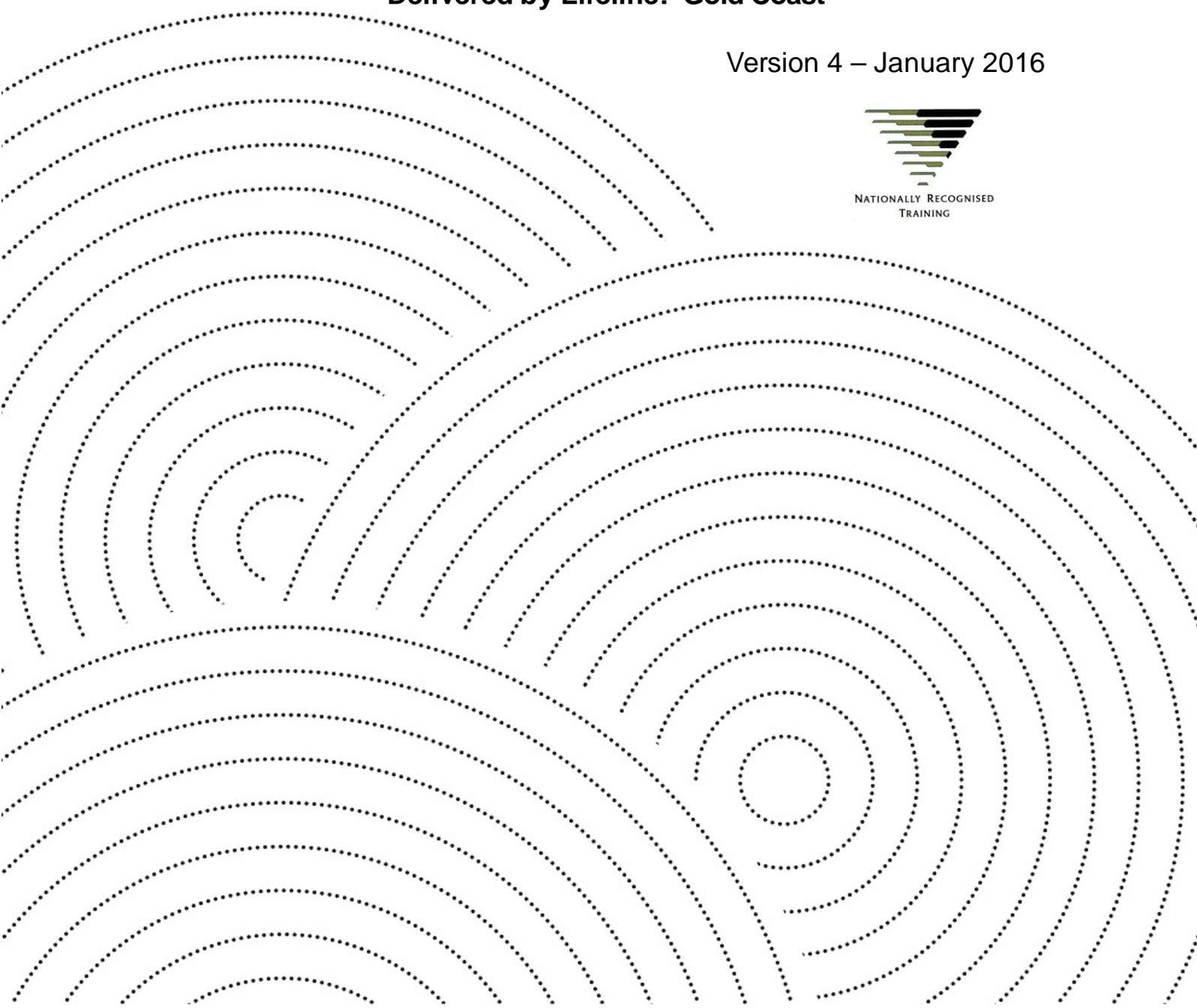




Lifeline Australia 88036  
**Crisis Supporter  
Workplace Training (CSWT)**  
**Pre-enrolment Course Information &  
Training Calendar**

**Delivered by Lifeline: Gold Coast**

Version 4 – January 2016



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## **1. Introduction**

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 now receives over a million contacts each year from people needing care and support either by telephone, the web or face-to-face.

