

I am really grateful for everyone who was involved in making this training happen. Doing the lifeline CSWT was something that I had wanted to do for a long time but wasn't able to because of the time commitment and fees. When I heard that there was a week long training program that was running in the holidays that wouldn't clash with my uni semester, didn't require any fees and that I could do with other uni students that were in the boat I jumped at the opportunity. It has been so much fun learning new skills, making friends and building our confidence in helping someone in need. I would definitely recommend this to others, and I hope that this version of training becomes an available option so others can have the opportunity we had 😊

2018 Western Sydney University Student - Chaffia

The Crisis Supporter training I received has changed how I communicate on a daily basis and already saved a life, possibly more. Learning the skills to safely manage a threat to life or safety, and referring clients to address longer term solutions to underlying issues. I've developed the ability to make relationships under stressful circumstances, whilst enhancing my communication and interpersonal skills. This training has changed my life and I can not recommend it enough.

2018 Western Sydney University Student - Samantha

I am one of the lucky people who had the opportunity to complete the Lifeline CSWT training program as part of my work placement. I say I'm lucky because the skills and knowledge I learned during the training and throughout my time as a crisis supporter have been invaluable. As part of training program, I completed Mental Health First Aid and Applied Suicide Intervention training and now have ongoing opportunities to participate in free professional development through Lifeline. Another benefit of the program was being able to commence my placement hours ahead of my peers, meaning that I was able to complete most of my placement hours during the summer break. This put me at a massive advantage and meant that I was not overwhelmed once semester began. After completing the mandatory hours, I choose to stay on for more hours as I had such a positive experience. Once I have fulfilled my work placement commitments I intend on staying on with Lifeline as a volunteer so that I may continue to develop the skills required to be the best possible social worker. Good luck for everyone that applies!

2019 Western Sydney University Student – Stacey,

(Third year Social Work student completing the Fast-track program as part of her placement)

I commenced Lifeline training just after I completed my Bachelor of Social Work degree, as I wanted to gain confidence and hands-on experience that I did not receive from my last field education placement. Help Seekers contact Lifeline for support with a wide range of challenges. Consequently, Crisis Supporters gain insight into many areas, such as child protection, domestic and family violence, and mental health problems. Looking back, I can see that Lifeline Crisis Support work is a very neat fit with social work, and I wish I had this experience to draw upon while I was studying, because it would have made writing critical reflections much easier. Similarly, I have further developed the micro-communication skills I learned as part of my degree. Most importantly, Lifeline provides extensive support for Crisis Supporters, both while in training and when providing telephone support.

2018 Western Sydney University Student - Leander