

Crisis Supporter Workplace Training Course Prospectus 2026

Lifeline

Contents

About Lifeline's Crisis Supporter Workplace Training ..... Page 3
Training pathway ..... Page 4
Stage 1 – Initial training ..... Page 5 - 6
Stage 2 – Placement ..... Page 7
Stage 3 – Internship ..... Page 7
Participating in training ..... Page 8
Participating in assessments ..... Page 9
Student progress and support ..... Page 10 - 11

Acknowledgment of Country

We, Lifeline Australia, acknowledge the Traditional Aboriginal and Torres Strait Islander Custodians of Country on which our national office in Sydney is based, the Gadigal people of the Eora Nation.

We extend our respect to all Traditional Custodians throughout Aboriginal and Torres Strait Islander nations and across our national Lifeline network.

We pay our respect to Elders, Past, Present and Future, acknowledging their continued connection and caretaking for Country, Lands, Seas, Waters, Animals and Vegetation, for thousands of generations.

We acknowledge that Aboriginal and Torres Strait Islander peoples' sovereignty of this country was never ceded. Wherever you are located today, it always was and always will be Aboriginal and Torres Strait Islander land.

Recognition of Lived Experience

Lifeline Australia pays deep respect to people who have personal experience of crisis and suicide. They are the reason our organisation and services exist. We recognize the immense value that their experience and expertise bring to our work, helping us ensure that no one faces their toughest moments alone.

About Lifeline's Crisis Supporter Workplace Training (CSWT)

Thank you for your interest in becoming a Lifeline crisis supporter.

Our volunteers give their time, energy and expertise generously to achieve our vision of an 'Australia free of suicide', so that no person has to face their darkest moments alone.

Lifeline is truly grateful for the support of our volunteers.

Crisis Supporter Workplace Training (CSWT) is your first step to become a crisis supporter. CSWT has been designed to equip students with the necessary knowledge and skills required to become confident and capable Lifeline crisis supporters.

Please **contact your local Lifeline Centre** for more information about upcoming fees, courses and class schedules.

CSWT includes the CHCSS00113 Crisis Support Skill Set and is delivered by Lifeline Members on behalf of Lifeline Australia. This skill set includes the following 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



CSWT Training Pathway

STUDENT

STAGE 1

INITIAL TRAINING

(Approx. 65 hours over 2 weeks to 3 months)

Training and Assessment

· Eight eLearning topics
(3 hours each)

· 10 Face-2-Face workshops
(3 -7 hours each)

· One observation shift
(4 hrs between Topic 4 and 10)

Assessment requirements

· Total of 37 written assessments:
Topics 1-3: 16 questions
Topic 4: 6 questions
Topics 5-6: 7 questions
Topics 7-8: 8 questions

Three role plays:
· Crisis
· Suicide – non-imminent
· Suicide – imminent

STAGE 2

STUDENT PLACEMENT

(Approx. 25 hours over 2 months)

Training and Assessment

· Orientation session in-centre

· Min. 16 logged in hours, includes:

· All shifts will include students taking help seeker interactions, with the support of student mentors. Students will debrief and receive feedback from a range of crisis support staff during their shifts e.g. student mentors, coaching supervisors, in-shift supervisors or trainers.

· Attendance at a
Mid-Placement workshop

· Call Coaching Session. Conducted by an Assessor or Coaching Supervisor (informal assessment)

· Coaching session with
a Coaching Supervisor - if needed

STAGE 3

INTERNSHIP TRAINING

(Approx. 80 hours over 7-9 months)

Training and Assessment

· Group supervision
(min. 2 x 2 hr sessions)

· Complete elearning

· Attend a Masterclass workshop

· Complete at least one call coaching with a coaching supervisor

Final assessment requirements

· Min. 56 logged in hours
· Managed contacts from a minimum of 50 help seekers
· Evidence of minimum of 3 referrals and interaction documentation.
· Role play 'Managing suicide risk'
· Final oral assessment

INTERN CRISIS SUPPORTER

RevisedDec 2026_LD&D

Crisis Supporter Workplace Training Structure

STAGE 1 INITIAL TRAINING

Blended Learning: e-Learning & Face-to-Face

All sessions are compulsory. Face-to-face classes will either be held in person or virtually as per the schedule below.

