



Lifeline Australia #88036

Crisis Support Workplace  
Training (CSWT)  
Pre-enrolment Course  
Information Booklet

Delivered by: Lifeline Ballarat

Version 5.3 – January 2020

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## 1. Introduction

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services, via phone and short form messaging (chat or text)-based modalities. Somewhere in Australia there is a new call to Lifeline every minute.

Lifeline was founded in 1963 by the late Reverend Dr Sir Alan Walker after he received a call by a distressed man who, three days later took his own life. Determined not to let loneliness, isolation or anxiety be the cause of other deaths, Sir Alan launched a crisis line out of Sydney. On day one, Lifeline received over one hundred calls for help.

Lifeline receives over a million interactions each year from people needing care and support either by telephone or short form messaging. Lifeline now has a presence in every state and territory operating from hundreds of locations and delivering a range of services specific to the needs of local communities.

The work of Lifeline is made possible by over 11,000 volunteers who give their time in supporting others in the Crisis Supporter role, in retail outlets and assisting with Lifeline's fundraising events and/or activities. In addition, Lifeline has over 1,000 staff members who dedicate themselves to making Lifeline's essential and lifesaving work possible.

## 2. Lifeline's Strategic Framework

### 2.1 Our Purpose

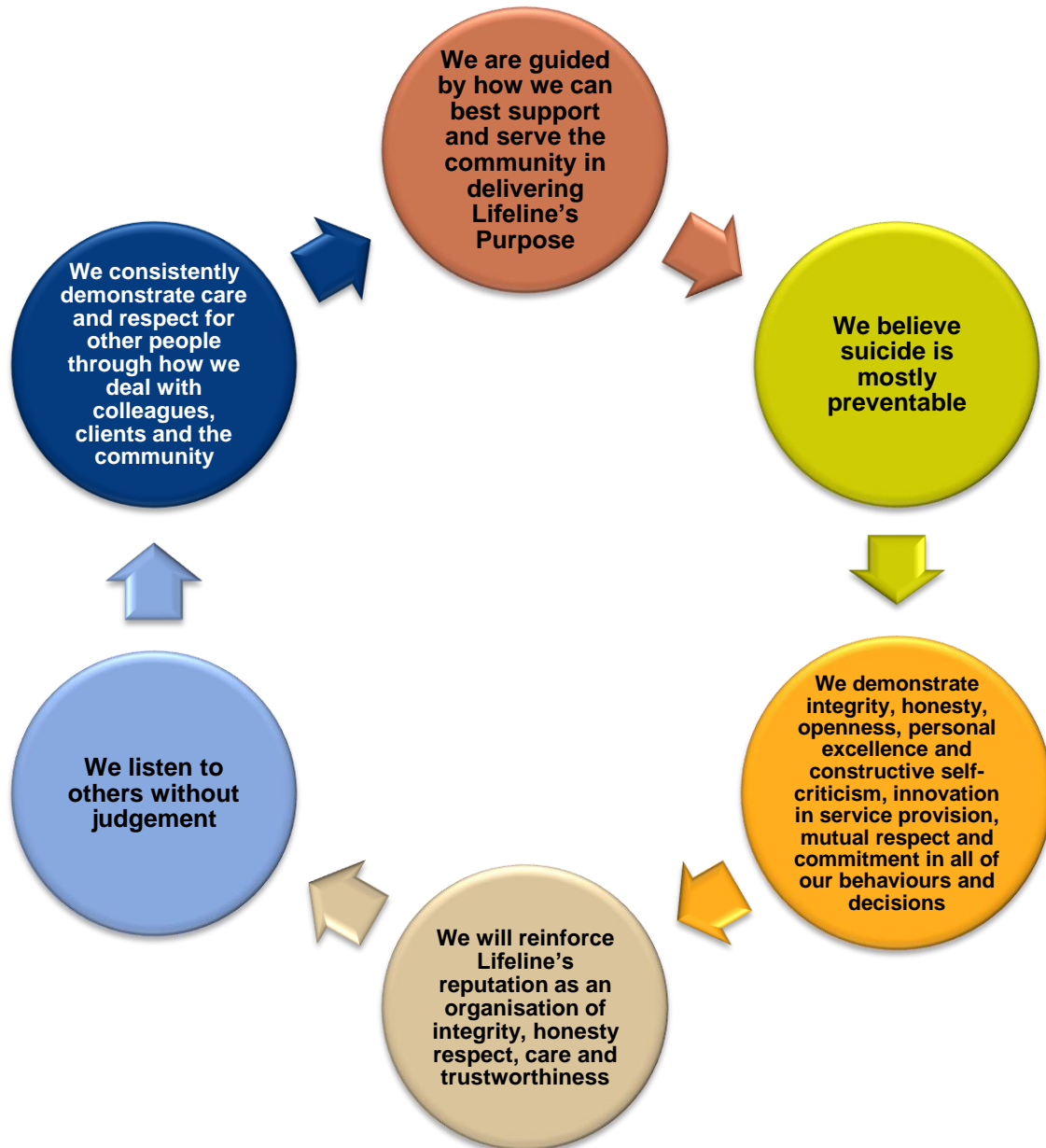
To support Australians in times of crisis and equip individuals and communities to be resilient and suicide-safe.

