



Lifeline Australia

RTO 88036

Lifeline Central West Inc

Crisis Supporter Workplace  
Training (CSWT)

Pre-enrolment Course  
Information Booklet

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# 1. Nationally Recognised Training

## 1.1 Registered Training Organisation


Lifeline Australia is a Registered Training Organisation (RTO) under the Australian Skills Quality Authority (ASQA), registration number 88036. Lifeline Australia contracts Lifeline Centres to deliver nationally recognised training and assessment services in accordance with the Vocational Education and Training (VET) Quality Framework, on behalf of Lifeline Australia (RTO No. 88036).

Lifeline Australia is responsible for:

- The quality of training and assessment provided
- The issuing of qualification and statement of attainment under its scope of registration

## 1.2 Crisis Support Skillset Qualification

By undertaking Lifeline's Crisis Supporter Workplace Training (CSWT) program, students will not only be trained as a Lifeline Crisis Support Worker, they will obtain a nationally recognised qualification for the CHCCS00113 Crisis Support Skillset upon completing the required assessments successfully and achieving competency for each of the following units:

|   |   |
|---|---|
|  <p>NATIONALLY RECOGNISED<br/>TRAINING</p> | <ul style="list-style-type: none"><li>• CHCCCS003 Increase the safety of individuals at risk of suicide</li><li>• CHCCCS019 Recognise and respond to crisis situations</li><li>• CHCCCS028 Provide client centred support to people in crisis</li></ul> |
|---|---|

## 2. Introduction

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services, via phone and short form messaging (chat or text)-based modalities. There is a new call being made to Lifeline somewhere in Australia every minute.

Lifeline was founded in 1963 by the late Reverend Dr Sir Alan Walker after he received a call by a distressed man who, three days later took his own life. Determined not to let

loneliness, isolation or anxiety be the cause of other deaths, Sir Alan launched a crisis line out of Sydney. On day one, Lifeline received over one hundred calls for help.

Lifeline receives over a million interactions each year from people needing care and support either by telephone or short form messaging. Lifeline now has a presence in every state and territory operating from hundreds of locations and delivering a range of services specific to the needs of local communities.

The work of Lifeline is made possible by over 11,000 volunteers who give their time in supporting others in the Crisis Supporter role, in retail outlets and assisting with Lifeline's fundraising events and/or activities. In addition, Lifeline has over 1,000 staff members who dedicate themselves to making Lifeline's essential and lifesaving work possible.

### **3. Lifeline's Strategic Framework**

#### **3.1 Our Purpose**

To support Australians in times of crisis and equip individuals and communities to be resilient and suicide-safe.

#### **3.2 Our Vision**

An Australia free of suicide.

#### **3.3 Lifeline's Guiding Principles**

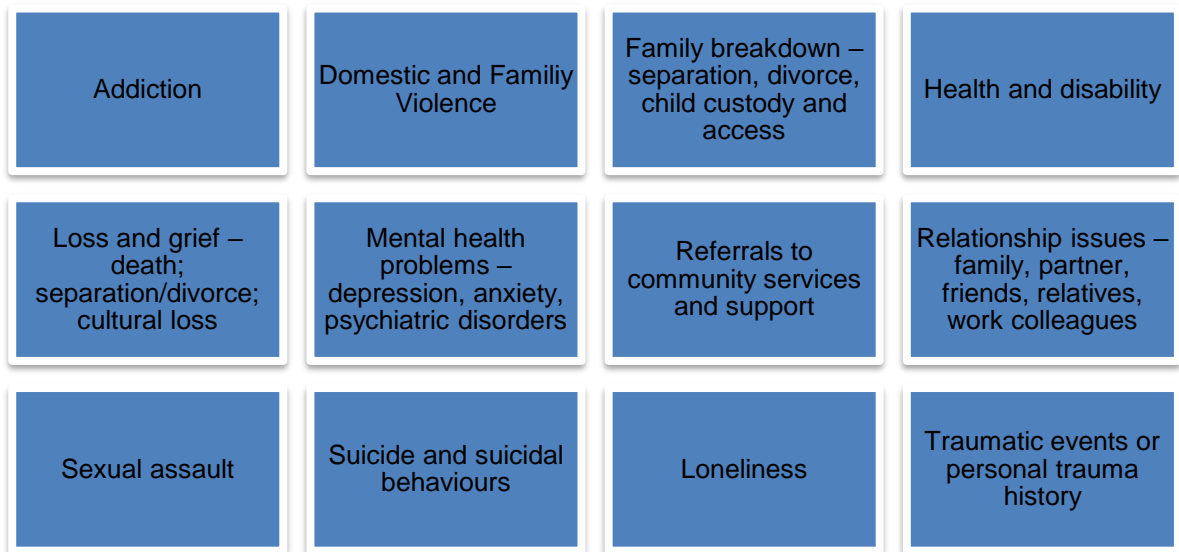
Lifeline's performance and reputation depends upon all the decisions we each make and the actions we take every day. Our Guiding Principles (below) underpin our decisions and actions and how we behave.



