

1333line

courage compassion commitment

Courage to seek assistance - Compassion to value life - Commitment to see it through

CCcline is a telephone counselling service that provides emotional support and guidance for people facing difficult times.

The CCcline is run by trained staff and volunteers who provide a valuable service to the community. Volunteers are an integral part of the service and are in short supply.

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CCcline is a telephone counselling service that provides emotional support and guidance for people facing difficult times.

The CCcline's 1333 number is a free service accessible to everyone island wide. It offers counselling as well as information about other support services available in the callers local area.

“WE ENCOURAGE YOU TO VOLUNTEER AND MAKE A DIFFERENCE”

Volunteers are the heart of many not for profit initiatives. CCcline is such an initiative where volunteers play a vital role to provide counselling support.

“WE ENCOURAGE YOU TO TALK FOR YOUR OWN WELL-BEING”

Suicide can be compared to the peak of an iceberg. The majority of an iceberg is buried deep beneath the surface, and likewise so are the many underlying social issues that can lead to mental health concerns and suicide.

ARE YOU LOOKING FOR AN OPPORTUNITY TO:

- © Help people?
- © Learn about yourself?
- © Discover career opportunities?
- © Learn practical counselling skills?
- © Make a contribution to the community?
- © Make new friends and enjoy the experience?
- © Broaden your understanding of personal problems?
- © Improve your communication and relationship skills?

If you do, call CCcline on 1333 to find out more.



CCcline is an initiative by the Courage, Compassion, Commitment (CCC) Foundation in partnership with the National Institute for Mental Health (NIMH), Angoda and LifeLine Australia.

CCcline Major Sponsors



Our Courage, Compassion & Commitment will Make a Difference



HOW YOU CAN VOLUNTEER!

THE SERVICES PROVIDED BY CCcline.

CCcline is a telephone counselling service that provides emotional support and guidance for people facing difficulties in their lives. It's primary objective is to support people cope with crisis and get back up on their feet. It also aims to support people build resilience to enable them to deal with future challenges.

People are encouraged to call if they are experiencing difficulties with domestic violence, family disputes, relationship and marital problems, sexual abuse, workplace issues, psychiatric illness and disorders, drug and alcohol issues, child abuse, mental health support services, suicide concerns, phobias, unemployment problems, bullying, examination and study pressures, child psychiatric problems, death of a loved one, divorce, personality issues or any concerns that's affecting one's emotional well-being.

Social pressures and the stigma associated with certain issues including mental health, contributes to many people keeping their problems concealed beneath the surface. Currently Sri Lanka has one of the highest suicide rates in the world. CCcline values everyone's right to be heard, understood and cared for.

The CCcline's 1333 number is a free service accessible to everyone island wide and offers counselling and information about other support services available in the callers local area.

Calls will be answered by health professionals and trained volunteers who are ready to listen and assist. CCcline's 1333 number offers confidentiality* and a non-judgmental service. Staff are also able to contact local emergency services to assist callers with more urgent needs.

We hope the CCclines values of Courage, Compassion and Commitment will give callers the strength to overcome their difficulties. **Courage to pick up the phone and seek assistance; Compassion to value their life; Commitment perceive and see it through.**

* Right to confidentiality may not be upheld where the callers life or safety, or that of someone else is at imminent risk.

Everyone needs Courage, Compassion and Commitment in the journey of life.



CCcline NEEDS VOLUNTEERS TO TRAIN AS TELEPHONE COUNSELLORS.

CCcline seeks volunteers from a range of age groups and backgrounds with a breath of life experience. We need people with an ability to listen, be open minded and understand the concerns of our callers.

WHAT DOES A CCcline TELEPHONE COUNSELLOR DO?

They work with people who call the CCcline about the problems they are experiencing.

They assist callers by helping them to TALK about their problems and look at ways of dealing with their circumstances.

They will also refer callers to other support services that specialise in the concern at hand.

They are required to volunteer a minimum of once a month.

They are required to attend the initial training sessions and some ongoing training to be an accredited Telephone Counsellor.

WHAT TELEPHONE COUNSELLORS SAY:

"I wanted to volunteer in an area that was different to my job. Something that involved helping people that was a good foundation for my ongoing professional and personal development"

"The skills that I have gained can be used in any area of my life. One of the biggest rewards is being with other volunteers who share the same commitment to helping"

"Being a telephone counsellor enabled me to use the skills I already had. It also provided me with new challenges and opportunities to learn new skills and meet people I would not have met in my normal circle of friends"

If you would like to become a telephone counsellor and volunteer your time, please call CCcline on 1333

If you would like more information or support the CCC Foundation in this vital project visit www.cccline.org