### 2.2 Our Vision

An Australia free of suicide.

## 2.3 Lifeline's Guiding Principles

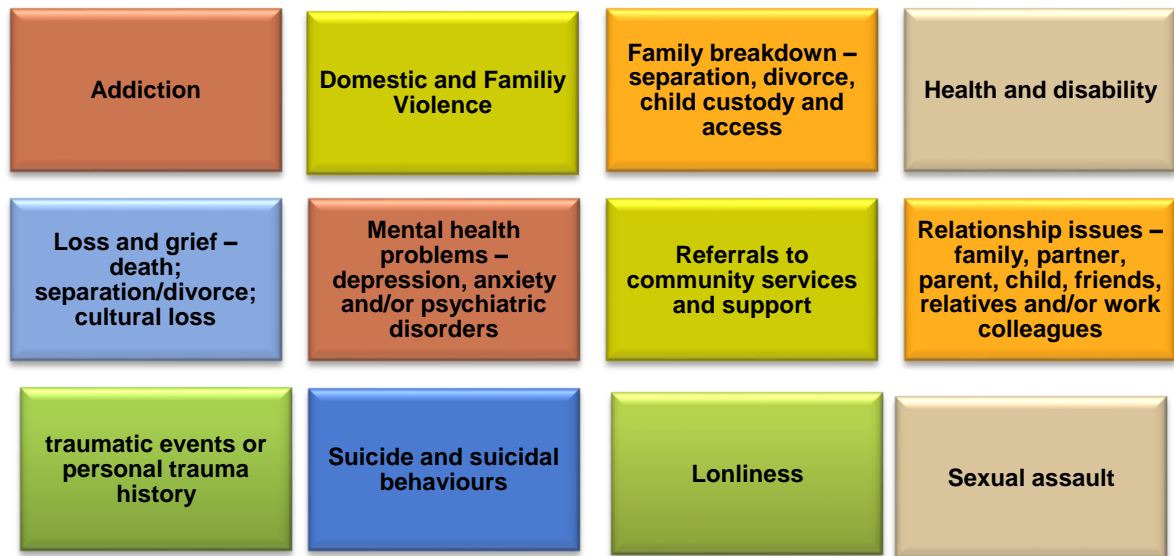
Lifeline's performance and reputation depends upon all the decisions we each make and the actions we take every day. Our **Guiding Principles** (below) underpin our decisions and actions and how we behave.



### 3. Lifeline's Crisis Support Services

Approximately 3,500 Crisis Supporters work on Lifeline's crisis support services and respond to a wide range of people and issues across the Australian community.

People contact Lifeline for a variety of reasons including, but not limited to:



Lifeline's Crisis Support Workplace Training (CSWT) equips Crisis Supporters 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.

