



# Become a Telephone Crisis Supporter (TCS) Volunteer

## Getting Started

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We appreciate your interest in becoming a Telephone Crisis Supporter (TCS) Volunteer with Lifeline South Coast and invite you to read the following information below before attending one of our training information sessions.

## What's involved

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Our dedicated volunteers take calls on Lifeline's Telephone Crisis Support Line 13 11 14 and last year Lifeline South Coast answered 25,021 calls for crisis support.

This intensive 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.

You must be available to attend each face-to-face training day, plus observational shifts and assessment.

## Costs and eligibility

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- Standard course fee is \$350.
- Concession course fee is \$250 – to be eligible you be a fulltime student, pensioner or working less than 16 hours per week.

Course fees need to be paid in full within two (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.

# BECOME A TELEPHONE CRISIS SUPPORTER (TCS) VOLUNTEER

## *Training Requirements*

### Training requirements

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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

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This training will be a fast-tracked course and spread across weekdays over three weeks. The training will take place in Nowra, and shifts will be undertaken in both Wollongong and Nowra.

Mon 1 Feb 2021 (9AM–4PM): Foundational Knowledge + Micro Skills and Self-Awareness

Tue 2 Feb 2021 (9AM–12PM): Micro Skills and Supervision

Wed 10 Feb 2021 (9AM–4PM): Lifeline Practice Framework 1 + Lifeline Practice Framework 2

Thu 11 Feb 2021 (9AM–4PM): Introduction to Suicide

Fri 12 Feb 2021 (9AM–4PM): Suicide Crisis Support + Safety Issues

Mon 15 Feb 2021 (9AM–4PM): Understanding Differences + Putting It All Together

Tue 16 Feb – Tue 23 Feb 2021: Observation Shifts

Wed 24 – Thu 25 Feb 2021: Practice Clinic + Assessments

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## *Training Requirements*

### Next Steps

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Please ensure that you are available for all training dates above before applying for the course. To apply, you **must** attend the upcoming information night on Thursday 26 November 2020.

To register for the information session, please complete the online form on our website [here](#).

Information regarding the application, intake and interview process will be made available at the information sessions.

**Please note:** Only applicants who attend one of the information session will be considered.