

Key Dates:

CSWT phase 1 training:	Tuesday 2nd Sept- 2nd October Venue: TBC Location: Wollongong
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Phase I: Student Training

	Commencing	Module/Contents
1	Tuesday 2nd September 2025 1800-2100 Zoom	Topic 1: Foundational knowledge <ul style="list-style-type: none"> • The “you” in what we do
2	Thursday 4th September 2025 face to face 1800-2100	Topic 2: Micro-skills and self-awareness <ul style="list-style-type: none"> • Micro-skills • Self- awareness Self-care and other practices
3	Thursday 11th September 2025 1800-2100	Topic 3: Micro-skills and supervision <ul style="list-style-type: none"> • Micro-skills • Reflective practices
4	Saturday 13th September 2025 face to face 0900-1600	Topic 4: Lifeline Practice Framework Part 1 Lifeline Practice Framework skills Lifeline Practice Framework Part 2 Lifeline Practice Framework skills
5	Saturday 20th September 2025 face to face 0900-1600	Topic 5: Introduction to Suicide <ul style="list-style-type: none"> • Workshop
6	Tuesday 23rd Sept 2025 1800-2100 Zoom	Topic 6: Suicide Crisis Support <ul style="list-style-type: none"> • Suicide • Safety • Self-care
7	Thursday 25 th Sept 2025 face to face 1800-2100	Topic 7: Safety Issues Managing interactions of other safety

8	Tuesday 30 th September 2025 1800-2100 Zoom	Topic 8: Understanding differences. <ul style="list-style-type: none"> • Diversity of Help Seekers • Other
9	Thursday 2 nd October 2025 face to face 1800 -2100	Topic 9: Putting it all together. <ul style="list-style-type: none"> • Managing interactions
10	Monday 15 th Sept- October 5 th , 2025	Observation shifts
11	Wednesday 8 th - Thursday 9 th October 2025	Topic 10: Practice Clinic Assessments
FINAL ASSESSMENT three role pla		
INVITATION: Successful students will be invited to commence Phase II		

Phase II: Student Placement:

Weekly	Student Placement
To be completed by	<ul style="list-style-type: none"> • Phone room orientation • 20 hours of assessed shifts • Supervisor report • It is expected these supervised shifts are to occur in Wollongong
INVITATION: Successful students will be invited to commence Phase III	

Phase III: Probationary Period- internship:

Weekly	Ongoing Telephone Crisis Support Shifts Accreditation activities
	<ul style="list-style-type: none"> • Minimum 148 logged in hours • individual supervision sessions • group supervision sessions • Professional development training
INVITATION: Successful Probationary Telephone Crisis Supporters will be invited to become accredited Telephone Crisis Supporters	



Crisis Support Workplace Training: September 2025 Course