### 4. Benefits of becoming a Lifeline Crisis Supporter

Volunteering for Lifeline is an opportunity to make a difference in communities all around Australia in one of Lifeline's 39 centres, of which 36 provide the 13 11 14 Crisis Support Service, and a smaller number provide text and/or chat-based services also. Lifeline's dedicated volunteers are the backbone of Lifeline and work tirelessly to help connect people with CARE. The skills and knowledge of Lifeline's trained volunteers are utilised in the provision of Lifeline's Crisis Support Services, whichever modality is being used (phone or text-based).

Here are some of the benefits of working for Lifeline as a Crisis Supporter:



### 4.1 Registered Training Organisation

Lifeline is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA). Lifeline Centres are designated training sites, able to offer nationally recognised training and assessment services in accordance with the Vocational Education and Training (VET) Quality Framework.

Lifeline’s Crisis Supporter Workplace Training (CSWT) program is designed to train Lifeline Crisis Supporters to work on Lifeline’s crisis support services to the below units of competencies:



- **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

### 5. What some Lifeline Crisis Supporters have to say

The following comments reflect the experience of some of Lifeline’s Crisis Supporters:



## **6. Eligibility for Training and Student Visa Requirements**

Lifeline Australia Ltd RTO #88036 is not registered under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS is a register of Australian education providers that recruit, enrol and teach overseas students. This means that any students who are not Australian or New Zealand citizens, or do not have a Permanent Residency status to reside in Australia, must provide a copy of their passport and visa details to the Centre and should discuss their options prior to registration and enrolment. The Centre will need to send the copies to Lifeline Australia to obtain approval (depending on eligibility) to register the student in the CSWT nationally accredited training.

### **6.1 Student Language, Literacy and Numeracy (LLN)**

All applicants must complete a Language, Literacy and Numeracy (LLN) Assessment prior to being accepted into the course.

Students who are identified as requiring additional training will be advised of the type of training required. Additional costs may be related to this and you will be advised in writing if the Trainer/Centre is providing this additional training. If the Centre is unable to do so, where possible an alternative training provider will be recommended.

### **6.2 Criminal Record Check (CRC) and Working with Children**

All applicants are required to undergo a criminal record check prior to acceptance into the CSWT training course. Your acceptance into training is conditional upon satisfying this. There is no cost to you in obtaining a CRC through your Centre.

A positive match returned from a criminal record check will be considered within the broader scope of the applicant's application, as a positive criminal record check is not the sole determinant of a Student's suitability for undertaking the CSWT.