#### 4. Lifeline's Crisis Support Services

Approximately 3,500 Crisis Supporters work on Lifeline's crisis support services and respond to a wide range of people and issues across the Australian community.

**People contact Lifeline for a variety of reasons including, but not limited to:**

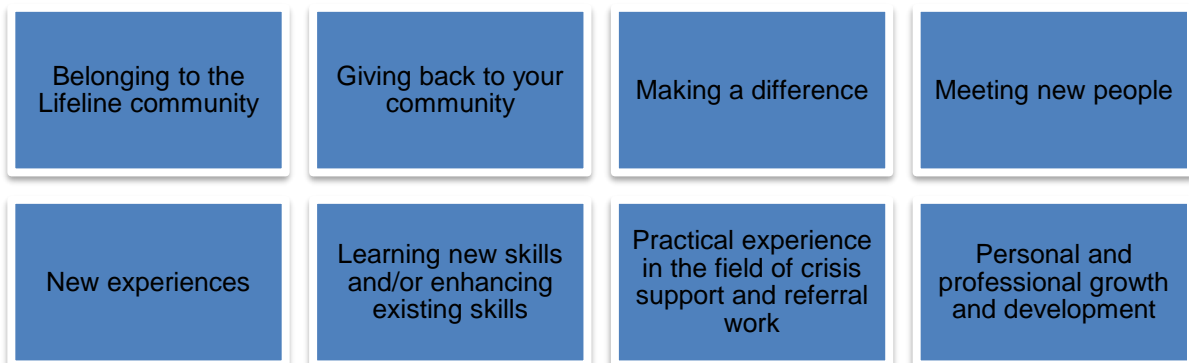


Lifeline’s Crisis Supporter Workplace Training (CSWT) equips Crisis Supporters with the skills and knowledge to provide **one-off support** to people in crisis when they contact Lifeline as well as increasing their safety when thoughts of suicide are present, including providing pathways to further care and support as necessary.

### **5. Benefits of becoming a Lifeline Crisis Supporter**

Volunteering for Lifeline is an opportunity to make a difference in communities all around Australia in one of Lifeline’s 43 centres. Lifeline’s dedicated volunteers are the backbone of Lifeline and work tirelessly to help connect people with CARE.

**Benefits of working as a Lifeline Crisis Supporter:**



## 6. What some Lifeline Crisis Supporters have to say

The following comments reflect the experience of some of Lifeline's Crisis Supporters:





## 7. Entry Requirements

### 7.1 Student Enrolments

All prospective students are required to attend an information session and interview at their local Lifeline Centre. The prospective students will be interviewed to confirm suitability for the accredited training as a Lifeline Crisis Support Worker. If prospective students are successful, they will be provided further information about the course prior to enrolment.

As part of the enrolment process all prospective students will be required to:

- Demonstrate proof of age identification (must be aged 18 or above)
- Provide Lifeline Australia with their Unique Student Identifier (USI) number, or apply for one if they do not have one (refer to 7.2 below)
- Meet residency or visa requirements (refer to 8.5 below)
- Complete a Language, Literacy and Numeracy (LLN) Assessment (refer to 7.3 below)
- Provide evidence of Police Check (refer to 11.1 below)
- Provide evidence of Working with Children/Working with Vulnerable People Check as required by their State or Territory law (refer to 11.2 below)

Applicants should be able to demonstrate a basic level of computer literacy and a high level of written and verbal English communication skills (AQTF Level 3-4).

