

Frequently Asked Questions

about being a Telephone Crisis Supporter with Lifeline Canberra

What are the benefits of volunteering as a Lifeline Crisis Supporter?

- Genuinely making a difference in people lives
- Gain Practical experience
- Personal growth
- Professional development
- Possible Career opportunities
- Giving to your community
- Belonging to the Lifeline Community
- Ongoing support
- Meeting new people
- New experiences

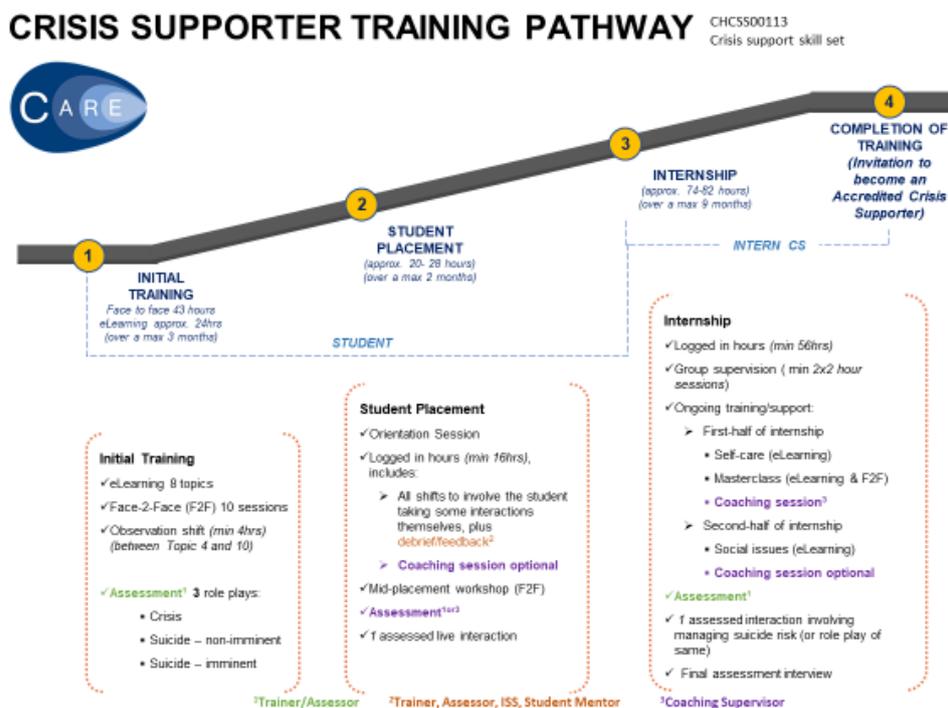
What is CSWT?

CSWT stand for Crisis Supporter Workplace Training. CSWT has been created to equip students with the necessary skills and knowledge needed to undertake the Crisis Supporter role within Lifeline.

What is the Crisis Supporter Training Pathway?

The Crisis Supporter Training Pathway explains the 3 stages of training to become and accredited Crisis Supporter.

- Stage 1 Initial Training (blended learning)
- Stage 2 Student Placement
- Stage 3 Internship



What is involved stage 1, Initial Training of CSWT?

Initial Training is a blend of education methods to provide and accommodate various forms of learning as well as practice of skills.

- E Learning
- Face to face sessions
- Role plays

E learning delivers the content through interactive online topics. Each topic must be completed prior to the face to face component where we consolidate and build on our learning to then use role plays to practice our skills.

After the midway point of stage 1, you will complete an observation shift in which you observe the process of taking calls on 13 11 14 and see the Lifeline Canberra phone room in operation.

What is involved in stage 2, student placement of CSWT?

Once you have completed all requirements of initial training and gained 'satisfactory' on stage 1 assessment you will be invited to stage 2 being student placement. This is where you are answering calls on the crisis line while a mentor is with you the whole time for support and guidance.

Does everyone get through to be on the phones?

It is not a guarantee that everyone who participates in the initial training does go onto answering calls on the crisis line. There are specific points of assessment to determine if each student moves forward as well as ongoing points of assessment to ensure the consistency of service given to help seekers.

What is assessment?

Training requires that students be assessed in a variety of ways to determine their competency some of which are:

Personal development and growth, including level of self-awareness;

Skills development and growth

Underpinning knowledge of theory and information related to the various course elements.

Students will be assessed during all three stages of their training and feedback will be given.

Students will be assessed as Satisfactory or Not Yet Satisfactory at completion of training.

What if I fail assessment?

At the end of each assessment you will be given feedback, if you are assessed as Not Yet Satisfactory a discussion will occur between yourself and the CSWT trainer/assessor or center supervisor to look at what options are available.

What if I miss a face to face session?

As it is a requirement each student attend every session, a make-up session will need to be organised in business hours prior to the next scheduled face to face session. This will be an added cost.

Where is the phone room?

The location of the phone room is confidential. At the beginning of initial training each student signs a code of conduct then the details of the phone room are discussed and seen during the observation shift as part of stage 1.

Where will training be held?

All training for Lifeline is held in our training room in 71 Northbourne Ave Canberra City unless otherwise notified.

Where do I park?

As we are based in the city centre of Canberra parking is available as either on street parking or public parking such as the Canberra Centre or Law Courts off London Circuit – please check opening times and payment requirements.

Is Lifeline a Registered Training Organisation?

Yes. Lifeline Australia is a Registered Training Organisation (RTO - 88036) registered by Australian Skills Quality Authority (ASQA).

Lifeline Centers are RTO Designated Training Sites under the Vocational Education and Training (VET) Quality Framework.

Can this training be used for other qualifications?

On successful completion of the entire CSWT pathway you will gain a Statement of Attainment with the below three units of competency.



- **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

These units of competency may contribute to your studies or employment. We recommended you research these details with your learning institution or workplace for further information.

How long are the phone shifts?

On the phone shifts for volunteers are three or four hours.

What is the commitment?

We ask our volunteers to commit to being a crisis supporter with Lifeline for a minimum of 2 years. Completing the equivalent to a four hour shift every fortnight.

Can I choose my shift time?

Yes, you will book your own shift times.

How do I book shifts?

Lifeline as a national network uses an online platform based on historical data to forecast the need in our community. You will use this online system to book your phone shifts and any other requirements such as professional development and supervision.

Do I have to pay to volunteer?

We ask our student crisis supporters to make a one off financial investment in their learning. This investment includes ongoing support and professional development. On average it costs the organisation \$4,000 to train each volunteer for the duration of initial training and up to \$10, 000 over the full 3 stages of CSWT.

The investment we ask our students to make is \$595 as a standard cost and \$495 as a concession cost. Concession includes a full time student, anyone receiving a government pension and persons over the age of 60 years. If you have any financial concerns or feel this investment means you cannot volunteer please contact us.

Do I have to complete the training?

Yes. The initial training is the basis of learning in the Crisis Supporter Training Pathway, each person must complete all aspects of the training. Consistent learning and development provide continuity of practice on the 13 11 14 crisis line.

Do I have to attend all sessions?

Yes. Each person must complete all sessions of the blended training to be assessed to move forward onto stage 2.