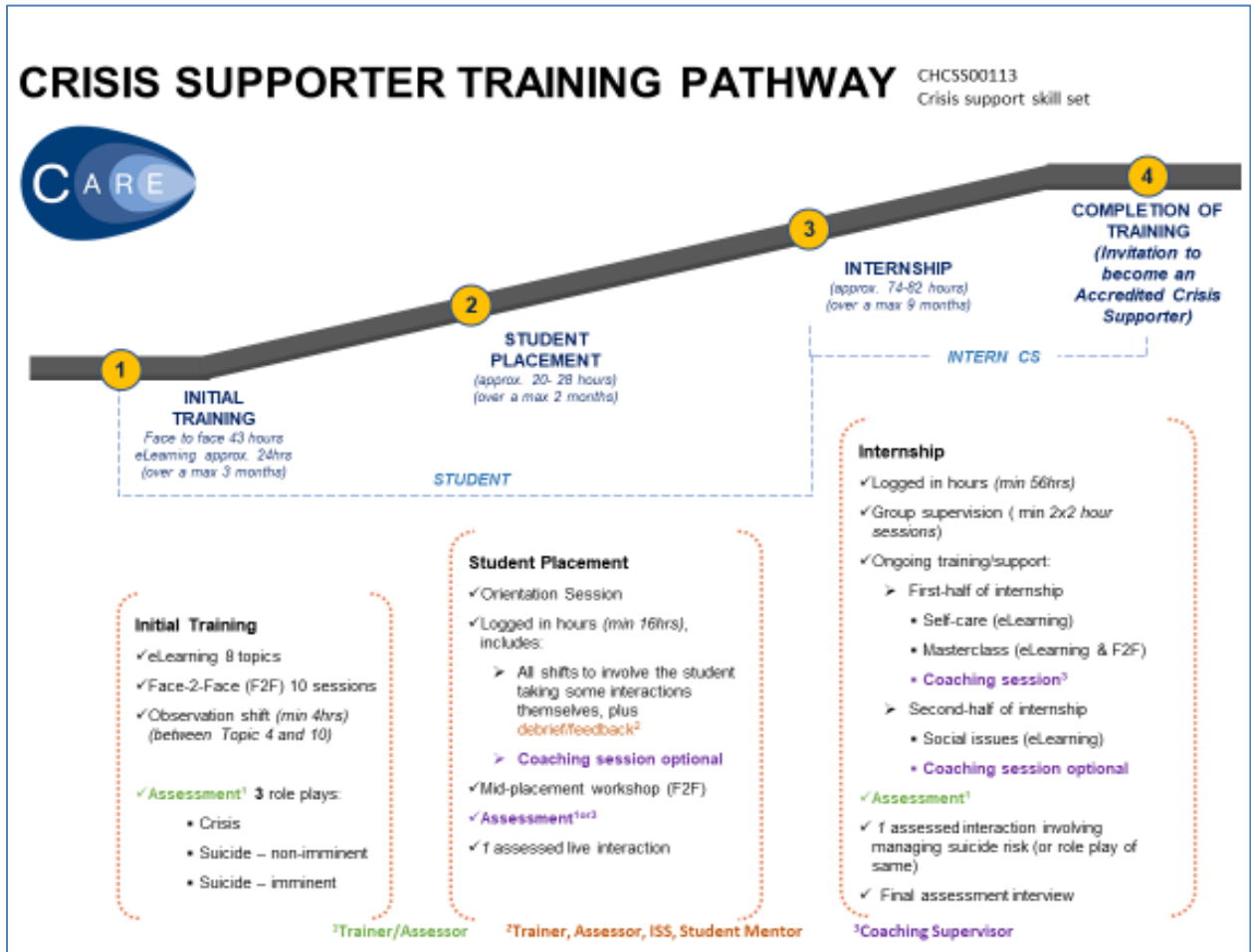
Upon successful completion of the full CSWT training and meeting eligibility to become an Accredited Crisis Supporter, all Crisis Supporters will need to undertake a criminal record check every two years.

Depending on State/Territory requirements, applicants may also be required to undergo a Working with Children Check or other similar process. Applicants must liaise with their Centre to see if they are required to undertake any other record checks other than the standard CRC.

## **7. Crisis Supporter Workplace Training (CSWT) Outline**

The Crisis Supporter Workplace Training (CSWT) has been created to equip students with the necessary skills and knowledge needed to undertake the Crisis Supporter role. The CSWT training course is in three Stages:

- **Stage 1** Initial Training (blended learning)
- **Stage 2** Student Placement
- **Stage 3** Internship



The duration of the training is a minimum of 161 hours in total, and once completed the student will obtain 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

Throughout Stage 2 - Student Placement - Students will be supervised/observed during shifts. In Stage 3 - Internship - students will continue to be supported during and after achieving accreditation, as deemed necessary by the Centre.

On achieving competency of the three Units of Competency, a Statement of Attainment is issued by Lifeline Australia and the Intern Crisis Supporter may be invited to become an Accredited Lifeline Crisis Supporter.



Under the obligations of Lifeline's RTO, a student remains a student (also referred to as an Intern Crisis Supporter in stage 3) from the beginning of training until they receive a Statement of Attainment.

The **Training Calendar** can be found in Appendix 2 - Section 14

### **7.1 Additional support for Students**

Lifeline seeks to ensure the CSWT is accessible to a range of students. Physical and mental disabilities (such as hearing and vision impairments) do not necessarily preclude people from completing this course, but there are limitations to the amount of support we are able to provide. Please discuss your needs with your Centre/Trainer prior to enrolment to determine whether Lifeline is able to accommodate your needs.

