

# We all have a role to play in suicide prevention

Basic skills for helping people in crisis delivered by Lifeline South Coast



**FOCUS:** Basic skills for helping people in crisis

**DURATION:** One day (7.5 hours)

**PARTICIPANTS:** Anyone 16 years or older

**TRAINERS:** One registered trainer per 25 participants plus one support person

**COST:** \$250 plus GST per participant  
(tailored packages available for workplaces or groups of 15 or more)

The Accidental Counsellor Foundations workshop is a full-day program which will provide you with necessary skills and tools to be able to step into the shoes of an Accidental Counsellor momentarily. You will learn to respond appropriately, efficiently and effectively to people in crisis or distress.

Focusing on the importance of communication, this workshop provides participants with fundamental skills in organisational, community and individual resilience. The flexible and interactive format encourages participants to ask questions and share their experiences.

## WHO SHOULD ATTEND AN ACCIDENTAL COUNSELLOR FOUNDATIONS WORKSHOP?

Accidental Counsellor Foundations is available to anyone aged 16 or older. The program provides participants with a range of tried and tested counselling skills that work to create effective and empathetic communication to help de-escalate a situation. That situation may involve people who are in crisis; highly distressed; angry; abusive; manipulative; or need assistance for a mental health issue.

Community services workers may often be the first point of contact for someone in crisis needing immediate assistance. But more and more, workplace or community leaders may find themselves needing to support a person in crisis. The Accidental Counsellor Foundations workshop provides a toolbox of counselling techniques and questioning frameworks to support people when they are anxious, angry, experiencing loss or are in a challenging time in their life.



## WHAT ARE THE CORE FEATURES OF AN ACCIDENTAL COUNSELLOR FOUNDATIONS WORKSHOP?

By the end of this workshop, participants will be able to:

- Differentiate between effective communication and counselling
- Gain a toolbox of counselling techniques including active listening skills
- Communicate more effectively
- Adopt questioning frameworks
- Recognise someone in crisis needing immediate assistance
- Support people when they are anxious, angry or using challenging behaviour
- Reflect on personal values and beliefs and how they can get in the way of good listening
- Be ethical when dealing with sensitive information
- Be able to set boundaries and limits yet still maintain an appropriate level of involvement
- Appreciate the importance of debriefing and caring-for-you-as-carer after emotionally-charged interactions
- Share experiences, practise skills and engage in self-reflection

Participants gain a greater understanding of how to communicate more effectively and learn strategies to help foster effective and trusting relationships.

## WHO PROVIDES THE ACCIDENTAL COUNSELLOR FOUNDATIONS WORKSHOP?

Each Accidental Counsellor Foundations workshop is led by an accredited trainer. The trainer must complete the Accidental Counsellor Training for Trainers (T4T), present regular workshops and participate in continual improvement processes.

In this workshop, we ask participants to reflect on personal values and beliefs and how they influence interactions with people. How you respond will create an impact on the person in need of support or assistance and often determine the outcome of your interactions. The workshop is flexible and interactive, encouraging participants to ask questions, share their experiences, practise skills and engage in self-reflection.

We therefore also provide a support person to be in the room during the session.

## ABOUT LIFELINE SOUTH COAST

Lifeline operates a national 24-hour crisis support and suicide prevention service on 13 11 14 and has been saving lives in Australia for more than 50 years.

Lifeline South Coast was established in Wollongong in 1969 and the Nowra branch was opened in 1981. We are a local Charity, with a local Board, focusing on delivering suicide prevention programs to meet the needs of our local community. Lifeline South Coast's service area spans the coastal strip between Helensburgh in the north to the Victorian border in the south. Our vision is an Australia free from suicide.

## WHY TRAIN WITH LIFELINE SOUTH COAST?

Lifeline ensures that all Australians experiencing a personal crisis have access to 24-hour crisis support and suicide prevention services. Somewhere in Australia, there is a new call to Lifeline every minute!

We have been working in the suicide prevention sector for many years, and have experience helping people from all walks of life understand and navigate around the issue of suicide. We know how to help!

In addition, all profits raised through Lifeline South Coast's Corporate and Community Training program goes towards supporting Lifeline services in the Illawarra and South Coast including our 24-hour crisis support service on 13 11 14. So, by training with Lifeline South Coast, you are helping us save lives!

## FURTHER INFORMATION

Get in touch with our Corporate and Community Training team

**Phone** 02 4228 1311

**Email** [training@llsc.org.au](mailto:training@llsc.org.au)

**Website** [www.lifelinesouthcoast.org.au](http://www.lifelinesouthcoast.org.au)

**Lifeline is available 24/7 on 13 11 14**

## NEXT ACCIDENTAL COUNSELLOR FOUNDATIONS WORKSHOP

Details of scheduled Accidental Counsellor Foundations workshops can be found on our website [www.lifelinesouthcoast.org.au](http://www.lifelinesouthcoast.org.au)