

Crisis Supporter Workplace Training (CSWT)

APPLICATION FORM 2020-1

Dear applicant,

Thank you for applying to become a volunteer Telephone Crisis Supporter with Lifeline Canberra.

ABOUT LIFELINE CANBERRA

Lifeline Canberra exists to support people in crisis and save the lives of those experiencing thoughts of suicide.

Since 1971, we have provided support via our local 13 11 14 crisis support line. Lifeline Canberra telephone crisis supporter volunteers listen with care and acceptance, whatever the circumstance, and provide support and information to people in need.

As an integral part of the Canberra landscape, we continue to promote community and individual resilience. Lifeline is non-judgemental, confidential and accessible at all times.

APPLICATION PROCESS

Please [click here to review the training schedule for this intake](#) as it is a requirement to attend every session.

Please consider carefully whether the commitment is right for you at this time.

It is essential that you complete all sections of this application form.

KEY DATES

Applications close 5pm Friday, 17 January 2020

We will contact you via email to confirm an interview time on receipt of your application or by COB on Monday 20 January 2020

Interviews will be held on Wednesday 22, Thursday 23 and Friday 24 January 2020
you can advise of your preferred interview times on page 10 of this application.

Offers of placement for successful applicants will be made by COB Tuesday 28 January 2020.

You will receive an invoice after you accept your offer of placement.
Payment is due by 5pm Monday 3 February 2020

Thank you again for applying, we look forward to seeing you soon.

Kind regards,

Alisha Tarrant

Lifeline Programs Manager

Lifeline Canberra

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The information on this form will remain confidential and the property of Lifeline Canberra.

PERSONAL DETAILS

NAME _____

HOME ADDRESS _____

SUBURB _____ STATE _____ POSTCODE _____

EMAIL _____

HOME PHONE _____ WORK PHONE _____ MOBILE _____

OCCUPATION _____ DATE OF BIRTH _____

Are you aware of any other person applying for this round of CSWT? _____

EMERGENCY CONTACT

FULL NAME _____

RELATIONSHIP _____ MOBILE _____

PART ONE: BACKGROUND

1. How did you hear about volunteering at Lifeline Canberra?

2. Please tell us a little about yourself (e.g.: interests, family, hobbies, employment, background)

3. What things in life are you passionate about?

4. What aspect of being a telephone crisis support volunteer with Lifeline Canberra appeals to you?

5. When you feel stressed, what coping strategies do you find effective?

6. What are you hoping to gain from your experience with Lifeline Canberra?

7. What has prompted you to apply to become a telephone crisis support volunteer at this point in time?

8. Please outline other commitments you currently have in your life (e.g.: family, work, study)

9. What support networks would you have in place to assist you during your time with Lifeline Canberra?

10. What have been some of the significant life events you have experienced, and how have these helped to shape the person you are now? Have any of these occurred in the last two years?

11. How do you cope with and adapt to change?

12. Please outline what you think crisis support is, why you think people seek crisis support and what you consider to be an effective outcome from crisis support.

PART TWO: YOUR SKILLS AND ABILITIES

1. What strengths, qualities and skills would you bring to Lifeline Canberra?

2. What skills will you use and how will you cope with communicating with people who hold different values and beliefs, or who come from a different background to you?

3. What is your experience and level of knowledge and skill working with computers? Do you have regular and easy access to the internet?

4. Is there anything else Lifeline Canberra should know about you?

PART THREE: TRAINING Schedule Acknowledgement

Please carefully review the training schedule as attendance at all modules in sequence is compulsory [training schedule](#)

I can attend all sessions indicated on page 13, which are outlined in the training schedule.

PART FOUR: DECLARATION

Do you have any ability concerns that may make it difficult for you to clearly communicate by phone, or may make it difficult for you to fulfil the requirements expected by Lifeline Canberra?

If yes, please provide details of any additional support or resources you may require.

If you are unsure whether or not your disability would make it difficult to undertake the role of the telephone crisis support volunteer, please call us on 02 6171 6306 and speak with the CSWT Facilitator.

I give Lifeline Canberra permission to undertake a Police Check on my character.

