



Lifeline

Gippsland

Fees

Crisis Supporter Workplace training fee information

The cost of providing training across the three stages of the CSWT is significant and Lifeline Gippsland recognises the value of the time commitment volunteers provide to Lifeline and to help seekers and therefore provides the training at a heavily subsidised cost.

Initial training and assessment including: • eLearning and Face to Face (F2F) sessions for Topics 1 to 10 Nationally Accredited Units of Competencies ◦ CHCCCS003 Increase the safety of individuals at risk of suicide ◦ CHCCCS019 Recognise and respond to crisis situations ◦ CHCCCS028 Provide client-centres support to people in crisis • Student placement (including mentor) • Internship • Group Supervision	\$550.00 - full fee \$500.00 - conc.
Options for students who are deemed Not Yet Competent for formal assessment.	\$0.00
Hardcopy print of Statement of Attainment	\$60.00



Fees and refunds

Crisis Supporter Workplace training fees

Lifeline Australia does not charge or collect any fees for nationally recognised training courses directly from students. For CSWT, course fees may be charged by the Lifeline Centre delivering the training to help recover some of the costs of training future crisis supporters. When students pay their fees, they are making payments to a Lifeline Centre and not to Lifeline Australia.

Each Lifeline Centre sets its own course fee amount, invoicing arrangements and payment schedule. You will receive a fee statement or invoice outlining the course fee amount, payment options, and the conditions under which fees may be refunded. Please refer to the information provided by your local Lifeline Centre for full details about the course fee and what it covers.

If you are experiencing financial hardship and are unable to pay your course fee, please speak with your local Lifeline Centre to discuss possible options or support. Some Lifeline Centres may offer scholarships or other forms of assistance to support participation in the training program

Cooling-off period

If you enrol in the CSWT program, you may withdraw within a 10-business-day cooling-off period and receive a full refund of any fees paid. The cooling-off period begins on the day you formally enrol.

Refund Policy

If you withdraw after the cooling-off period or after training has started, any refund will be subject to conditions based on the timing of your withdrawal and training costs incurred by the Lifeline Centre. We recommend reviewing the [RTO Fees Refund Policy](#) to understand your rights if you choose to withdraw from the course.

If a course is cancelled by Lifeline Australia or a Lifeline Centre, students will be offered a full refund or transfer to another course where appropriate.

Lifeline Australia does not issue refunds directly. However, we can assist you in requesting a refund from a Lifeline Centre where the request meets the eligibility criteria outlined in the [RTO Fees Refund Policy](#).