### **7.2 Unique Student Identifier (USI)**

All Students are required to have a Unique Student Identifier (USI) to obtain a formal qualification. A Unique Student Identifier (USI) is a reference number that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all their training results from all providers, including all completed training units and qualifications.

The USI makes it easier for students to find and collate their VET achievements in a single authenticated transcript and will ensure that students' VET records are not lost.

The USI is available online and at no cost to the student.

**It is important that all students have this number;** otherwise, Lifeline Australia cannot issue them with a Statement of Attainment even if students are deemed competent at the end of training course. To create your USI number, visit [www.usi.gov.au](http://www.usi.gov.au).

### **7.3 Training Systems**

Lifeline uses two online systems as part of this training program:

1. JobReady RTO Database
2. Moodle learning management system - known as Lifeline eLearning

Students will therefore need to have access to a computer and the internet to complete the eLearning component of the training.

## **7.4 Assessment of Competency and Professional and Personal Development**

Students will be assessed:

- on completion of their minimum 161 hours over 12 months
- against the performance criteria and underpinning knowledge of the Units of Competency
- as an integrated component of the learning process

Assessment has been designed so that it is not onerous for the student. Students will be given ample opportunity to demonstrate their level of competency for assessment and be provided with feedback to support their learning, personal and professional development. If areas are identified where a student requires further support and development, where appropriate this will be provided and there will be an opportunity for reassessment.

At the completion of training, students are expected to have met the skills, knowledge and attributes required of a Crisis Supporter. Lifeline is committed to ensuring that Professional and Personal Development opportunities are available to all Crisis Supporters on an ongoing basis.

## **7.5 Right of completion of training and/or assessment**

Lifeline will guarantee that once an accredited program commences, training and assessment services will be available for the prescribed duration of the program.

## **8. Time commitment**

Lifeline students enrolled in the CSWT training program must be prepared for a minimum commitment of one year to complete the course.

## **9. Leave during training**

The following requirements apply to Students regarding taking leave during the Crisis Supporter Workplace Training (CSWT):

### **9.1 Stage 1 - Initial Training – Blended Learning**

Students are expected to complete the Initial Training over a maximum period of 3 months.

Students undertaking the CSWT course have limited scope for leave given the interconnectedness of many of the Topics. The blended training is made up of eLearning followed by face-to-face training sessions. Ideally, students should not miss any face-to-face sessions as doing so may impact progress later. However, it is recognised that exceptional circumstances due to illness or other commitments do arise. Should this occur make up sessions may be offered on a Centre by Centre basis. The Trainer will advise if there will be an additional cost involved.

Unexplained absences from any face-to-face sessions, non-completion of the eLearning and/or non-

attendance at face-to-face sessions may result in the suspension or withdrawal of the student from the training program. In all instances, options should be explored to assist the student to 'get back on track' within the Centre's resourcing capacity and which do not compromise the integrity of the training and assessment of competency. However, where significant impediments arise to prevent the normal pattern of completion, the student may be offered the opportunity to suspend their training and to recommence in a later group. Failing this they may need to be withdrawn from the training altogether.

## **9.2 Stage 2 - Student Placement**

Students are required to complete approximately 20-28 hours of training, including shifts and required assessments within 2 months. However, even in exceptional circumstances (defined as illness or misadventure that occurs beyond the student's control), if Student Placement is not completed within 3 months, the student must recommence the course in full.

## **9.3 Stage 3 - Internship**

The Internship Stage must be completed within 9 months and students are required to complete approximately 74-82 hours. This reflects the need to ensure ongoing learning and embedding of skills during this period.

