Lifeline Text Training Program and Pathway

TRAINING PROGRAM
Approximately 20 hours over a maximum of 6 weeks

1. Practicing Service Delivery
   - Systems Training
   - Observation Shift Videos
   - Reviews of Interactions
2. Placement Shifts
   - Minimum of 4 x 3.5 hour shifts
   - Minimum of 10 x Interactions
   - Minimum 14 hours logged in hours
   - 2 x Reviews of Interactions
3. Supervision
   - 1 X Group Supervision Session

CRISIS SUPPORT
Minimum Suggested Requirements (Per Year)
- 3.5 logged in hours per week
- 150 logged in hours per year
- 4 x Professional Development
- 4 x Group Supervision
- 2 x Interactions (Reviewed against Interaction Form)
- If completing over 150 hours per year, you may be required to do additional activities

Additional Requirements
Crisis Supporters may be required to complete additional activities as indicated by Team Leader.
- Limitation to concurrency of Interactions
- Limitation or Increase in logged in hours per year
- Further Professional Development
- Additional or alternative Supervision
- Additional Interactions (Reviewed against Interaction Form)

CRISIS SUPPORTER
Up to 150 hours per year

LIFELINE TEXT: TRAINING PROGRAM
- Online eLearning
- 2 x Submissions and a Group Session
- 2 X Practice Activities and Submissions
Regular Team Leader Support:
- Individual = 1 per week
- Group = Group sessions throughout training

Lifeline Text Training Program
Crisis Supporter Capabilities

<table>
<thead>
<tr>
<th>KNOWLEDGE</th>
<th>SKILLS</th>
<th>ATITUDES/BEHAVIOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe Lifeline history, purpose and strategy</td>
<td>Describe the role of a Crisis Supporter in Lifeline</td>
<td>Put the help seeker at the centre of all you do</td>
</tr>
<tr>
<td>Describe the purpose of the Lifeline CARE Practice Frameworks</td>
<td>Explain the purpose of the Lifeline CARE Practice Framework and the four elements within it</td>
<td>Demonstrate Crisis Supporter attributes</td>
</tr>
<tr>
<td>Define the Lifeline CARE Practice Framework</td>
<td>Describe Lifeline’s approach to suicide prevention</td>
<td>Use Microskills effectively with help seekers</td>
</tr>
<tr>
<td>Define what safety planning is and how to create a safety plan</td>
<td>Explain the Lifeline process is managing safety when domestic and family violence and child protection issues are present</td>
<td>Implement the CARE Framework effectively with help seekers</td>
</tr>
<tr>
<td>Differentiate and define risk factors for suicide</td>
<td>Explain how you can provide a service to people from a different cultural background</td>
<td>Demonstrate how to check immediate safety and risk</td>
</tr>
<tr>
<td>Create a safety plan</td>
<td>Describe your role regarding assisting help seekers with diagnosed and undiagnosed mental illness</td>
<td>Respond appropriately to safety concerns</td>
</tr>
<tr>
<td>Demonstrate skills in assisting a help seeker concerned for a person at risk</td>
<td>Avoid how to manage immediate safety</td>
<td>Identify imminent risk situations</td>
</tr>
<tr>
<td>Respond appropriately if child abuse or neglect issues present during an interaction</td>
<td>Demonstrate the technique of grounding as a tool to assist help seekers</td>
<td>Describe techniques to provide crisis support to young people at Lifeline</td>
</tr>
<tr>
<td>Demonstrate how to manage immediate safety</td>
<td>Describe the process for managing unwelcome interactions</td>
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</tr>
</tbody>
</table>
Lifeline Text Training Program and Pathway

**TRAINING PROGRAM**
Approximately 25hrs over a maximum of 6 weeks

**LIFELINE TEXT: TRAINING PROGRAM**
- ✓ Online eLearning
- ✓ 2 x Submissions and a Group Session
- ✓ 2 X Practice Activities and Submissions

**Regular Team Leader Support:**

- **Individual** = 1 per week
- **Group** = Group sessions throughout training

**PLACEMENT**
Approximately 20 hours over a maximum of 6-8 weeks

1. **Practicing Service Delivery**
   - ✓ Systems Training
   - ✓ Observation Shift Videos
   - ✓ Reviews of Interactions

2. **Placement Shifts**
   - ✓ Minimum of 4 x 3.5 hour shifts
   - ✓ Minimum of 10 x Interactions
   - ✓ Minimum 14 hours logged in hours
   - ✓ 2 x Reviews of Interactions

**Supervision**
1 X Group Supervision session

**CRISIS SUPPORTER**
Upto 150 hours per year

**CRISIS SUPPORT**
Minimum Suggested Requirements (Per Year)
- ✓ 3.5 logged in hours per week
- ✓ 150 logged in hours per year
- ✓ 4 x Professional Development
- ✓ 4 x Group Supervision
- ✓ 2 x Interactions (Reviewed against Interaction Form)
- ✓ If completing over 150 hours per year, you may be required to do additional activities

**Additional Requirements**
Crisis Supporters may be required to complete additional activities as indicated by Team Leader.
- ✓ Limitation to concurrency of Interactions
- ✓ Limitation or Increase in logged in hours per year
- ✓ Further Professional Development
- ✓ Additional or alternative Supervision
- ✓ Additional Interactions (Reviewed against Interaction Form)
# Lifeline Text Training Program and Pathway

## Lifeline Text Training Program

### Crisis Supporter Capabilities

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<td>Describe Lifeline history, purpose and strategy</td>
<td>Use text-based communication techniques effectively with help seekers</td>
<td>Put the help seeker at the centre of all you do</td>
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<tr>
<td>Describe the role of a Crisis Supporter in Lifeline</td>
<td>Demonstrate Crisis Supporter attributes</td>
<td>Exercise self-care</td>
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<tr>
<td>Explain the purpose of the Lifeline CARE Practice Framework</td>
<td>Use Microskills effectively with help seekers</td>
<td>Exercise self-awareness around beliefs and attitudes to do with suicide</td>
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<tr>
<td>Define the Lifeline CARE Practice Framework and the four elements within it</td>
<td>Implement the CARE framework effectively with help seekers</td>
<td>Implement self-care when managing all safety issues</td>
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<td>Describe what child abuse and neglect is</td>
<td>Identify imminent risk situations</td>
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<td>Define the steps involved when the help seeker cannot manage immediate safety</td>
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<td>Describe the purpose of feedback in Lifeline</td>
<td>Describe the processes for managing unwelcome interactions</td>
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<td>Describe the Complaints Management Process</td>
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