DECLARATION

I understand that:

- Lifeline Canberra has the right to deny entry into the CSWT program.
- Should I be deemed unsuitable to continue the training, Lifeline Canberra has the right to exit me from the training and I will attend an exit interview.
- Lifeline Canberra has the right to accept or deny accreditation as a telephone crisis supporter.

SIGNED _____

DATE _____

If you are having difficulties with the digital signature, please print to sign the form.

INTERVIEW TIMES

Please indicate your preferred interview times in order of preference.

	Wednesday 22 January	Thursday 23 January	Friday 24 January
8:00am			
8:30am			
9:00am			
9:30am			
10:00am			
10:30am			
11:00am			
11:30am			
12:00am			
12:30am			
2:00pm			
2:30pm			
3:00pm			
3:30pm			
4:00pm			
4:30pm			
5:00pm			N/A
5:30pm			N/A
6:00pm			N/A

PLEASE NOTE: When you come to the interview, you will be required to complete a form and present ID to the TCS Administrator for a National Police Check. The form will be sent to you with your interview time and it would be very helpful if you could complete it before you come to the interview - and ensure you have appropriate and sufficient ID, as outlined in the form.

PAYMENT DECLARATION

I agree to pay the following fee for CSWT (please select appropriate fee):

	Standard fee \$595.00
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	Concession fee \$495 - as I receive the following Government pension / benefit:
	NAME OF PENSION / BENEFIT _____
	CUSTOMER REFERENCE NUMBER (CRN) _____

	Concession fee \$495 - as I am a full time student (present student ID at time of payment)
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	Concession fee \$495 - as I am over 60 years of age and am fully retired
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You will receive an invoice when you accept your offer of placement.

Payment is due by 5pm Monday 3 February 2020

SIGNED _____

DATE _____

If you are having difficulties with the digital signature, please print to sign the form.

REFUND POLICY:

- If you withdraw before Module 1 - you will receive a refund minus \$50 fee.
- If you withdraw after Module 1 and before Module 2 - you will receive a refund minus \$200 fee.
- If you withdraw after Module 2 - no refund will be given.
- If you withdraw under special circumstance, or are asked to withdraw, a part refund may be made.

APPLICATION FORM SUBMISSION

Check list

	Personal details and emergency contact completed
	Parts one and two completed
	Training schedule acknowledgement
	Declaration reviewed and signed
	Preferred interview times indicated
	Payment form and declaration completed

Please return completed form to:

Mail	Lifeline Canberra GPO Box 583 Canberra City ACT 2601
Email	tcsvolunteerenquiries@act.lifeline.org.au
Fax	(02) 6257 4290
In person	Lifeline Canberra Office Level 1, 71 Northbourne Ave Canberra City ACT 2601

TRAINING SCHEDULE

CSWT 2020-Round 1 Face to face sessions

DAY	DATE	TIME	SESSION	LOCATION
Tuesday	4 February	6pm till 9pm	Module 1 Foundational Knowledge	Lifeline Canberra
Tuesday	11 February	6pm till 9pm	Module 2 Microskills and self awareness	Lifeline Canberra
Tuesday	18 February	6pm till 9pm	Module 3 Microskills and Supervision	Lifeline Canberra
Saturday	22 February	9am till 4pm	Module 4 Lifeline Practice Framework	Lifeline Canberra
Tuesday	25 February	6pm till 9pm	Module 5 Understanding Differences	Lifeline Canberra
Saturday	29 February	9am till 4pm	Module 6 Safety Issues	Lifeline Canberra
Tuesday	3 March	6pm till 9pm	Module 7 Suicide	Lifeline Canberra
Tuesday	10 March	1 hour slot between 5pm and 10pm	Phone Inoculation	Lifeline Canberra
Tuesday	17 March	6pm till 9pm	Module 8 Putting it all together	Lifeline Canberra
Tuesday	24 March	6pm till 9pm	Consolidation	Lifeline Canberra
Saturday	28 March	8.30am - 5.30pm	Assessment	Lifeline Canberra
Tuesday	31 March	6pm till 10pm	Transition	Lifeline Canberra

Please note, it is a requirement to attend every session in sequence.

You will be required to attend a 2 hour Observation shift in the week of 4th to 13th of March 2020