Exceptional circumstances (defined as illness or misadventure that occurs beyond the student's control) may arise that result in the need for an Intern Crisis Supporter (student) to request a longer period to complete the Internship. In these instances, the Centre will undertake a case-by-case review as to whether they support the period proposed and what steps would need to be taken for the individual to complete their internship. An assessment of skills and potential deficits will be necessary in this instance. Options for returning to the Lifeline Crisis Service can include completing:

- Part or all of the CSWT eLearning
- assessed role plays
- assessed shifts
- additional supervision
- coaching supervision

Should a former Student, who has not completed their training within the 18-month period, wish to return to the Lifeline Crisis Service, they would need to complete the CSWT course beginning at Initial Training. Even in exceptional circumstances, the entire course from the beginning of Initial Training through to end of Internship must be completed within 18 months.

## 10. Statement of Attainment

On successful completion of the CSWT training and achieving competency in all three units, a Statement of Attainment will be issued for the below:

- **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

It is a requirement that all students receive a Statement of Attainment before they can be invited to become Accredited Crisis Supporters.

## 11. Course Fee Information

The cost of providing training across the three stages of the CSWT is significant and Lifeline recognises the value of the time commitment volunteers provide to Lifeline and to help seekers and therefore provides the training at a substantially subsidised cost.

<p><b>Initial training and assessment including:</b></p> <ul style="list-style-type: none"> <li>• eLearning and Face to Face (F2F) sessions for Topics 1 to 10 Nationally Accredited Units of Competencies               <ul style="list-style-type: none"> <li>○ <b>CHCCCS003</b> Increase the safety of individuals at risk of suicide</li> <li>○ <b>CHCCCS019</b> Recognise and respond to crisis situations</li> <li>○ <b>CHCCCS028</b> Provide client-centred support to people in crisis</li> </ul> </li> <li>• Student placement (including mentor)</li> <li>• Internship</li> <li>• Group Supervision</li> </ul>	<p><b>Co-contribution toward the cost of delivering the training: \$500.00</b></p>
<p>Options for students who are deemed Not Yet Competent for formal assessment</p>	<p>Determined on a case by case basis.</p>
<p>Hardcopy print of Statement of Attainment</p>	<p><b>\$60.00</b></p>

### 11.1 Payment terms, including timing and amount of fees to be paid

<p><b>Payment Terms:</b></p> <p>An invoice will be issued by Uniting (Victoria and Tasmania) Ltd for the co-contribution fee. Payment must be made by Monday, 27 July 2020 to confirm participation in the training.</p> <p>By prior arrangement, a payment schedule may be agreed; however, a minimum payment of \$275.00 must be made by Monday, 27 July 2020. Failure to pay the fee due may result in the withdrawal of the offer to participate in the training. All fees must be paid in full by Friday, 2 October 2020.</p>	<p><b>\$500.00</b></p>
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## 11.2 Lifeline Student Refund Policy

Lifeline Australia's Designated Sites must offer fair and reasonable refund arrangements for all students undertaking training in the organisation.

<b>If withdrawing from the process prior to commencement of the scheduled training.</b>	A refund less a minimum 10% administration fee may be given. Notification of withdrawal must be made to the CSWT Trainer on or before Friday, 31 July 2020. All materials issued must be returned.
<b>If a student should withdraw from the training course under special circumstances.</b>	A partial refund may be made, based on notice given and costs already incurred by Lifeline Australia's Designated Site.
<b>Should a student be asked to withdraw from the training program.</b>	A partial refund may be made, based on notice given and costs already incurred by Lifeline Australia's Designated Site.

## 11.3 Fees and Charges for Additional Services

<b>Catch up Face to Face (F2F) sessions.</b>	<b>\$75.00 per face to face session.</b>
<b>Options for students who are deemed Not Yet Competent on completion of Internship at end of training.</b>	<b>To be determined on a case by case basis.</b>
<b>Hardcopy print of Statement of Attainment.</b>	<b>\$60.00</b>

## 12. Lifeline National Crisis Supporter Ongoing Accreditation Process

Accredited CS are required to meet a range of minimum yearly requirements to ensure that they maintain their level of accreditation.

