



Become a Telephone Crisis Supporter

Getting Started

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

Our dedicated volunteers take calls on Lifeline's twenty-four hour a day, seven day a week 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

- 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.

VOLUNTEER

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-centered support to people in crisis

Training dates

If accepted into the course, attendance is compulsory for all training dates and times allocated:

	Commencing	Module/Contents
1	Thursday, 3 June 2021 6pm-9pm	Topic 1: Foundational knowledge
2	Thursday, 10 June 2021 6pm-9pm	Topic 2: Microskills and self-awareness
3	Thursday, 17 June 2021 6pm-9pm	Topic 3: Microskills and supervision
4	Saturday, 19 June 2021 9am-4pm	Topic 4: Lifeline Practice Framework
5	Saturday, 26 June 2021 9am-4pm	Topic 5: Introduction to Suicide
6	Thursday, 1 July 2021 6pm-9pm	Topic 6: Suicide Crisis Support
7	Thursday, 8 July 2021 6pm-9pm	Topic 7: Safety Issues

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8	Thursday, 15 July 2021 6pm-9pm	Topic 8: Understanding differences
9	Thursday, 22 July 2021 6pm-9pm	Topic 9: Putting it all together
10	Wednesday, 28 July 2021 6pm-9pm	Topic 10: Practice Clinic & Assessments (participants to attend only one practice clinic and assessment session)
10	Thursday, 29 July 2020 6pm-9pm	Topic 10: Practice Clinic & Assessments (participants to attend only one practice clinic and assessment session)

Next Steps

Please ensure that you are available for all training dates above before applying for the course.

To apply, you **must** attend the upcoming information session at 6pm on 8 April 2021 via zoom.

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

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