Lifeline 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 work in roles such as Crisis Support, retail outlets, assisting at Lifeline book fairs or through fundraising events or activities, as well as 1,000 staff 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 of the decisions we each make and the actions we take every day. Our guiding principles underpin our decisions and actions and how we behave.

We are guided by how we can best support and serve the community in delivering Lifeline's Purpose

We consistently demonstrate care and respect for other people through how we deal with colleagues, clients and the community.

We demonstrate integrity, honesty, openness, personal excellence and constructive self-criticism, innovation in service provision, mutual respect and commitment in all of our behaviours and decisions.

We will reinforce Lifeline's reputation as an organisation of integrity, honesty, respect, care and trustworthiness.

We listen to others without judgement.

We believe suicide is mostly preventable.

## **3. Callers to the 13 11 14 Service**

Approximately 3,500 crisis supporters work on Lifeline's 24 hour crisis support line and answer over 2,000 calls every day from a wide spectrum of people across the Australian community. People call Lifeline for a variety of reasons including:

Suicide and suicidal behaviours

Addiction

Relationship issues – family; partner; parent; child; friends & relatives; work

Family breakdown – separation, divorce child custody & access

Social – loneliness, isolation, estrangement

Domestic and family violence

Mental health problems – depression; anxiety; psychiatric disorders

Loss & grief – death; separation/divorce; cultural loss;

Health and disability

Sexual assault

Referrals to community services and support

Lifeline's Crisis Supporter Workplace Training equips volunteer Crisis Supporters with the skills and knowledge to provide short term support to people in crisis when they call with these and/or other issues as well as increasing safety when thoughts of suicide are present including providing pathways to further care and support as necessary.

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

Volunteering for Lifeline is an opportunity to make a difference in communities all around Australia in one of Lifeline's 35 Centres. 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 crisis support for Lifeline's telephone crisis support service 13 11 14 and the Crisis Support Chat.

The following benefits of working for Lifeline as a volunteer Crisis Supporter are:

- Practical experience in the field of crisis support and referral work;
- Personal and professional growth and development;
- Career opportunities;
- Giving back to your community;
- Belonging to the Lifeline community;
- Ongoing support in your work with Lifeline learning new skills and/or enhancing existing skills;
- Meeting new people;
- New experiences

#### **5. What do other Lifeline Volunteer Crisis Supporters have to say?**

The majority of people who undergo Lifeline Crisis Supporter Workplace Training continue on to become valued members of the Lifeline volunteer community who contribute their time and skills to the Australian community through their crisis support work. The following comments reflect the experience of some of Lifeline's volunteers:

*"It's really improving my confidence and ability to help someone in crisis"*

*"I enjoy supporting people in need"*

*"It's enhanced my personal growth and I have developed skills which I apply to my own life"*

*“It’s improved my confidence, self-esteem and my self awareness”*  
*“I feel good by making a contribution to the community”*  
*“I get a lot of satisfaction from helping”*  
*“I have developed some great new friendships”*