These are as follows:

<b>Supervision</b>	This will consist of individual and group sessions as well as coaching sessions as per the Supervision Policy.
<b>Practice</b>	A minimum of 92 hours of logged in crisis support.
<b>Professional development</b>	A minimum of 8 hours learning and development.
<b>Biennial Criminal Record Check</b>	Arranged by your Centre, and at no cost to a volunteer Crisis Supporter.

## 13. Appendix 1: Student (Crisis Supporter) Position Description

### Role

To undertake Crisis Supporter Workplace Training with the prospect of being invited to become a Lifeline Crisis Supporter on achievement of competency.

### Characteristics

Inherent in the role of a Crisis Supporter is the ability to empathically and respectfully connect with help seekers. This is sustained by the personal attributes that the Crisis Supporter brings to the helping relationship. Therefore, the Crisis Supporter must be able to demonstrate:

- The ability to express empathy and respect for others
- The ability to establish good connection with help seekers
- A strong sense of self and self-awareness
- Awareness of personal bias
- Openness to diversity
- The capacity to understand and help others proactively whilst maintaining clear boundaries of responsibility
- The ability to integrate professional and personal learning experiences into the helping process to enable an understanding of the help seeker's situation
- The ability to differentiate their own feelings from those of the help seeker and maintain enough emotional distance from personal experiences to maintain perspective
- Willingness and ability to respond reflectively to feedback given in training and supervision around performance and apply to ongoing practice

### Training Application Process

Applicants wishing to undertake the Crisis Supporter Workplace Training (CSWT) course are required to complete the following process to assess suitability for the training program.

**The process involves a written application and a personal interview.**

Successful applicants will be invited to enrol into the Crisis Supporter Workplace Training (CSWT) course. **This is known as an Invitation to Initial Training.**

A Student (Crisis Supporter) must be able to demonstrate their willingness to:

- Undertake and complete Lifeline's Crisis Supporter training pathway (eLearning and face-to-face modules, Student Placement and Internship)
- Undertake a criminal record check
- Undertake a working with children check (if applicable)
- Adhere to Lifeline's vision, purpose and guiding principles

- Work with a diverse range of help seekers
- Work with people from culturally and linguistically diverse backgrounds
- Work effectively with other Lifeline team members and Centre management
- Maintain consistency in commitment, reliability and punctuality
- Commit to minimum requirements concerning shift coverage, supervision and professional development
- Recognise when additional supervision or debriefing is necessary
- Practice self-care strategies
- Must be 18 years or over

### **Experience**

Be able to demonstrate:

- A good level of computer literacy
- A high level of written and verbal English communication skills - Level 3-4.



## 14. Appendix 2: Training calendar

### 14.1 Initial Training - Stage 1

Topic number - title	Training method	Dates
<b>Introductory Session</b>	Face-face	Tuesday 28/07/2020 Zoom or F2F if possible 5.30pm - 8.00pm
<b>1 - Foundational Knowledge</b>	eLearning	Due Monday 03/08/2020
	Face-to-face	Tuesday 04/08/2020 Zoom 5:30pm - 9.00pm
<b>2 - Microskills &amp; Self-awareness</b>	eLearning	Due Monday 10/08/2020
	Face-to-face	Tuesday 11/08/2020 Zoom 5:30pm - 9.00pm
<b>3 - Microskills &amp; Supervision</b>	eLearning	Due Monday 17/08/2020
	Face-to-face	Tuesday 18/08/2020 Zoom 5:30pm - 9.00pm
<b>4 - Lifeline Practice Framework (CARE)</b>	eLearning	Due Monday 24/08/2020
	Face-to-face Part 1	Tuesday 25/08/2020 Zoom 5:30pm - 9.00pm
	Face-to-face Part 2	Saturday 29/08/2020 Zoom or F2F if possible 9.00am - 1.00pm
<b>5 - Introduction to Suicide</b>	Face-to-face Part 1	Tuesday 01/09/2020 Zoom 5:30pm - 9.00pm
	Face-to-face Part 2	Saturday 05/09/2020 Zoom or F2F if possible 9.00am - 1.00pm
<b>6 - Suicide Crisis Support</b>	eLearning	Due Monday 07/09/2020
	Face-to-face	Tuesday 08/09/2020 Zoom 5:30pm - 9.00pm
<b>7 - Safety Issues</b>	eLearning	Due Monday 14/09/2020
	Face-to-face	Tuesday 15/09/2020 Zoom 5:30pm - 9.00pm
<b>8 - Understanding Differences</b>	eLearning	Due Monday 21/09/2020
	Face-to-face	Tuesday 22/09/2020 Zoom 5:30pm – 9.00pm
<b>9 - Putting It All Together</b>	eLearning	Due Monday 28/09/2020
	Face-to-face	Tuesday 29/09/2020 Zoom 5:30pm – 9.00pm

