

# FAQ's about being a Crisis Supporter with Lifeline Narm

## 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?

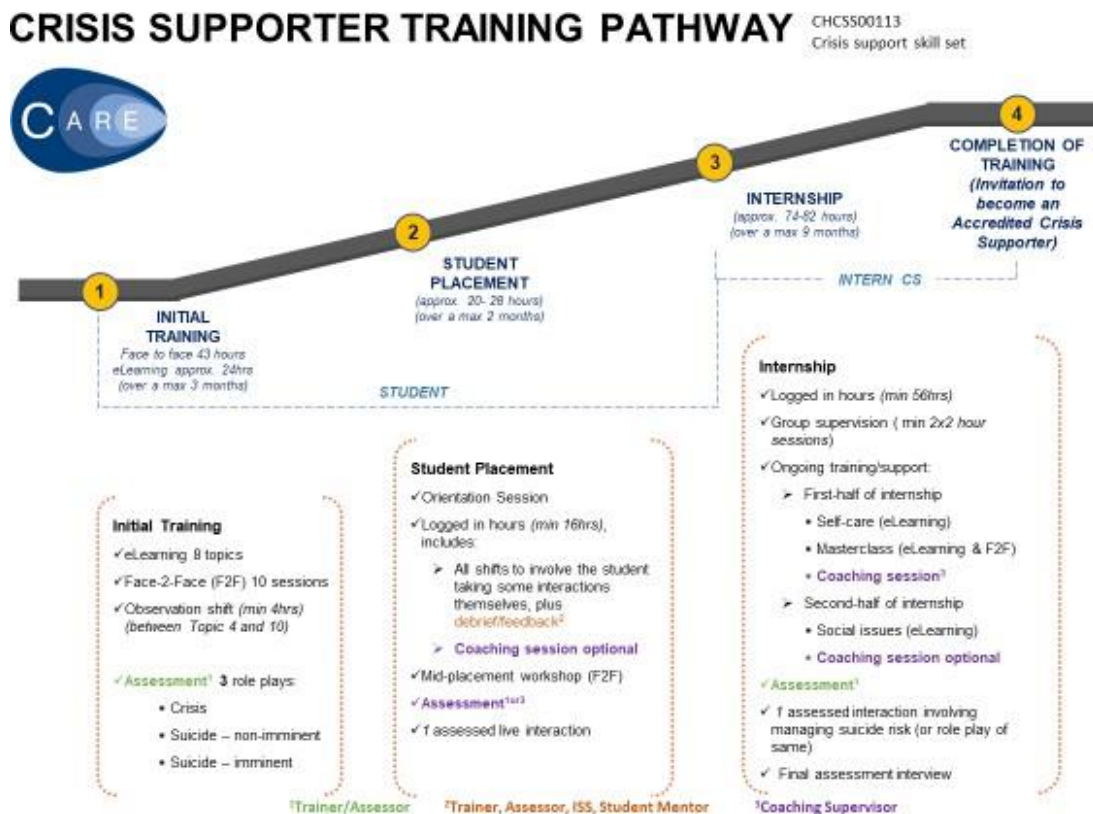
CSWT stands for Crisis Supporter Workplace Training.

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

## 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



## 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 the practice of skills.

- E-Learning
- In-person sessions – these could be face-to-face or via a virtual platform
- Roleplays

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 Narrm 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, 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 will go on to answer 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 a 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 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 or centre supervisor to look at what options are available.

## What if I miss an in-person session?

As it is a requirement for each student to attend every session, a make-up session will need to be organised during 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?

Some training is in person while some training is delivered via an online platform, some training is delivered in a hired venue.

## 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.

## 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.

## 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 of 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. 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 to 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](#).*

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