Students must complete the language, literacy and numeracy (LLN) test; submit their online enrolment application; and provide relevant enrolment documents to the Centre for verification and approval to be considered for the training.

### 7.2 Unique Student Identifier (USI)

All Students are required to have a Unique Student Identifier (USI). A Unique Student Identifier (USI) is a reference number that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all their training results from all providers, including all completed training units and qualifications.

The USI makes it easier for students to find and collate their VET achievements in a single authenticated transcript and will ensure that students' VET records are not lost.

The USI is available online and at no cost to the student.

Lifeline Australia cannot issue a Statement of Attainment to students who do not have or have not advised their USI, regardless of whether they have completed the training. To create your USI number, visit [www.usi.gov.au](http://www.usi.gov.au).

### **7.3 Student Language, Literacy and Numeracy (LLN)**

All applicants must complete a Language, Literacy and Numeracy (LLN) Assessment prior to being accepted into the course.

Students who are identified as requiring additional training will be advised of the type of training required. Additional costs may be related to this and you will be advised in writing if the Trainer/Centre is providing this additional training. If the Centre is unable to do so, where possible an alternative training provider will be recommended.

### **7.4 Eligibility for Training and Student Visa Requirements**

Lifeline Australia 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. Lifeline Australia is required to adhere to any conditions attached to an individual's visa status regarding study and training options.

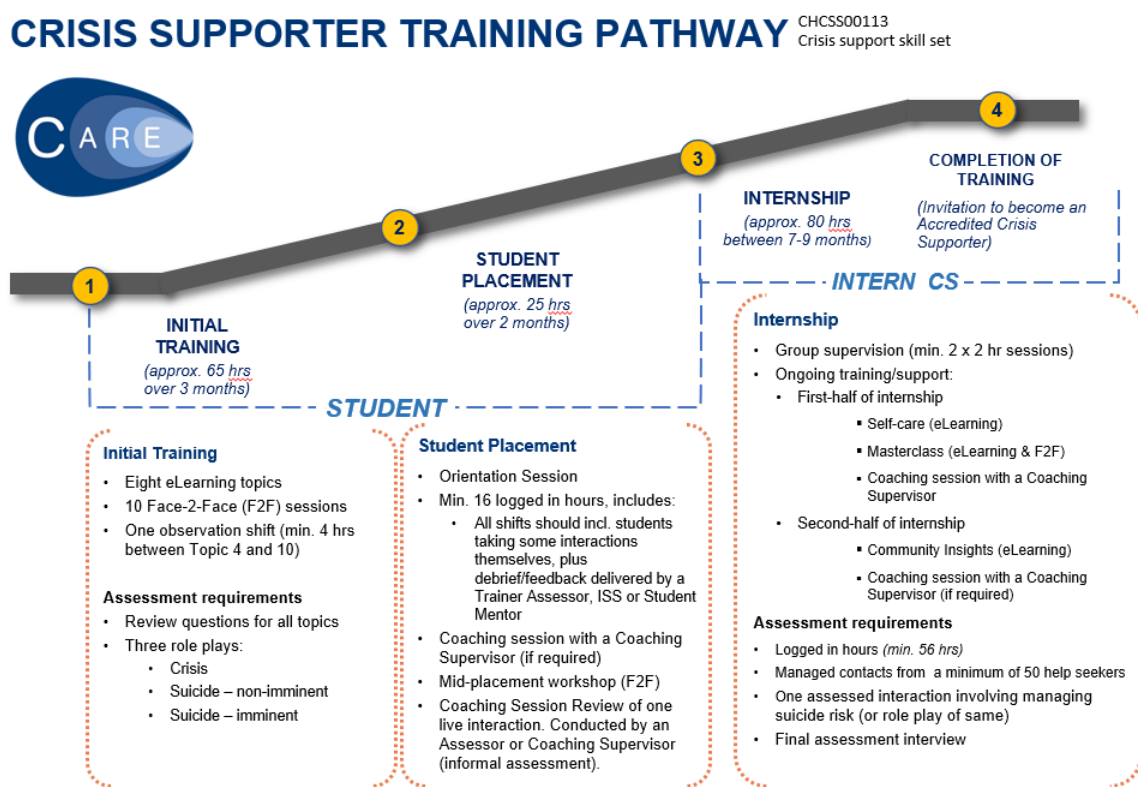
## 8. Crisis Supporter Workplace Training (CSWT)

