

## 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.

## How do I become a Volunteer Crisis Supporter?

1. Come to an information session – register for one of the information sessions on our website here:

<https://www.lifelinealburywodonga.org.au/become-a-lifeline-volunteer/>

2. Read the CSWT Pre-enrolment booklet located on our website:

<https://www.lifelinealburywodonga.org.au/become-a-lifeline-volunteer/>

3. Meet the below eligibility criteria:

- a) Have the willingness and capacity to respond to all help seekers in a non-judgmental and respectful manner
- b) Willingness to adhere to work within the Vision and Values of Lifeline
- c) Must be available to participate and attend all Stage 1 face to face training dates and activities/assessments listed within the Training Calendar.
- d) Must be 21 years of age or older
- e) Must be able to commit to volunteering at Lifeline for at least 1 year

4. Complete an application form, this can be done via the website or by request to [trainingaw@lifeline.org.au](mailto:trainingaw@lifeline.org.au).

Applications open on Friday 20th January till Friday 3rd February 2023.

<https://www.lifelinealburywodonga.org.au/become-a-lifeline-volunteer/>

5. Attend an interview

6. Complete a criminal history (Fit2Work) check

7. Complete language, literacy & numeracy test

8. Invitation to commence CSWT - Once payment and enrolment have been finalised, you will commence Stage 1 - Initial Training. This blended learning involves completing 10 Topics via weekly online eLearning and face to face group sessions, including practice via role play.

9. Upon successful completing of Stage 1 you will be invited to Stage 2- Student Placement with Mentors and support.

10. Upon successful completion of Stage 2 you will be invited to Stage 3 -Internship.

This involves completing phone shifts at times negotiated with you and supported by experienced supervisors.

*Please read the CSWT Pre-Enrolment Course Information Booklet for full information on the requirements.*

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

- Standard course fee is \$350
- Scholarship course fee is \$250 – Please contact [trainingaw@lifeline.org.au](mailto:trainingaw@lifeline.org.au) for eligibility.
- Payment plans available which involve an initial deposit followed by fortnightly instalments.
- Course fees or deposit need to be paid prior to commencement.

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

Yes, all training sessions are mandatory as set out in the Training Calendar to complete the course. Please speak with the trainer if you have any questions.

### Training Calendar Course 1 2023

Date	Day	Time	Activity
20 January	Friday	6pm – 7:30pm	<b>Information Session 1</b>
21 January	Saturday	10:30am-12:00pm	<b>Information Session 2</b>
1 February	Wednesday	5pm	<b>Applications Close</b>
1 Feb till 3 Feb	Wednesday until Friday	Evening and day appointments available	Attend interviews held by appointment - Opportunity to ask questions, discuss readiness to volunteer and complete required paperwork. Allow up to 40 minutes for your interview
<b>Stage 1 Initial Training – Blend of face to face and eLearning</b>			
18 Feb	Saturday	9am – 3pm	<b>Topic 1 Foundational Knowledge Topic 2 Microskills and Self Awareness</b>
25 Feb	Saturday	9am - 1pm	<b>Topic 3 Microskills and Supervision</b>
4 March	Saturday	9am – 1pm	<b>Topic 4 – Lifeline Practice Framework session 1</b>
11 March	Saturday	9am – 1pm	<b>Topic 4 - Lifeline Practice Framework session 2</b>
18 March	Saturday	9am - 3pm	<b>Topic 5 Introduction to Suicide (no eLearning)</b>
25 March	Saturday	9am – 1pm	<b>Topic 6 - Suicide Crisis Support</b>
1 April	Saturday	9am – 1pm	<b>Topic 7 Safety Issues</b>
Break for Easter			
12 April	Wednesday	5pm – 8pm	<b>Topic 8 Understanding Differences</b>
15 April	Saturday	9am – 1pm	<b>Topic 9 Putting it all Together</b>
22 April	Saturday	9am- 1pm	<b>Practice Clinic</b>
24, 25 & 26 April	Monday to Wednesday	Approximately 2 hours	<b>Assessment Gateway – by appointment</b>
<b>Stage 2 Student Placement – Upon invitation – Supervised and mentored shifts</b>			
27 April	Thursday	6pm-9pm	<b>Orientation night at Lifeline House</b>
27 April – 8 June		5 x 4-hour shifts	<b>Student Placement shifts - suitable times negotiated with you</b>
31 May	Wednesday	6pm - 9pm	<b>Group Supervision session</b>
<b>Stage 3 – Internship – Upon invitation independent shifts</b>			
To be completed prior to attending final assessment	3 hrs		<b>Self-Care - 3hrs eLearning</b>
	3 hrs		<b>Social Issues – 3 hrs eLearning</b>
To be completed prior to final assessment	4 hrs		<b>Group Supervision Session -night and day sessions available.</b>
Date to be Confirmed	Day to be Confirmed	3hr eLearning & 3hr face to face	<b>Masterclass</b>

### Is there any take home work?

Yes, there is weekly eLearning to be completed in your own time.  
This needs to be completed PRIOR to attending the weekly face to face session.

### Where will stage 1 training take place?

All volunteer Crisis Supporter Workplace Training - Stage 1 sessions - will take place at:  
Charles Sturt University  
386 Elizabeth Mitchell Dr, Thurgoona NSW

### 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- hour shifts beginning at 10:00am, 2:00pm or 6:00pm
  - Saturday – 4-hour shifts beginning at 10.00am, 2.00pm, 6.00pm
  - Note these may change due to demand and/or availability.*
- Participating in regular Group and Individual supervision provided by the Centre.
- Completing a minimum of 8 hours Professional Development each year provided by the Centre.

### 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?

By undertaking Lifeline’s Crisis Supporter Workplace Training (CSWT) program, students will not only be trained as a Lifeline Crisis Support Volunteer, they will obtain a nationally recognised qualification for the CHCCS00113 Crisis Support Skillset upon completing the required assessments successfully and achieving competency for each of the following units:

	<ul style="list-style-type: none"> <li>• CHCCCS019 Recognise and respond to crisis situations</li> <li>• <u>CHCCCS028</u> Provide client-centred support to people in crisis</li> <li>• CHCCCS003 Increase the safety of individuals at risk of suicide</li> </ul>
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This training is delivered by Lifeline Albury Wodonga on behalf of Lifeline Australia RTO 88036.