## 6. Lifeline’s CS Workplace Training (CSWT)



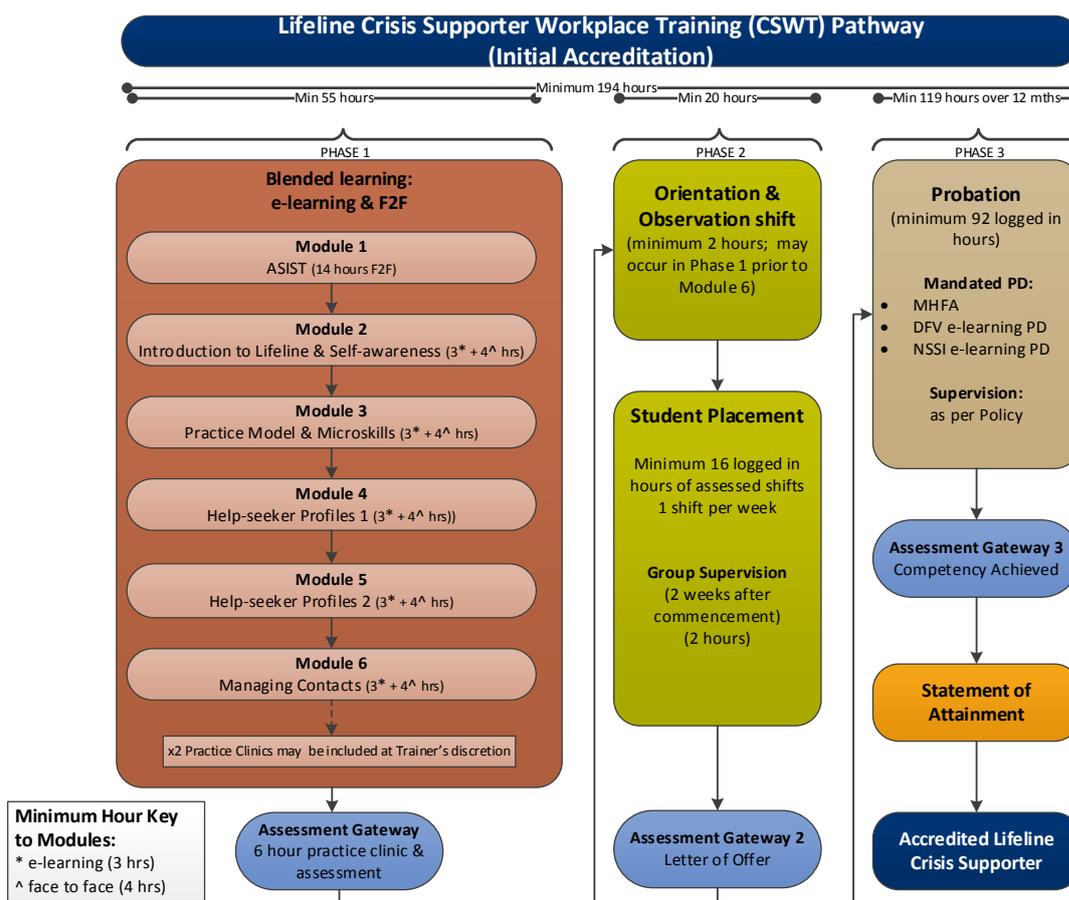
Lifeline’s CS Workplace Training (CSWT) is an accredited course delivered nationally, designed to train Lifeline Crisis Supporters to answer calls on Lifeline’s 13 11 14 Crisis Line or, where available, chats on Lifeline’s Crisis Support Chat.

### 6.1 CS Workplace Training (CSWT) Outline

The Crisis Supporter Workplace Training is designed to equip students with the skills and knowledge they require to undertake the CS role. The training comprises three Phases as detailed in the diagram below.

- Phase 1 – Blended learning (e-learning & face-to-face)
- Phase 2 – Student Placement
- Phase 3 – Probation

The duration of the training is a minimum of 194 hours to achieve Accreditation as a Lifeline Crisis Supporter and obtain a nationally recognised Statement of Attainment in CHCTC301C, CHCTC302B, CHCTC403B, and CHCTC404B.



Students will be supervised during shifts in Phase 2 and may be supervised during shifts in Phase 3 and after achieving accreditation, as deemed necessary by the Centre.

Additional training is required for any Student or CS who wishes to volunteer on the Crisis Support Chat. Note this service is only available at select Lifeline Centres.

