



Workplace and Community Training

Lifeline Workplace and Community Training offer a range of training programs that build resilience in organisations and communities.

In our daily lives at work, at home and in our communities, we may come across people in distress. Without the right training, it is difficult to know how best to support them.

Having some foundational skills in how to recognise and respond to these types of contacts can be helpful and may take some pressure off in the moment.

Lifeline Australia

Lifeline Australia delivers accredited and non-accredited education and training programs focusing on building resilience, suicide awareness and prevention.





Workplace and Community Training

Lifeline's Community and Workplace Training courses are grouped into three categories; Peer Support, Self Care, and Domestic and Family Violence. Each course is based on our commitment to building resilience in people, organisations, and communities.

The courses are designed around the Recognise, Respond and Refer framework and are designed for people with no pre-existing skills or knowledge.

The Lifeline Workplace and Community Training approach is evidence informed.





Workplace and Community Training

Peer Support courses

[Accidental Counsellor](#)

[Managing Challenging Interactions](#)

Self-Care course

[Mental Health and Wellbeing](#)

Domestic and Family Violence Course

[Introduction to Domestic and Family Violence](#)

Course Delivery

Our courses are a blend of instructor-led and self-led courses.

The instructor-led courses can be delivered virtually or face-to-face, providing an interactive and thought-provoking learning experience.

Our programs are developed by trainers and subject-matter experts, with continuous improvement strategies in line with the needs of communities.



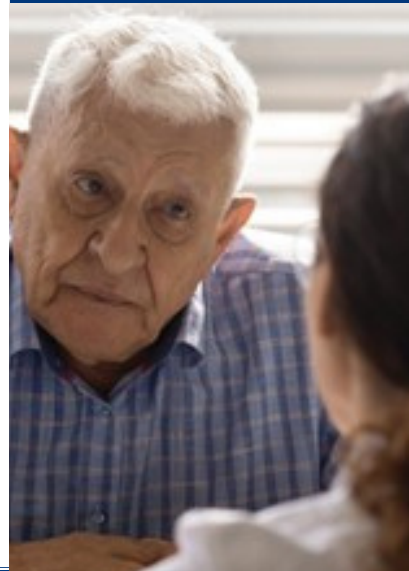
Peer Support courses

Accidental Counsellor

Accidental Counsellor training is underpinned by peer support principles and is aimed at those who would like to be able to safely and effectively support colleagues, family, friends and strangers who are in distress or experiencing a crisis.

At the end of this course you will be able to:

- Apply the principles of recognise, respond and refer to someone who is experiencing an emotional crisis
- Demonstrate key communication skills
- Define the importance of self-care



Peer Support courses

Managing Challenging Interactions

In some jobs, employees will find themselves managing emotionally charged interactions on a regular basis. Having a sound understanding of the reasons for challenging behaviours, how to manage and de-escalate that behaviour, and how to look after yourself in the process, is essential for safe and effective responses in challenging situations.

At the end of this course you will be able to:

- Key strategies to maintain your resilience when handling challenging interactions
- How to recognise signs of complex behaviours and mental health concerns
- How to effectively respond to highly emotive interactions
- How to de-escalate interactions with angry or aggressive clients
- How to respond to clients presenting with mental health conditions





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Self-care Course

Mental Health and Wellbeing

Lifeline's Mental Health and Wellbeing training is an evidence and practice informed mental health awareness course that demystifies and explains current concepts and thinking around mental health and the factors that support wellness.

At the end of this course, you will be able to:

- Explore your emotional state
- Develop strategies to build resilience, and
- Proactively plan your individual self-care



Domestic and Family Violence Course

Introduction to Domestic and Family Violence

This course will provide a high-level understanding of what to do and what not to do if you suspect someone is experiencing DFV.

At the end of this course, you will be able to:

- Understand what domestic and family violence is.
- Explain the main causes and prevalence of domestic and family violence.
- Outline the different categories of domestic and family violence.
- Know what to do and what not to do if you suspect someone is experiencing domestic and family violence.





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What people have to say

"The course was great, the trainer was amazing, very informative and engaging. It really got me thinking about how I can help other people in distress more effectively and with empathy. Ability to recognise signs in people who may need professional help and are suicidal. Acknowledge the importance of having time for self-care."

"Re recommending to others. I would recommend the course to new starters and have a comprehensive debrief around the organisations policies and procedures and how they impact on the content."

"Great session that provides a better understanding of DFV and how to help someone in need. The biggest thing I will take away from the session is just to be there if and when someone needs help."

"This course was exceptional - best work training I've done. The trainer's knowledge, expertise, and approach to teaching created a safe and welcoming learning space."

For more information:

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