

What are the Benefits?

- Genuinely making a difference in people's 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. Attend 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 Course Information 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 help seekers in a non-judgmental and respectful manner.
 - b. Willingness to adhere to and work within the Vision and Values of Lifeline
 - c. Available to participate and attend all Stage 1 face to face training dates and activities listed within the Training Calendar.
 - d. Be 18 years of age or older.
 - e. Ability to commit to volunteering at Lifeline for at least 1 year.
4. Complete an Application Form, this can be done via the website <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 form.
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 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.

Is there any take home work?

Yes, there is weekly eLearning to be component in your own time. This needs to be completed prior to attending the weekly face to face session and takes approximately 2 hrs to complete.

Where will Stage 1 face to face sessions 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 also obtain a nationally recognised qualification for the CHCSS00113 Crisis Support Skillset upon completing the required assessments successfully and achieving competency for each of the following units:



- CHCCCS019 Recognise and respond to crisis situations.
- CHCCCS028 Provide client-centred support to people in crisis.
- CHCCCS003 Increase the safety of individuals at risk of suicide

This training is delivered by Lifeline Albury Wodonga on behalf of Lifeline Australia RTO 88036.

Do I have to attend all face-to-face 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 2 2023

Date	Day	Time	Activity	Tick Can Attend
16 th August	Wednesday	5:30pm 7:00pm	Information Session 1 (Online)	
19 th August	Saturday	10:30am to 12pm	Information Session 2	
21 st August	Monday	5pm	Applications Close	
21 st and 22 nd August	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	
Stage 1 Initial Training – Blend of face to face and eLearning				
2 nd September	Saturday	9am – 3pm	Topic 1 Foundational Knowledge Topic 2 Microskills and Self Awareness	
9 th September	Saturday	9am - 1pm	Topic 3 Microskills and Supervision	
16 th September	Saturday	9am – 1pm	Topic 4 Lifeline Practice Framework session 1	
23 rd September	Saturday	9am – 1pm	Topic 4 Lifeline Practice Framework session 2	
30 th September	Saturday	9am - 3pm	Topic 5 Introduction to Suicide (no eLearning)	
7 th October	Saturday	9am – 1pm	Topic 6 Suicide Crisis Support	
14 th October	Saturday	9am – 1pm	Topic 7 Safety Issues	
21 st October	Saturday	9am – 1pm	Topic 8 Understanding Differences	
28 th October	Saturday	9am – 1pm	Topic 9 Putting it all Together	
1 st November	Saturday	6pm to 8pm	Practice Clinic	
3 rd and 4 th November	Saturday	Approximately 2 hours	Individual Assessment Gateway – by appointment	
Stage 2 Student Placement – Upon invitation – Supervised and mentored shifts				
8 th November	Wednesday	6pm-9pm	Orientation night at Lifeline House	
9 th November to 14 th December		5 x 4-hour shifts	Student Placement shifts - suitable times negotiated with you	
6 th December	Wednesday	6pm - 9pm	Group Supervision session	
Stage 3 – Internship – Upon invitation independent shifts				
To be completed prior to attending final assessment		3 hrs	Self-Care - 3hrs eLearning	
		3 hrs	Social Issues – 3 hrs eLearning	
To be completed prior to final assessment		4 hrs	Group Supervision Session -night and day sessions available.	
Date to be Confirmed	Day to be Confirmed	3hr eLearning & 3hr face to face	Masterclass	