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

Under the obligations of Lifeline's RTO, a student technically remains a student from the beginning of training until they receive a Statement of Attainment, is not assessed as competent or withdraws from the training; the title of Probationary Crisis Supporter is a Lifeline title.

More comprehensive details of the training phases are provided in the student manual which will be provided to all CSWT students. However, your trainer will be happy to answer any additional questions you have.

The **Training Calendar** can be found in Section 20 – Centre Course Information and includes training dates for ASIST, F2F sessions & Assessment Gateways.

## 6.2 Course Fee Information

The cost of providing training across the 3 phases of the CSWT is significant.

Lifeline recognises the value of the time commitment volunteers provide to Lifeline and to callers of the 13 11 14 service and therefore provides the training at a substantially subsidised cost.

- Students are issued with a date stamped receipt as proof of receipt of monies upon request.
- Fees, including course fees, administration fees, material fees and any other charges

Census date is after Module 1 of Phase 1 (ASIST) and prior to commencement of Module 2.

<p><b>Course Fee</b></p> <p><u>Includes Statement of Attainment in 4 Units of Competency</u>            CHCTC301C, CHCTC302B,            CHCTC403B, CHCTC404B</p> <p>The duration of the CSWT training is a minimum of 194 hours to achieve Accreditation as a Lifeline CS and obtain a nationally recognised Statement of Attainment upon successful final assessment.</p>	<p>\$600</p>
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## 6.3 Payment terms, including timing and amount of fees to be paid

<p><b>Payment Terms</b></p> <p>A \$100 non-refundable deposit is required within 5 working days of offer [place on course].</p> <p>Full payment is required 5 working days prior to course commencement.</p> <p>In special circumstances a payment plan can be arranged. Discuss with your centre training administrator.</p>	<p>\$100</p>
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## 6.4 Lifeline Student Refund Policy

RTO Designated Sites must offer fair and reasonable refund arrangements for all students undertaking training in the organisation.

- If withdrawing from the process prior to commencement of the scheduled training a refund less minimum 10% administration fee may be given. All materials issued must be returned.
- If a student should withdraw from the training course under special circumstances, a part refund may be made, based on notice given and costs already incurred by the RTO Designated Site as detailed below.
- Should a student be asked to withdraw from the training program a part refund may be made, based on notice given and costs already incurred by the RTO Designated Site as detailed below.

Withdrawal Date	Refund Details	Total Refund to Student
Prior to commencement of training	Total amount paid by student less minimum 10% administration fee	Fee paid less deposit
After Module 1 (ASIST) – (Census Date)	Course fee less Administration and Training fees	Fee paid less \$250
After commencement of Module 2 and onwards	A refund may or may not be given, this along with the amount of the refund is at the Centres discretion	No refund available.

## 6.5 Fees and Charges for Additional Services

<b>Additional Services</b> Options for students who are deemed not yet competent on completion of Phase 3	Discuss with Centre Trainer
Reprint of Statement of Attainment	\$60.00

## 7. Student Language, Literacy & Numeracy (LLN) self-assessment

All applicants must complete a Language, Literacy and Numeracy (LLN) Student Self-Assessment Checklist or face-to-face interview prior to being accepted into the course. Students who are identified as requiring additional training must be advised of the type of training required. Additional cost must be advised in writing to student if Trainer/Centre is providing this additional training. If Trainer/Centre not able to provide additional training student must be advised and if possible an alternative training provider recommended.

## 8. 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.

## 9. Leave during training

The following requirements apply to Students in regards to taking leave during the Crisis Supporter Workplace Training:

### **Phase 1 – Blended Learning & Phase 2 – Student Placement**

Students undertaking the CSWT have limited scope for leave given the interconnection of many of the modules – missing the face to face component of one module may negatively impact progress at a later date. Ideally, students should not miss any face to face sessions. However, exceptional circumstances due to illness or other commitments do arise and occasional absences from face to face sessions may occur.