Topics There are 3-6 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.

Topic 1 – Foundational knowledge

Topic 2 – Micro-skills & self-awareness

Topic 3 – Micro-skills & Supervision

Topic 4 - Lifeline Practice Framework (CARE) Part 1

Topic 4 - Lifeline Practice Framework (CARE) Part 2

Observation Shift 4 hours *(date and time to be arranged with Centre)*

Students will observe a shift during Initial Training to understand how the Lifeline crisis service functions.

Topic 5 – Introduction to Suicide Part 1

Topic 5 – Introduction to Suicide Part 2

Topic 6 – Suicide Crisis Support

Topic 7 – Safety Issues

Topic 8 – Understanding Differences

Topic 9 – Putting it all Together

Topic 10 - Practice Clinic *(Date and time to be arranged with Centre)*

Crisis Supporter Workplace Training Structure

More information about elearning and online assessments

- All topics need to be completed in each topic to complete the course.
- Topics 1-3; and 6-9 are accompanied with a three-hour face-to-face workshop per topic.
- Topic 4 is accompanied with a six-hour face-to-face workshop.
- The eLearning modules consist of multiple choice questions for the initial training in Stage 1.
- Students are required to complete the Learning Checks which are marked automatically; and the SAQs for Topics 1-4 and 6-9.
- Your Assessor will grade the Short Answer Questions and provide feedback after you submitted your answer.
- All SAQs must be completed satisfactorily to progress to Stage 2.

More information about the face-to-face workshops (in-person or virtual)

- Face-to-face sessions are practical, allowing students to apply the knowledge gained through the elearning.
- Face-to-face workshops include group discussions and role-play practice.

More information about assessment requirements for Stage 1

In addition to completing satisfactorily all short answer question assessments, students are required to be assessed on three (3) role play scenarios to demonstrate the underpinning knowledge and application of skills.

The three role plays will cover:

- Crisis
- Suicide – non imminent
- Suicide – imminent

Students who successfully completed all Stage 1 assessments will be invited through to Stage 2 – Student Placement.

Crisis Supporter Workplace Training Structure

STAGE 2 STUDENT PLACEMENT ACTIVITIES

Stage 2 Requirements to be completed over two (2) months

Student Placement Activities

- Complete a minimum of 16 hours of crisis support calls assisted by mentor and supervisors.
- Attend a 2-hour Mid-Placement workshop (in-person or virtual). The date will be confirmed by your Lifeline Member.
- Complete a call coaching session with a Coaching Supervisor to support your learning.

Students who satisfactorily complete Stage 2 will be invited to Stage 3 – Internship.

STAGE 3 INTERNSHIP ACTIVITIES

- Complete a minimum of 56 hours of crisis support calls independently which includes managing contacts of at least 50 help seekers and where appropriate, providing referrals.
- Complete three elearning modules (Masterclass; Advanced Self Care and Community Insights).
- Attend a 3-hour Masterclass workshop either in-person or virtual. Your Lifeline Member will confirm the dates.
- Attend a two 2-hour Group Supervision sessions to support your ongoing learning as a Crisis Supporter. (in-person or virtual). The date will be confirmed by your Lifeline Member.
- Complete a call coaching session with a Coaching Supervisor to support your learning.
- Complete final assessments include a role play assessment 'Managing suicide risk' and oral assessment.

Students must satisfactorily complete all required assessments for all stages for this accredited training.