### 8.1 CSWT Outline

The Crisis Supporter Workplace Training (CSWT) has been created to equip students with the necessary skills and knowledge needed to undertake the Crisis Supporter role.

The CSWT training program is divided into three Stages:

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



In **Stage 1 - Initial Training**, students will learn the required knowledge and skills through blended learning (eLearning and virtual or face-to-face classes) and attending an observation shift.

Throughout **Stage 2 - Student Placement**, students will be supervised/observed during shifts.

In **Stage 3 – Internship**, students will take crisis support interactions independently with continuing support from the in-service supervisor.

Self-paced learning of one hour per week is highly recommended in addition to the training hours listed in the **Crisis Supporter Training Pathway** diagram above.

Once a student has received the qualification for CHCSS00113 Crisis Support Skill Set, the Intern Crisis Supporter may be invited to become an Accredited Lifeline Crisis Supporter.

## 8.2 Course Location

For information about the course location, please visit Lifeline Australia website to locate your nearest Lifeline Centre.

## 8.3 Course Commencement Date & Schedule

For information about the training schedule, refer to the **Training Schedule** in this information booklet. For course commencement date, please visit your local Lifeline Centre website for more information.

## 8.4 Time commitment

Lifeline students enrolled in the CSWT training program must be prepared for a minimum commitment of one year to complete the course.

|   |                                  |
|---|----------------------------------|
| Stage 1 - Initial training  | Completed over 3-month period*   |
| Stage 2 – Student Placement   | A further 2-month period*        |
| Stage 3 – Internship  | A further seven to nine 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.<br>However, there is scope for extension of that period if necessary. Please discuss this with your Centre. |                                  |

*\*These are the approximate timeframes for each stage to be completed. However, individual student may complete stage 2 and 3 training in shorter timeframes.*

*\*\*Internship in Stage 3 may take between seven to nine months depending on the individual student's availability and capacity to complete the required logged hours.*

Your Centre may have minimum requirements for hours worked once you are an accredited Crisis Supporter, but as a general guide a minimum of 92 hours per annum is required to maintain accreditation as a CS on the 13 11 14 crisis support line. Please refer to your local Centre for further information.

### **8.5 Leave during training**

Students are able to take periods of leave during the Crisis Supporter Workplace Training however unexplained absences from or non-attendance at the face-to-face sessions, and non-completion of the eLearning may result in the suspension or withdrawal of the student from the training program.

### **8.6 Training Systems**

Lifeline uses two online systems as part of this training program:

1. JobReady Student Management System
2. Moodle learning management system - known as Lifeline eLearning

### **8.7 Materials and Equipment**

Students will be provided with access to the Crisis Supporter Workplace Training Moodle platform. Students are required to have a computer, the latest version of [Chrome](#) with [JavaScript](#) and [Cookies](#) enabled and reliable internet to participate in eLearning and virtual training.

Lifeline will guarantee that once an accredited program commences, training and assessment services will be available for the prescribed duration of the program.

### **8.8 Additional support for Students**

As an RTO, Lifeline Australia may exercise reasonable adjustment to the training and assessment practices delivered by its third parties if required (refer to the *RTO Compliance Manual* for more information about Student Support Policy). In addition, Lifeline seeks to ensure the CSWT is accessible to a range of students for example people with physical or hearing impairments are not necessarily precluded from completing this course, but there are limitations to the amount of support we are able to provide. Please discuss your needs with your Centre/Trainer prior to enrolment to determine whether Lifeline is able to accommodate your needs.

### **8.9 Ongoing Accreditation Process**

Once students are approved as an Accredited CS, all CSs are required to participate in a range of annual professional development and accreditation activities to ensure that they maintain their level of accreditation.

