

## Lifeline South Coast offers training under Lifeline Australia RTO: 88036

### 1. What is the application process for the 2019 courses?

- Individual information sessions will be held prior to each training course. Only applicants who attend one of the information session will be considered.
- Information regarding the application, intake and interview process will be made available at the information sessions.

### 2. Does it matter which information session I attend?

- No, you may attend any of the information sessions, as long as it is prior to the session you are applying for.

### 3. How much does the Lifeline South Coast training course cost?

- “Students” in paid work \$350.
- “Students” who are fulltime students, pensioners or working less than 16 hours per week \$250.
- Course fees need to be paid in full within two (2) weeks of commencing the course.

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

- Yes, all training sessions are mandatory to complete the course.

### 5. Is there any take home work?

- Yes, there is an online component that needs to be completed PRIOR to the lesson each week. You cannot attend the lesson without completing the online component.

### 6. What is my ongoing commitment to Lifeline South Coast?

- A two (2) year commitment of one (1) weekly 4-hour shift in peak demand times for 40 weeks of the year.
- Annual accreditation requirements:

<ul style="list-style-type: none"> <li>• 160 hours on the phones providing crisis support during peak demand times.</li> <li>• Peak demand times are: <ul style="list-style-type: none"> <li>○ Monday to Friday – 4 hours shifts at 6.00am or 6.00pm</li> <li>○ Saturday and Sunday – 4 hour shifts at 6.00am, 10.00am, 2.00pm, 6.00pm</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Participating in regular group and individual supervision</li> </ul>
<ul style="list-style-type: none"> <li>• Completing a minimum of 8 hours Professional Development each year (4 hours of this can be online).</li> </ul>

### 7. 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)

### 8. Will I get a qualification at the end of my training?

- After 12 months on the phones (provided you have fulfilled all of your requirements and have been assessed as competent) you will receive:

#### 3 Units of Competency

- 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