

FAQ's

about being a volunteer Crisis Supporter with Lifeline Canberra

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

- Genuinely making a difference in people's 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?

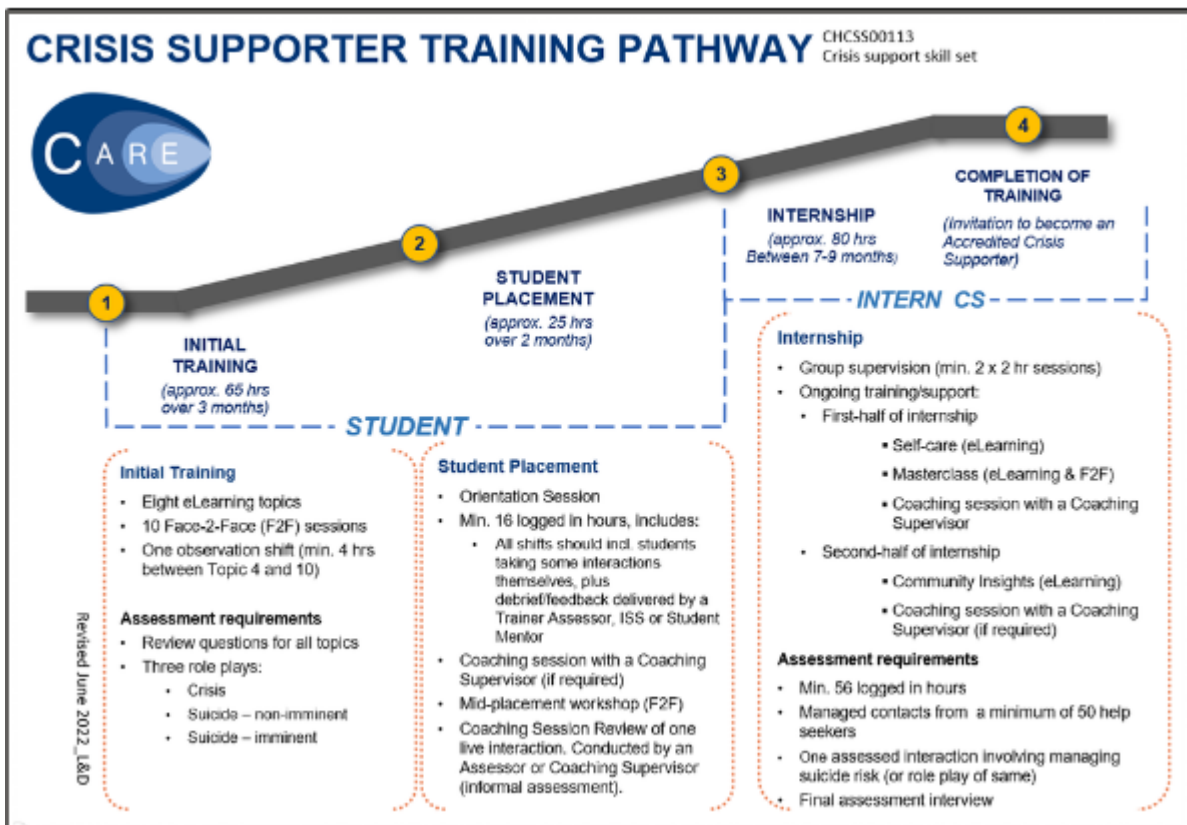
CSWT stands for "Crisis Supporter Workplace Training".

CSWT has been created to equip students with the necessary skills and knowledge needed to undertake the Crisis Supporter role within Lifeline. On successful completion of the entire Crisis Supporter Training (CSWT) Pathway, a statement of attainment is issued to you for - CHCSS00113 Crisis Support Skill Set which is a nationally recognised qualification"

What is the Crisis Supporter Training Pathway?

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

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



Time Commitment in CSWT

Lifeline students enrolled in the CSWT training program must be prepared for a minimum commitment of one year to complete the course – Lifeline Canberra requires students to commit to a further year answering calls to 13 11 14 creating a 2 year commitment in total. We of course hope you stay a Crisis Supporter for a long time.

Stage 1 – Initial training – completed over 3 month period

Stage 2 – Student Placement – a further 2 month period

Stage 3 – Internship – a further 7 to 9 months.

