



2021 Crisis Supporter Training Courses

Getting Started

We appreciate your interest in becoming a Telephone Crisis Supporter (TCS) Volunteer with Lifeline Albury Wodonga and invite you to read the following information below before attending one of our training information sessions.

What's involved

Our dedicated volunteers take calls on Lifeline's Telephone Crisis Support Line 13 11 14 and last year Lifeline Albury Wodonga answered over 7,000 calls for crisis support.

You must be available to attend each face-to-face training day, plus observational shifts and assessment.

Costs and eligibility

- Standard course fee is \$350.
- Concession course fee is \$250 – to be eligible you be a fulltime student, pensioner or working less than 16 hours per week.
- Payment plan available.

Course fees need to be paid in full within 2 weeks of commencing the course.

No formal qualifications are necessary however, there is a selection process and places on the course are limited. You must be over 18 years of age, have a strong sense of self, and be caring and non-judgmental.

Training requirements

The Crisis Supporter Training is designed to equip students with the skills and knowledge they require to undertake the crisis supporter role. The training comprises three phases:

Phase 1 – Student Training

Phase 2 – Student Placement

Phase 3 – Probation Period – internship

The duration of the training is a minimum of 161 hours to achieve Accreditation as a Lifeline Crisis Supporter. After 12 months on the phones, students will receive a nationally recognised Statement of Attainment in:

CHCCCS003 Increase the safety of individuals at risk of suicide

CHCCCS019 Recognise and respond to crisis situations

CHCCCS028 Provide client-centred support to people in crisis

Training dates

Our training course is commencing in March. The majority of course modules are held on a Saturday morning from 9am – 1pm, some full day session and weeknight sessions. Please review the dates below.

Information Sessions:

Sat 6 Feb (2pm - 3:30pm) and Mon 8 Feb (6pm) via Zoom

Training Dates:

Sat 13 Mar (9am-1pm): Foundational Knowledge

Sat 20 Mar (9am-1pm): Micro Skills & Self-Awareness

Sat 27 Mar (9am-1pm): Micro Skills & Supervision

Wed 7 Apr (6pm-9pm): Lifeline Practice Framework 1

Sat 10 Apr (9am-1pm): Lifeline Practice Framework 2

Sat 17 Apr (9am-4pm): Introduction to Suicide

Sat 24 Apr (9am-1pm): Suicide Crisis Support

Sat 1 May (9am-1pm): Safety Issues

Sat 8 May (9am-1pm): Understanding Differences

Wed 12 May (6pm-9pm): Practice Clinic

Sat 15 May (9am-1pm): Putting it all together

Mon 17 till 22 May, Assessments by appointment.

2021 CRISIS SUPPORTER TRAINING COURSES

Training Requirements

Next Steps

Please ensure that you are available for all training dates above before applying for the course. To apply, you **must** attend the upcoming information session on Saturday 6 February 2021 or Monday 8 February 6pm via Zoom.

To register for the information session, please complete the online form on our [website](#) or email trainingaw@lifeline.org.au

Information regarding the application, intake and interview process will be made available at the information sessions.