



2022 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.
- A part scholarship may be available for those who would find it difficult to pay the full amount. If you would like to apply for a part scholarship, please speak directly with Stacy Read on 02 60 211 077.
- 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.

2022 CRISIS SUPPORTER TRAINING COURSES

Training Requirements

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

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

Information Session:

Saturday 5 Feb (10am - 11:30am)

Applications Close:

Monday 21 Feb (5pm)

Interviews:

21 Feb – 25 Feb (by appointment)

Initial Training – Face to Face & eLearning

Saturday 19 Mar (9am-1pm): **Topic 1** Foundational Knowledge

Saturday 26 Mar (9am-1pm): **Topic 2** Microskills & Self Awareness

Saturday 2 Apr (9am-1pm): **Topic 3** Microskills & Supervision

Saturday 9 Apr (9am - 1pm): **Topic 4** P1 Lifeline Practice Framework

Wednesday 13 Apr (6pm-9pm): **Topic 4** P2 Lifeline Practice Framework

Saturday 23 Apr (9am-4pm): **Topic 5** Introduction to Suicide (no eLearning)

Saturday 30 Apr (9am-1pm): **Topic 6** Suicide Crisis Support

Saturday 7 May (9am-1pm): **Topic 7** Safety Issues

Training dates cont.

Saturday 14 May (9am-1pm): **Topic 8** Understanding Differences

Saturday 21 May (9am-1pm): **Topic 9** Putting it all together

Saturday 28 May (9am-1pm): **Practice Clinic**

Mon 30 May – Wed 1 Jun (Approx 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 5th February 2022 or Monday 7 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.