Unexplained absences from any face to face sessions, non-completion of the e-learning and/or non-attendance at compulsory sessions (e.g. ASIST) may result in the suspension or withdrawal of that student from the training program.

When considering suspension or removal of a student from the CSWT, Centres must undertake a case-by-case review to consider the attendance pattern and reasons for non-attendance (where given), in addition to progress and or performance in modules completed to date. A record must be kept of the decision to suspend or remove and this should be filed securely in case it needs to be referred to at a later date.

In all instances, options should be explored to assist the student to 'get back on track' which are within the Centre's resourcing capacity and which do not compromise the integrity of the training, evidence collection 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 with an option to recommence in a later training group or may need to be withdrawn from the training altogether.

Phase 1 must be completed over a maximum period of three months.

With regard to Phase 2, students are required to complete their 16 hours assessed shifts and group supervision within 2 months. If a student requires leave during Phase 2, the Centre must, where possible, work with the student to develop a plan to resume Phase 2 prior to their leave commencing. Should a student not resume their Phase 2 work within 2 months of taking leave, they must re-start Phase 2 from the beginning. However, even in exceptional circumstances (defined as illness or misadventure that occurs beyond the student's control), if phase 2 is not completed within 6 months, the student must recommence the course in full.

The decision to allow a student to continue with the training or to be withdrawn from the program remains at the discretion of the Centre, in accordance with the guidelines listed above.

### **Phase 3 – Probation**

Probationary CSs are eligible for a maximum of 6 weeks leave during the probationary practice period (Phase 3 of the CSWT). This reflects the need to ensure ongoing learning and embedding of skills during their initial 12 months of CS practice. This 6 week period is already accommodated under the 92 logged in hours requirement and will not result in any further pro rata reduction.

Exceptional circumstances (defined as illness or misadventure that occurs beyond the student's control) may arise that result in the need for a Probationary CS to request a longer period of leave. In these instances, the Centre must undertake a case-by-case review of whether they support the period of leave proposed and what steps would need to be taken in order for the individual to return to complete their probationary practice period. An assessment of skills and potential deficits will be necessary in this instance. Options for returning to the phones include: undertaking the CSWT e-learning, undertaking assessed role plays, undertaking assessed shifts, the provision of additional supervision, and the provision of additional call monitoring. Even in exceptional circumstances, no more than 6 months leave can be accommodated.

Should a former Probationary CS wish to return to the phones after this period, they would need to complete the CSWT in full. All Probationary CSs should be working towards accreditation, which should be achieved at the 12 month mark (from the date of the letter of offer).

Even in exceptional circumstances, an individual's probationary period must not extend beyond 18 months from the start of Phase 3.

## **10. Lifeline National Crisis Supporter Accreditation Process**

Accredited CSs are required to meet a range of minimum yearly requirements to ensure that they maintain their level of accreditation. These are as follows:

- Supervision – this will consist of individual and group sessions as well as call or chat monitoring as per the Supervision Policy;
- Practice – a minimum of 92 hours of logged in crisis support; and
- Professional development – a minimum of 8 hours learning and development
- Biennial Criminal Record Check

Additional e-learning is required for any CS who wishes to work on the Crisis Support Chat. Please note this service is only available at select Lifeline Centres.

## **11. Criminal Record Check (CRC) & Working with Children**

All applicants are required to undergo a criminal record check prior to acceptance into training. Your Centre will advise you on any costs surrounding this. Your acceptance into training is conditional upon satisfying Lifeline CRC requirements.

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

Upon successful completion of training and becoming Accredited Crisis Supporters, all Crisis Supporters will then undergo a criminal record check every two years.

Depending on the Centre's State requirements, applicants may be required to undergo a Working with Children check or other additional checking. Applicants must check with their Centre to see if they are required to undertake any record checks other than the standard CRC.

