

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.

Costs and eligibility

- Standard course fee is \$350
- Concession course fee is \$250 – to be eligible you need to 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-judgemental.



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 July. The majority of course modules are held on a Saturday morning from 9am – 1pm, some full day session and weeknight sessions. Please review dates below.

Saturday 26 June (10am- 11:30am): Information Session

Monday 5 July (5pm): Applications Close

5 July till 8 July (Evening and day appointments): Interviews – by appointment.

Training Dates:

Saturday 31 July (9am-1pm): Foundational Knowledge

Saturday 7 Aug (9am-1pm): Micro Skills and Self-Awareness

Saturday 14 Aug (9am-1pm): Micro Skills and Supervision

Saturday 21 Aug (9am-4pm): Lifeline Practice Framework

Saturday 28 Aug (9am-4pm): Introduction to Suicide (no eLearning)

Saturday 4 Sep (9am-1pm): Suicide Crisis Support

Saturday 11 Sep (9am-1pm): Safety Issues

Saturday 18 Sep (9am-1pm): Understanding Differences

Wednesday 22 Sep (9am-1pm): Practice Clinic

Saturday 25 Sep (9am-1pm): Putting it all Together

Monday 27 till 29 Sep (Approximately 90 minutes): Assessments – by appointment.



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 26th June 2021.

To register for the information session, please register on our website www.lifelinealburywodonga.org.au or email trainingaw@lifeline.org.au.

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