## 9. Assessment within the CSWT Program

Students will be assessed against the requirements of the Units of Competency to obtain the CHCSS00113 Crisis Support Skillset including:

- completion of a minimum of 170 hours over 12-14 months
- completion of the required assessments for all three stages of the training program

Students will be given ample opportunity to demonstrate their level of competency for assessment and be provided with feedback to support their learning, personal and professional development. If areas are identified where a student requires further support and development, where appropriate this will be provided and there will be an opportunity for reassessment. Refer to the ***RTO Compliance Manual*** for more information about student support.

At the completion of training, it is anticipated that students have met the skills, knowledge and attributes required of a Crisis Supporter. Lifeline is committed to ensuring that professional and personal development opportunities are available to all Crisis Supporters on an ongoing basis.

## 10. Relevant Training Policies and Rights of students

Refer to the ***RTO Compliance Manual*** for information regarding the following:

### General Compliance Policies:

- Student Support Policies
  - Supporting Students with Disabilities Policy
  - Life Circumstances Policy
  - Access and Equity Policy
  - Confidentiality and Anonymity Policy
  - Equal Employment Opportunity Policy
  - Harassment Policy
- Reasonable Adjustment Policy
- Underperformance Policy
- Code of Conduct Policy

## **Training and Assessment Policies:**

- Recognition Policy
  - Credit Transfer
  - Recognition of Prior Learning
- Assessment Policy
  - Assessment
  - Re-assessment
  - Plagiarism
  - Rights to Appeal
- Management and Monitoring
  - Continuous Improvement - Feedback
- RTO Complaints Policy

## **Other Policies:**

- Personal Information Management Policy
  - Security and Maintenance of Student Records
- Privacy Policy
- Privacy Notice for Students
- Work health and safety Policy

## **11. Other Crisis Supporter Workplace Training requirements**

### **11.1 Criminal Record Check (CRC)**

All applicants are required to undergo a criminal record check prior to acceptance into the CSWT training course. Your acceptance into training is conditional upon satisfying this. Your Centre will advise you on any costs surrounding this.

A positive match returned from a criminal record check will be considered within the broader scope of the applicant's application, as a positive criminal record check is not the sole determinant of a Student's suitability for undertaking the CSWT.

Upon successful completion of the full CSWT training and meeting eligibility to become an Accredited Crisis Supporter, all Crisis Supporters will need to undertake a criminal record check every two years.

## 11.2 Working with Children / Vulnerable People Check

Depending on State/Territory requirements, applicants may also be required to undergo a Working with Children Check or other similar process. Applicants must liaise with their Centre to see if they are required to undertake any other record checks other than the standard CRC.

## 12. Course Fee Information

The cost of providing training across the three stages of the CSWT is significant and Lifeline recognises the value of the time commitment volunteers provide to Lifeline and to help seekers and therefore provides the training at a substantially subsidised cost.

**Refer to your local Centre's for the current course fees.**

|  |     |
|--|-----|
| <b>Training and assessment including:</b><br>eLearning and Face to Face (F2F) sessions for Topics 1 to 10<br>Nationally Accredited Units of Competencies: <ul style="list-style-type: none"><li>○ <b>CHCCCS003</b> Increase the safety of individuals at risk of suicide</li><li>○ <b>CHCCCS019</b> Recognise and respond to crisis situations</li><li>○ <b>CHCCCS028</b> Provide client-centred support to people in crisis</li></ul> Student placement (including mentorship)<br>Internship<br>Group Supervision |     |
| Options for students who are deemed Not Competent for formal assessment  | N/A |

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### 12.1 Payment terms, including timing

|                      |   |
|----------------------|---|
| <b>Payment Terms</b> | Payment is required 21 days from the date of the invoice. |
|----------------------|---|