## **12. Additional support for Students**

Students should be aware that physical and mental disabilities (such as hearing and vision impairments) may preclude people from completing this course as there are limitations to the amount of support we are able to provide these Students. Please discuss this with your Centre/Trainer prior to enrolment.

### **13. Unique Student Identifier (USI)**

From 1 January 2015, all Students are required to have a Unique Student Identifier (USI) in order to obtain a formal qualification. A Unique Student Identifier (USI) is a reference number made up of numbers and letters 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 of their training results from all providers including all completed training units and qualifications.

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

The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

Students must have this number, otherwise, Lifeline Australia cannot issue them with a Statement of Attainment if Students are deemed competent at the end of Phase 3.

Students can create their own USI by visiting [www.usi.gov.au](http://www.usi.gov.au).

### **14. Training Systems**

Lifeline uses two main online systems in this training program – the JobReady RTO Database and the Moodle learning management system, which is known within Lifeline as Lifeline e-Learning.

The JobReady RTO Database is the system where Students must register their details and their USI in order for them to receive a Statement of Attainment.

The Lifeline e-Learning system is the system where Students complete their online learning activities. Students are required to create an account and will receive a specific enrolment key (a unique password for their specific training group) to enroll in their e-learning course. Specific details regarding completion of the e-learning are outlined in the Student Manual.

Students are required to create accounts in both systems, as neither system is currently connected and account information is not shared between the two systems.

Students will be introduced to the Workforce Management System during Phase 2, which they will use to roster their shifts.

### **15. Time commitment**

Information related to hours/time commitments can be found in Section 20 of this booklet.

### **16. Supervision**

Information related to Supervision requirements can be found in Section 20 of this booklet.

### **17. Professional and personal development**

Information related to Professional and Personal Development can be found in Section 20 of this booklet.

## **18. Assessment**

Students will be assessed on completion of their minimum 194 hours over a maximum 18 month period against the elements of the Units of Competency and the performance criteria contained within them. Assessment will occur as an integrated component of the learning process and is designed not to be 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. Where areas are identified that need further development, students will be supported to further develop and improve their knowledge and/or skills and have an opportunity for reassessment.

At the completion of training and the probationary period students are expected to have met the skills, knowledge and attributes required of a Crisis Supporter.

Further information on assessment processes is provided in the Student Manual.

## **19. Statement of Attainment**

It is a requirement that all Students receive a Statement of Attainment before they can become Accredited Crisis Supporters.

## 20. Gold Coast Course Information



Training and delivery of the Lifeline service in Queensland is managed by UnitingCare Community. When you are accepted into the training course you become part of the UnitingCare Community (UCC) volunteer team and will receive the benefits offered to all UCC volunteers.

Our aim is to provide high quality adult learning to achieve the best outcome for our students.