Participating in CSWT

Students should engage actively in the training process to ensure they develop the skills and knowledge to deliver crisis support services to help seekers in need. As such, students will need to:

- Attend all training sessions; students can discuss mitigating personal circumstances with their trainer if this is not possible.
- Complete all eLearning within the timeframes provided.
- Demonstrate punctuality and reliability.
- Participate fully in all training activities.
- Be committed to completing all three stages, including assessment, of the CSWT training within the designated time frame.
- Respect the rights of others.
- Ensure that their actions and behaviour model the expectations outlined in Lifeline's Code of Conduct, policies and procedures and standards.
- Seek support regarding any aspect of the training as needed.

Students must complete all modules within each topic of the training including all elearning and attendance at mandatory workshops. Any student that does not complete all required modules, will need to discuss the necessary steps required to catch up on the missed module/s. This decision remains at the discretion of the Trainer and the Lifeline Centre and may incur additional costs.



Participating in Assessments

Students are required to participate in assessed role play simulations in Stage 1 and 3 of the training program.

- Reasonable adjustment is available for those students who require additional support.
- If students are deemed not yet satisfactory on any assessment, they will be provided with two more opportunities to re-do the assessments, before a re-completion of the training would be recommended.
- Assessors provide feedback indicating whether students' assessed role plays and final interview assessment is satisfactory or not satisfactory.

Students must complete the program within the required timeframe. It is aimed that the CSWT training program is completed within a 12-14 month period, and approximately 6 hours per week including 1 hour of self-study. However, there is scope for extension of that period if necessary. Extensions should be discussed this with your local Lifeline Centre



Student progress and support

Student progression is measured at the end of each three stages of the learning. Students must complete all the required assessments and logged hours for each of the stages before progressing to the next stage. The trainer is there to support you and will provide additional learning supports if required. Together, an action plan inclusive of timeframes will be set-up to provide students with opportunity to further develop their skills and/or knowledge for re-assessment.

Re-assessment

Students may be re-assessed twice (2) maximum per assessable item after the initial assessment. Re-assessment for Stage 3 assessment must occur within four (4) weeks of their final assessment. Any re-assessment after this will incur additional costs by the students. Students have a right to appeal if they are not satisfied with the outcome of an assessment.

Reasonable Adjustments

A student should communicate with the trainer/assessor if specific needs are required. The assessment may be adjusted to accommodate the student's needs, whilst ensuring that the integrity of the assessment is not compromised and the evidence gathering process is maintained. You are required to demonstrate Language, Literacy and Numeracy skills appropriate to the AQF level throughout your training.

Underperformance

Whilst trainers will support students to achieve competency in all areas of their studies, a student who is continually finding it difficult to achieve competency or who is unable to achieve competency upon re-assessment will be asked to reconsider their studies.

Personal Issues

The main emphasis in the training is related to the development of skills and knowledge relevant to the crisis support role. Training is not meant to be used for the exploration of personal problems and concerns.

Lifeline recognises that at times the motivation to become a crisis supporter may arise from a personal crisis. Personal difficulties can increase our understanding of others' needs and problems. However, it is important that students can distinguish between their own current experience of stressful life circumstances and those of help-seekers. If this would be difficult to do at this time, we urge students to delay application for a crisis supporter's role until they are able to do so.

Students need to consider their current life circumstances and assess if they can fulfil the time commitments required for training and/or volunteering.

Withdrawal

Lifeline Australia appreciates that there may be a range of circumstances which cause a student to withdraw from their course of study. Students may elect to withdraw from the course at any time. Where a student proceeds to withdraw from their accredited training they must notify the Centre in writing. The Centre may opt to conduct an exit interview. In all cases the date of withdrawal will be the date of receipt of written notice.

Termination

Where it is deemed that a student is not fulfilling their training obligations, the Lifeline Centre or Lifeline Australia is authorised to terminate the tuition or provision of services under the following circumstances:

- The student is in breach of the Lifeline Code of Conduct.
- The student is in breach of Lifeline Policies and Procedures.
- The student has not met their obligations, including course completion timeframes, outlined in the RTO Student Handbook and through the course.
- The student's behaviour is negatively affecting their or other students' performance.
- The student's behaviour is negatively affecting the efficient delivery of the course or service.





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