

2021 Crisis Supporter Training Courses

Frequently Asked Questions

Lifeline South Coast offers training under Lifeline Australia RTO: 88036

1. What is the application process for the 2021 courses?

- Individual information sessions will be held prior to each training course. Only applicants who attend one of the information session will be considered.
- Information regarding the application, intake and interview process will be made available at the information sessions.

2. Does it matter which information session I attend?

No, you may attend any of the information sessions within a year, as long as it is prior to the session you are applying for.

3. How much does the Lifeline South Coast training course cost?

- “Students” in paid work \$350.
- “Students” who are fulltime students, pensioners or working less than 16 hours per week \$250.
- Course fees need to be paid in full within two (2) weeks of commencing the course.

4. Do I have to attend all the training days?

Yes, all training sessions are mandatory to complete the course.

5. Is there any take home work?

Yes, there is an online component that needs to be completed PRIOR to the lesson each week. You cannot attend the lesson without completing the online component.

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6. What is my ongoing commitment to Lifeline South Coast?

- A two (2) year commitment of one (1) weekly 4-hour shift in peak demand times for 40 weeks of the year.
- Annual accreditation requirements:
- 148 hours on the phones providing crisis support during peak demand times.
- Peak demand times are:
 - Monday to Friday – 4 hours shifts at 6.00am or 6.00pm
 - Saturday and Sunday – 4 hour shifts at 6.00am, 10.00am, 2.00pm, 6.00pm
- Participating in regular group and individual supervision
- Completing a minimum of 8 hours Professional Development each year (4 hours of this can be online).

7. Can I take time off in my first year of volunteering?

Yes, in your first year as a student you can have up to six (6) weeks of consecutive leave. You cannot take any more than this as it will affect your development and training. (*please note this is currently under review)

8. Will I get a qualification at the end of my training?

After 12 months on the phones (provided you have fulfilled all your requirements and have been assessed as competent) you will receive:

3 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