### Training Calendar

<b>Course Dates</b> <b>Gold Coast – January 2016</b> All face-to-face sessions for Gold Coast courses are held at UnitingCare Community/Lifeline, Lifeline training Room, 2741 Gold Coast Hwy, Broadbeach			
<b>Information Session is being held on:</b> Thursday 7th January 2016 @ 6.00pm-7.30pm Registration essential. Email <a href="mailto:GC.CSWT@uccommunity.org.au">GC.CSWT@uccommunity.org.au</a>			
<b>Compulsory Induction Session - Thursday 21 January 5.30pm-8:00pm</b> Session includes: completion of Blue Card (Working with Children) & Fit2Work (Police Check) forms, Unitingcare Community Induction, OHS procedures, introduction to Lifeline Workforce Management (shift roster system), meet & greet supervision & admin team.			
<b>PHASE 1 - Blended Learning – eLearning &amp; Face to Face</b> All sessions are compulsory			
Module/Topic	Time	Date	E-Learning (Prior to face-to-face session)
<b>Module 1 – ASIST 2-day workshop</b>	9am-5pm both days	Sat 23rd & Sun 24th January	No
<b>Module 2 – Intro. to Lifeline &amp; Self-awareness</b>	6-9pm	Tuesday 2nd Feb	Yes - Module 2 (part a & b)
<b>Module 3 - Practice Model &amp; Micro-skills</b>	6-9pm	Thursday 4th Feb	Yes - Module 3
<b>Module 4 - Help-seeker Profiles 1</b>	6-9pm	Tuesday 9th Feb	Yes - Module 4
<b>Observation Shifts 1 &amp; 2</b> (between Mod 4 & Practice session 1 )	<i>You observe (listen to) an experienced Crisis Supporter on 2 x 4 hour shifts</i>		
<b>Module 5 - Help-seeker Profiles 2</b>	6-9pm	Thursday 11th Feb	Yes - Module 5
<b>Module 6 - Managing Contacts</b>	6-9pm	Tuesday 16th Feb	Yes – Module 6
<b>Practice (Session 1)</b>	6-9pm	Thursday 18th Feb	Yes – DFV e-learning
<b>Assessments (Session 1)</b>	9:00am-10:30am <b>OR</b> 11:00am-12:30pm <b>OR</b> 1.00pm-2.30pm	Saturday 20th Feb	

<b>Students who successfully complete all above modules (Phase 1) may be invited through to PHASE 2 – Student Placement</b> <i>Pencil the dates below in your diary</i>		
<b>Workforce Management Systems Training</b>	Thursday 25 <sup>th</sup> February 6pm-7pm	
<b>Student Placement Shifts</b> 26 <sup>th</sup> February – 24 <sup>th</sup> March 2016	You are required to complete 4 x 4 hour supervised shifts on the phones over a 4 consecutive week period.	
<b>Group Supervision (Compulsory)</b>	6pm-8pm	Tuesday 8th March 2016
<b>Students who successfully complete Phase 2 will be invited to PHASE 3 – Student Probation</b> <i>Pencil the dates below in your diary</i>		
<b>Mental Health 1<sup>st</sup> Aid</b>	8.30am-3.30pm	Saturday 2nd April & Sunday 3rd April 2016
<b>Non-Suicidal Self Harm</b>	To be completed by 30/6/16	e-learning only

## Time Commitment – First Year

### PHASE 1 – Face-to-Face & e-Learning

**Face-to-Face attendance:** Sessions are compulsory. 100% attendance record is required.

**E-learning:** Compulsory - about 3-4 hours of e-Learning for each module as per information provided on previous page. Please allow time to complete **prior** to your attendance at the face-to-face sessions. If you have NOT completed the e-Learning your ability to participate in the face to face session will be severely impeded and may impact the rest of the class. **In exceptional circumstances** participation in the face-to-face session without having completed your e-Learning may be allowed and MUST be approved by the Lifeline Trainer.

**NOTE:** You **should not jump ahead** for example do Module 3 e-learning before you've completed Module 2 face-to-face.

### PHASE 2 – Student Placement

Prior to the student placement a workplace orientation is compulsory prior to your 1<sup>st</sup> student placement shift.

**Student Placement:** You are required to complete a min. 16 hours supervised work on the phones (4 x 4 hour shifts where possible across consecutive weeks) and a mandatory Student Group Supervision. During this placement you are required to complete your **Student Placement Journal** which forms part of your overall assessment.

### PHASE 3 - Probation

At successful completion of Phase 2, you may be invited through to this phase. Compulsory requirements of this Phase are:

- minimum of 92 logged phone hours (NB: 92 hours over 12 months equates to 1 x 4 hour-shift per fortnight with 6 weeks off)
- 2 Individual Supervision
- 3 Group Supervision
- mandatory professional development:

- Mental Health First Aid (face to face 12hrs)
- ASIST Tune-up (e-Learning 2-3hrs)
- Non Suicidal Self Harm (e-learning 2hrs)

Shift times are varied between 6am-midnight daily.