does not accept any liability (including negligence) for any injury, loss, or damage incurred by use of or reliance on the information and guidance provided to you through the Peer CARE Companion Warmline service.

Roses in the Ocean does not record or generate transcripts of conversations over the Warmline. However, Roses in the Ocean and our employees, volunteers and contractors may retain information about a caller's request for a call and the information recorded in that request.

For important information regarding access to your personal information that we may collect and hold (including through your use of the Peer CARE Companion Warmline), and further information about how we handle your personal information please refer to our privacy policy on our website.

Please note, Roses in the Ocean may contact emergency services or other crisis services if you disclose that you have acted on your thoughts of suicide and are consequently at risk of imminent death. In these circumstances, Roses in the Ocean will disclose any identifiable and relevant information obtained during the initial request for a call or subsequent conversations to assist emergency services or the crisis support provider.

☎ 1300 411 461
✉ enquiries@rosesintheocean.com.au
🌐 www.rosesintheocean.com.au



Roses in the Ocean
stemming the tide of suicide