### 12.2 Lifeline Student Refund Policy

The following refund arrangements are available for students undertaking Lifeline training:



|  |  |
|--|--|
| <p><b>If withdrawing from the process prior to commencement of the scheduled training.</b></p>   | <p><del>A refund less a minimum 10% administration fee may be given. All materials issued must be returned.</del></p> <p>A full refund will be offered</p> |
| <p><b>If a student should withdraw from the training course under special circumstances.</b></p> | <p>A part refund may be made, based on notice given and costs already incurred.</p> <p>A full refund will be offered</p>                                   |
| <p><b>Should a student be asked to withdraw from the training program.</b></p>                   | <p>A part refund may be made, based on notice given and costs already incurred.</p> <p>A full refund will be offered</p>                                   |

### 12.3 Fees and Charges for Additional Services

|  |            |
|--|------------|
| <p><b>Options for students who need to repeat eLearning or face-to-face workshops if deemed Not Yet Satisfactory after two re-assessments.</b></p> | <p>N/A</p> |
|--|------------|

## 13. Training Schedule

Refer to your local Centre's for the course dates.

| <b>STAGE 1 - Initial Training</b><br><b>Blended Learning: e-Learning &amp; Face-to-Face</b>  |  |
|--|--|
| All sessions are compulsory. Face-to-face classes will either be held in person or virtually as per the schedule below.  |  |
| <b>Topic Session</b>   |  |
| <i>There are 4-6 hours of mandated e-Learning before of each face-to-face session. Completing the e-Learning ensures you have been introduced to the content knowledge required to participate in the face-to-face sessions.</i> |  |
| <b>Topic 1</b> – Foundational knowledge  |  |
| <b>Topic 2</b> – Micro-skills & self-awareness   |  |
| <b>Topic 3</b> – Micro-skills & Supervision  |  |
| <b>Topic 4</b> - Lifeline Practice Framework (CARE) Part 1<br><b>Topic 4</b> - Lifeline Practice Framework (CARE) Part 2   |  |
| <b>Observation Shift 4 hours</b> (Date and time to be arranged with Centre)  |  |
| <b>Topic 5</b> – Introduction to Suicide Part 1<br><b>Topic 5</b> – Introduction to Suicide Part 2   |  |
| <b>Topic 6</b> – Suicide Crisis Support  |  |
| <b>Topic 7</b> – Safety Issues   |  |
| <b>Topic 8</b> – Understanding Differences   |  |
| <b>Topics 1-8 Practice session</b> (Date and time to be arranged with Centre)  |  |
| <b>Topic 9</b> – Putting it all Together   |  |
| <b>Topic 10</b> - Practice Clinic (Date and time to be arranged with Centre)   |  |
| <b>Assessment requirements:</b>  |  |
| <ul style="list-style-type: none"> <li>• Complete all Stage 1 topic review questions</li> <li>• 3 Role play assessments</li> </ul>   |  |
| <b>Students who successfully completed all Stage 1 assessments will be invited through to Stage 2 – Student Placement.</b>   |  |
| <b>Stage 2 – Student Placement</b>   |  |
| <b>Stage 2 Requirements:</b>   |  |
| <b>Student Placement Shifts:</b><br>Students are required to complete 16 hours logged-in phone time during student placement. Students will need to be flexible with times and dates during Student placement.                   |  |
| <b>Mid Placement workshop:</b><br>Students must attend one workshop. Date and time to be arranged with Centre.   |  |
| <b>One live interaction reviewed by a Coach</b>  |  |
| <b>Students who successfully complete Stage 2 will be invited to Stage 3 – Internship.</b>   |  |
| <b>Stage 3 – Internship</b>  |  |

| <b>Stage 3 Training Requirements</b>  |  |
|---|--|
| <b>Advanced Self-Care (eLearning)</b>   | Centre will provide the completion timeframe requirement |
| <b>Master Class eLearning</b>   | To be completed before attendance at Master Class F2F    |
| <b>Master Class F2F</b>   | Date and time to be arranged with Centre.                |
| <b>Community Insights (eLearning)</b>   | Centre will provide the completion timeframe requirement |
| <b>Assessment requirements:</b> <ul style="list-style-type: none"> <li>• 56 logged-in hours of work in a service providing support to people in crisis</li> <li>• Managed contacts from a minimum of 50 help seekers</li> <li>• One assessed interaction</li> <li>• Final assessment interview</li> </ul> |  |
| <b>Students must successfully complete all required assessments for all stages for this accredited training.</b>  |  |