It is aimed that the CSWT training program is completed within a 12-14 month period, and approximately 4.3 hours per week including 1 hour of self-study. However, there is scope for an extension of that period if necessary.

What is involved in 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
- In person sessions – these could be face to face or via a virtual platform
- Skills practice – various forms of role plays

E learning delivers the content through interactive online topics. Each topic with all included modules and assessments must be completed prior to the “in person” session 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 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 on to 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/observed during all three stages of the CSWT pathway and feedback will be given.

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

What if I fail an 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 to look at what options are available. This may include a reassessment, a “CSWT Student Support Action Plan” or commencing CSWT from the beginning of stage 1.

What if I miss an “in person” session?

It is a requirement that each student attends every “in person” session in numerical sequence. We understand life can happen unexpectedly, if possible, a make-up session will be organised in business hours prior to the next scheduled “in person” session. This will be an added cost.

The nonnegotiable sessions are Topic 1, 4 & 5. Topic 1 is all about setting up the safe group space and expectations as well and meeting each other. The face-to-face sessions of Topics 4 & 5 are impossible to complete a make up session due to the amount of group work and skills practice in those sessions.

We shall do our best to accommodate and be flexible,

Where is the call center room?

Lifeline Canberra is based in central Canberra. The actual 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 disclosed then experienced during the observation shift as part of stage 1.

Can I take crisis calls from home?

All crisis calls are taken at Lifeline Canberra call center.

This is for wellbeing and secure and reliable infrastructure in taking calls to 13 11 14.

Where is the training held?

Some training for Lifeline Canberra is held in our training room at 71 Northbourne Ave Canberra City, some training is delivered via an online platform, some training is delivered in a hired venue. All students are notified of locations well in advance.

Where do I park if coming to Lifeline Canberra?

As we are based in the city center 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.

Once moving to Stage 2 of CSWT you will be informed of parking options when on a phone shift.

Is Lifeline a Registered Training Organisation?

Yes. Lifeline Australia is a Registered Training Organisation (RTO - 88036) registered by the 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 recommend you research these details with your learning institution or workplace for further information.

Please note:

- *Lifeline's crisis support services are non-clinical.*
- *Our ability to supervise tertiary placement students is limited to our standard service delivery in-shift supervision and group supervisions.*
- *We do not have the capacity to provide competency feedback to academic staff or students.*
- *It is the responsibility of the student to maintain any logbooks or time sheets*
- *Please ensure your education institution approves of Crisis Supporter hours for tertiary student placement hours.*
- *If required placement hours are less than our minimum commitment of 2 years, we continue to ask that a minimum of 2 years of service, given the investment in training provided.*
- *We are not able to provide reference reports or be a referee for our volunteer crisis supporters.*

Eligibility for Training and Student Visa Requirements

Lifeline Australia Ltd RTO #88036 is not registered under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CRICOS is a register of Australian education providers that recruit, enrol and teach overseas students. This means that any students who are not Australian or New Zealand citizens, or do not have a Permanent Residency status to reside in Australia, must provide a copy of their passport and visa details to the Centre and should discuss their options prior to registration and enrolment. The Centre will need to send the copies to Lifeline Australia to obtain approval (depending on eligibility) to register the student in the CSWT nationally accredited training.

How long are the phone shifts?

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

What is the commitment to Lifeline?

We ask our volunteers to commit to being a crisis supporter with Lifeline for a minimum of 2 years. Completing the equivalent of a four hour shift every fortnight as well as professional development and supervision requirements. As a national network, we aim to answer every call to 13 11 14 with our Crisis Supporters feeling confident and supported to answer those calls.

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 as we do not want finances to be a barrier to volunteering with Lifeline Canberra.

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. You are welcome to discuss Recognised Prior Learning (RPL) which is then referred to Lifeline Australia.

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.

Delivery of training is on behalf of Lifeline Australia RTO 88036

For more information, please read the CSWT Pre Enrolment Course Information and the Lifeline Australia RTO Compliance Manual



CSWT Pre

Enrolment Course



Lifeline Australia

RTO Compliance Ma

This training program is NOT intended to equip participants to undertake therapeutic or counselling work.