



## 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.



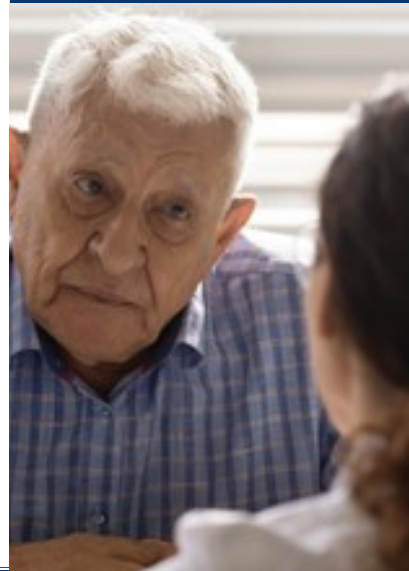
### Peer Support courses

#### 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



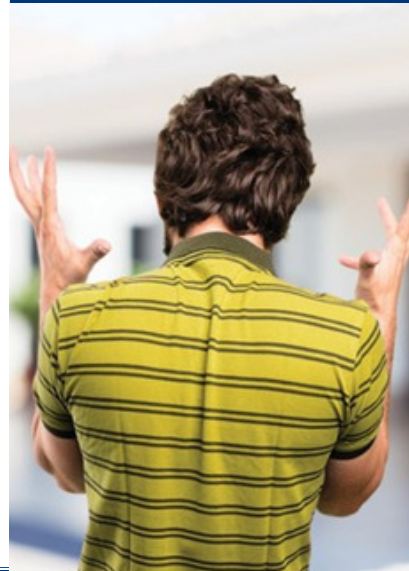
### Peer Support courses

#### Managing Challenging Interactions

Managing Challenging Interactions training is designed for people whose jobs involve customer or staff contact. These roles include, but are not limited to customer services, complaints, and escalation handling, case management, or anyone exposed to challenging interactions in the workplace.

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

- Apply communication skills to assist with emotional and aggressive conversations
- Apply strategies to de-escalate anger
- Understand what to do if someone is at risk of suicide
- Use self-care strategies before, during, and after challenging calls





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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.





## Workplace and Community Training

### 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."*

*"Lifeline courses helped me understand the difference between mental health and mental illness, how to apply self-care strategies and the importance of empathy."*

*"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."*

**For more information:**

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**W: <https://www.lifeline.org.au>**