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<b>10 - Practice Clinic</b>	Face-to-face	Saturday 03/10/2020 Zoom or F2F if possible 9.00am - 1.00pm
<b>Observation Shifts</b> <i>(between Topic 4 and Topic 9)</i>	Trainer will schedule these shifts based on availability of mentors.	Between Monday 31/08/2020 and Monday 28/09/2020

<b>Assessment - Stage 1</b>	<b>Date range</b>
<b>Three role plays:</b> <ol style="list-style-type: none"> <li>1. Crisis</li> <li>2. Suicide – non-imminent</li> <li>3. Suicide – imminent</li> </ol>	Monday 05/10/2020 - Friday 23/10/2020 Each assessment role play will take approx. 30 minutes. Dates and times of assessments will be arranged between the Trainer and the Student. Each Student may have a maximum of 3 attempts for each role play if required. All attempts MUST be completed within the date range.
<b>Stage 1 Assessment Feedback</b>	Monday 26/10/2020 - Friday 30/10/2020 Trainer will arrange individual interviews with each student to provide feedback about the role play assessments. Each student will be informed if they have been successful in progressing to Stage 2 – Student Placement.

## 14.2 Student Placement - Stage 2

<b>Orientation session</b>	<b>Date</b>
Face-to-face Orientation Session	Saturday 31/10/2020 Zoom or F2F if possible 9.00am - 11:30am

<b>Logged in hours</b>	<b>Date range</b>
Minimum 16 hours including call coaching session with Trainer or Centre Supervisor	Monday 02/11/2020 - Sunday 27/12/2020 Scheduled shifts managed by Centre staff and to be completed at Lifeline Ballarat.

<b>Mid-placement workshop</b>	<b>Date</b>
Face-to-face Session	Tuesday 24/11/2020 Zoom 5:30pm - 9.00pm

<b>Assessment - Stage 2</b>	<b>Date range</b>
Assessment shift after Student Placement logged in hours completed. Transition into Stage 3 - Internship. Reflective Session.	Monday 28/12/2020 - Thursday 31/12/2020  F2F in the Lifeline Ballarat Centre

### 14.3 Internship - Stage 3

Task	Date range
Logged in hours <ul style="list-style-type: none"><li>Minimum 56 hours</li></ul>	Friday 01/01/2021 – Wednesday 01/09/2020
Group Supervision x 2 sessions - as per policy.	One session to be completed sometime during March and April.  One session to be completed sometime during June and July

### First half of Internship - Stage 2

Task	Date range
Self-care eLearning	01/02/2021 – 31/03/2021
Masterclass – eLearning component	01/04/2021 – 30/04/2021
Masterclass – face-to-face component	Thursday 06/05/2021 5:30 – 9.00pm
Coaching session	01/02/2021 – 30/04/2021

### Second half of Internship - Stage 3

Task	Date range
Community Insights	01/07/2021 – 31/08/2021
Coaching session (optional)	01/06/2021 – 31/08/2021

### Assessment - Internship - Stage 3

Task	Date range
One assessed interaction (to be completed at end of Internship): live interaction or role play.	After Student has completed 56 logged hours and before 30/09/2021
Final assessment, interview and sign off	After all other requirements have been completed and before 30/09/2021