



CALL for Help® is a 2-hour information session to support community members who are concerned that someone they know might be thinking about suicide.

Learn how to:

- recognise “calls for help” – signs that someone might be having thoughts of suicide
- ask someone if they are thinking of suicide
- implement the practical CALL steps (Check it Out/Ask/Listen/Link) to keep the person safe from suicide.



ReSeT® is a 2.5-hour interactive workshop where participants learn that stress is a cycle and completing the cycle is the key to stress management.

Learn:

- How our brains and bodies respond in threatening situations
- To identify self-care strategies for use before, during and after difficult interaction
- How to develop an individualized self-care plan

## ATTEND A WORKSHOP

To view and register for workshops, visit the training page on our website:

Lifeline Melbourne

[www.melbourne.lifeline.org.au](http://www.melbourne.lifeline.org.au)

Lifeline Ballarat

[www.ballarat.lifeline.org.au](http://www.ballarat.lifeline.org.au)



## HOST A WORKSHOP

We can deliver a tailored workshop for your organisation or community to enhance wellbeing and resilience.

Contact us:

[workplacecommunity.training@vt.uniting.org](mailto:workplacecommunity.training@vt.uniting.org)

**Melbourne**

Ph: 0412 408 150

**Ballarat**

Ph: 9051 7471



Join the Lifeline  
Melbourne  
Facebook group



## Workplace & Community TRAINING

At Lifeline Ballarat and Melbourne, we know that anyone can be faced with a crisis. Having the skills to support others in crisis, and to know how to seek help for ourselves, are the keys to promoting strong, effective, and resilient workplaces and communities.



We recognise that workplaces in our community are not immune from the impact of mental health issues and suicide. Our Workplace and Community Training Team offers a suite of nationally recognised and evidence-based programs to upskill our communities.



Interactions with people who are distressed, in crisis or angry can be one of the most difficult parts of someone's role in the workplace.

**The REDI workshop** is a 5.5 hour workshop designed for frontline workers including but not limited to retail, call centre, collections, customer services, complaints handling and escalations staff, case managers or anyone exposed to difficult interactions in the workplace.

Using the 'CALM' framework (Clarify the situation, Adapt your response, Link to support, Me time - self care), participants will learn:

- Contextually what may be going on with a distressed person
- How the brain reacts to stress
- Communication skills to assist difficult or emotional conversation
- What to do if callers/colleagues are at risk of suicide
- How to de-escalate anger
- Self-care strategies you can use during and after difficult calls.



ASIST is two consecutive days of face-to-face training facilitated by accredited LivingWorks ASIST trainers. In this evidence-based suicide intervention workshop, you will learn how to:

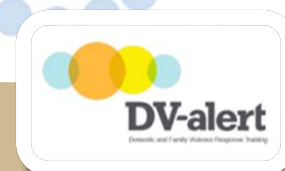
- recognise when someone may be thinking about suicide
- explore and connect with a person in ways that help you to understand and clarify the risk
- apply a suicide intervention model that includes a safety plan.



safeTALK is a half-day face-to-face workshop, facilitated by an accredited LivingWorks trainer, that prepares anyone over the age of 15 to become a suicide alert helper.

Learn how to:

- recognise invitations to help
- apply basic TALK steps (Tell, Ask, Listen and KeepSafe)
- connect people to suicide first aid help and further community resources.



**DV-alert Foundations** is a 2-day face-to-face workshop, facilitated by 2 trainers, where you will learn how to **recognise** signs of abuse that constitute domestic family violence, **respond** appropriately, and **refer** to support services. In this workshop you will:

- reflect on and share what to do if someone you know is experiencing domestic family violence
- network with others
- receive helpful tools and references for domestic family violence, support and referral.

**DV-aware** is a 2-hour awareness session that is open to anyone over the age of 18.

You will learn:

- what domestic family violence is
- how to recognise the signs of domestic family violence and respond appropriately.

Training is delivered on behalf of Lifeline Australia  
RTO 88036

