



## Workplace Training



### Accidental Counsellor

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

The course will provide you with basic skills and a structure to enable you to provide immediate support and assistance using the 'Recognise, Respond, Refer' model.

The course is open to anyone and no pre-existing skills or knowledge are required.



Learning and Development Health  
and Safety Project Award

The skills learnt in the Accidental Counsellor course can be applied in many contexts, and will provide participants with skills in active listening, calming and effective gentle questioning. You will also learn how to ask openly about suicide risk and respond safely whatever the answer.

Including:

Participants are provided with basic skills to support someone in emotional crisis by learning how to recognise, respond and refer to an appropriate service.

Participants also learn how to confidently and safely ask about suicide.

\*Please be aware this course is not intended to train participants to be a counsellor.

For more information:  
E: [workplacetraining@lifeline.org.au](mailto:workplacetraining@lifeline.org.au)  
W: [lifeline.org.au](http://lifeline.org.au)



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### Delivery

Accidental Counsellor uses a blended training model to provide effectiveness and convenience.

### Total Course Duration

5-hour blended learning

### Structure

eLearning: 1.5 hrs online, self-directed

Group session: 3.5 hrs delivered in person or virtually by Lifeline trainers.

### Pricing available on request

*"The course was enlightening and has given me the reassurance and skills I need to help someone in crisis. Amy, our facilitator, was supportive and purposeful in how she navigated confronting material."*

*All the content will be helpful in my professional and personal life, with remaining grounded and taking time for self-care two things I was able to implement immediately."*

*- Emma Davis, Advisor, Commonwealth Superannuation Corporation*

*"I think this (Accidental Counsellor) is such an important course that needs to be taught everywhere. Having done this now, the skill set I've gained would have been so useful for me in so many instances in the past. I'm very grateful to have had this experience so that now I am prepared for what to do."*

*- Zoe @ANU*



## Workplace Training



### About Workplace Training

Lifeline Australia offers a range of training programs based on the development of mental health awareness and skills. By choosing a Lifeline training program you benefit from our experience and expertise, built on decades of delivery as a leading provider in the mental health sector.

### What sets Lifeline apart?

We are a leading provider of crisis support, mental health and suicide prevention programs in Australia,

We are a Registered Training Organisation (RTO)

Our approach is evidence informed

Best practice programs delivered nationally by qualified and experienced Lifeline trainers

Developed by trainers and subject matter experts

Externally evaluated and continuously improved

### About Lifeline

Lifeline is a national organisation that has been providing a range of crisis support and suicide prevention services in Australia for more than 50 years.

We specialise in the areas of crisis support, suicide prevention, mental health and well being as well as domestic and family violence awareness.

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