

# Crisis Supporter Training FAQ

## Frequently Asked Questions

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### What are the Benefits?

- Genuinely making a difference in peoples lives
- Personal and professional growth and development
- Enhanced self-awareness.
- Giving to your community
- Learn new skills in a supportive environment
- Meet new people
- Belong to the Lifeline community
- Receive ongoing training and professional development
- Have an impact nationally on crisis support and suicide intervention.

The training course will equip you with the skills and knowledge to provide one-off support to people in crisis when they contact Lifeline as well as increasing their safety when thoughts of suicide are present, including providing pathways to further care and support, as necessary.

### What is the application process for the courses?

Information sessions will be held prior to each training course. Only applicants who attend one of the information sessions will be considered.

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

### Does it matter which information session I attend?

No, you may attend any of the information sessions within a year, as long as it is prior to the intake you are applying for.

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## *Frequently Asked Questions*

### **How much does the Lifeline Albury Wodonga training course cost?**

- 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.

### **Do I have to attend all the training days?**

Yes, all training sessions are mandatory to complete the course.

### **Is there any take home work?**

Yes, there is an online component that needs to be completed PRIOR to the lesson each week. You cannot attend the lesson without completing the online component.

### **What is my ongoing commitment to Lifeline Albury Wodonga?**

- A one (1) year commitment of three (3) 4-hour shifts per month.
- Annual accreditation requirements:
- 144 hours on the phones providing crisis support during peak demand times.
- Peak demand times are:
  - Monday to Friday – 4 hours shifts at 10:00am, 2:00pm or 6:00pm
  - Saturday – 4 hour shifts at 10.00am, 2.00pm, 6.00pm
- Participating in regular group and individual supervision
- Completing a minimum of 8 hours Professional Development each year (4 hours of this can be online).

### **Can I take time off in my first year of volunteering?**

Yes, in your first year as a student you can have up to six (6) weeks of consecutive leave. You cannot take any more than this as it will affect your development and training. (\*please note this is currently under review)

### **Will I get a qualification at the end of my training?**

After 12 months on the phones (provided you have fulfilled all your requirements and have been assessed as competent) you will receive:

#### **3 Units of Competency**

- 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