**Personal information**

|  |  |
| --- | --- |
| Legal given name(s): | Click or tap here to enter text. |
| Surname | Click or tap here to enter text. | Preferred name: | Click or tap here to enter text. |
| Residential address: | Click or tap here to enter text.  |
| Suburb or town: | Click or tap here to enter text. | Postcode: | Click or tap here to enter text. |
| Postal address: | Click or tap here to enter text. |
| Suburb or town: | Click or tap here to enter text. | Postcode: | Click or tap here to enter text. |
| Email address: | Click or tap here to enter text. |
| Contact numbers: | Click or tap here to enter text. | Click or tap here to enter text. |
| Date of birth: | Click or tap here to enter text. | Gender: | Click or tap here to enter text. |

**About you and your background**

**Questions marked with a \* are optional to answer.**

|  |  |  |
| --- | --- | --- |
| Do you identify as a person with disability? \* |[ ]  Yes  |[ ]  No |
| Do you identify as Aboriginal or Torres Strait Islander? \*  |[ ]  Yes  |[ ]  No |
| Are you an Australian citizen or permanent resident? |[ ]  Yes  |[ ]  No |
| Are you a member of a Uniting Church congregation? \* |[ ]  Yes  |[ ]  No |
| Do you hold a current Australian driver’s license? \* |[ ]  Yes  |[ ]  No |
| In which country were you born?  | Click or tap here to enter text. |
| Do you speak a language other than English? **\*** If yes, please state | Click or tap here to enter text. |

**Volunteering is important to me because I would like to:**

|  |  |
| --- | --- |
|[ ]  Make new friends |[ ]  Develop new skills and/or experience |
|[ ]  Build professional contacts and/or career possibilities |[ ]  Make a difference in the world |
|[ ]  Build self-esteem and self-confidence |[ ]  Develop people and/or communication skills |
|[ ]  Share my skills with others |[ ]  I was asked to |
|[ ]  Other  | Click or tap here to enter text. |  |

**Medical information**

**Emergency contacts**

This information will be used in the unlikely event of an emergency.

|  |  |  |
| --- | --- | --- |
|  | **Contact 1** | **Contact 2**  |
| Name: | Click or tap here to enter text. | Click or tap here to enter text. |
| Relationship: | Click or tap here to enter text. | Click or tap here to enter text. |
| Contact number: | Click or tap here to enter text. | Click or tap here to enter text. |

**Pre-existing conditions**

This information will be used in the unlikely event of an emergency or to make reasonable adjustments to your workplace.

|  |
| --- |
| Do you have any medical/physical conditions or injury that may affect your ability to carry out the requirements of the position you have applied for? |
| *If, yes you will be asked to provide more information.* |[ ]  Yes |[ ]  No |

**Pre-commencement checks**

Uniting conducts pre-commencement checks on all people commencing a role with us. As a child safe organisation we are committed in everyday practice to ensure the safety and wellbeing of all children, at all times. Volunteering with Uniting is subject to a satisfactory national (and international where relevant) police check and Working with Children Check (in Victoria) and/or Working with Vulnerable People Check (in Tasmania) prior to commencement in any service or program.

|  |  |  |
| --- | --- | --- |
| Are you willing to undergo a national police check? (at no cost to you) |[ ]  Yes  |[ ]  No |
| Do you currently hold a Victorian Working with Children’s Check? (VIC) |[ ]  Yes  |[ ]  No |
| *We will provide you with information on how to add Uniting as an organisation.*  |
| Have you lived overseas for more than 12 months in the last 10 years? |[ ]  Yes  |[ ]  No |

**How did you hear about Lifeline?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| [ ]   | Go Volunteer |[ ]  Advertising |[ ]  Local event |[ ]  Friend or family |
|[ ]  Social media  |[ ]  Google  |[ ]  Volunteer service |[ ]  Word of mouth |
|[ ]  TAFE or University |[ ]  Local congregation |[ ]  Facebook |  |  |

**Acknowledgement & consent**

**By signing this form**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|[ ]  I acknowledge that volunteering with Uniting is subject to one or more of the following forms of pre- commencement safety screening checks; Police Records Checks (National/International), WWCC/WWVP Checks and Reference Checks.  |
|  |  |
|  |  |
|[ ]  I certify that to the best of my knowledge; these particulars are true and correct and that I have not knowingly provided any false or inaccurate information. |
|  |  |
|[ ]  I have read the CSWT Pre-enrolment Course Information document, and the Requirements for Shifts and Supervision document, as provided on the Lifeline Melbourne website, and I understand the commitment required both as a student and volunteer of Lifeline Melbourne. |
|  |  |
|  |  |
| Signature: |  | Date: | Click or tap here to enter text. |

**Please email your completed application forms to** **lifelinetraining@vt.uniting.org**

**Thank you for your interest in volunteering with Lifeline through Uniting (Victoria and Tasmania).**

**Uniting and Equal Opportunity**

Uniting will ensure measures are taken against discrimination of any person regardless of age, colour, national origin, citizenship status, disability, race, religion, creed, gender, sexual orientation, gender identity and/or expression, marital status, or any other characteristic protected by federal and state law. Information provided above will be used as an internal indicator only and will not be considered during the recruitment process in line with Equal Opportunity legislation and information provided is confidential will not be released to third parties in line with privacy legislation unless required by law*.*

**Collection of personal information**

Uniting Victoria and Tasmania collects your personal information at the time you complete an application or expression of interest. The information is collected for the primary purpose of helping us to match you to current volunteering opportunities.

As part of the recruitment process, we may collect sensitive information from you. This may include information about your race, health and other information relevant to your application that is included in the category of “sensitive information” under the Privacy Act 1988. By applying for a role with Uniting you consent to us collecting that information for the primary purpose.

Volunteer appointments are subject to satisfactory criminal history checks, reference checks and Working with Children Check or Working with Vulnerable People check prior to commencement. Some of our volunteer roles have additional requirements such as a current driver’s license. We will tell you if we require more information from you, and that information must be provided to us if we are to progress your volunteer application. If we do not collect this information from you, including your actual name (as opposed to a nickname or preferred name) we may be unable to consider your application for volunteering.

**To learn more about Uniting please visit** [**www.vt.uniting.org**](http://www.vt.uniting.org)

**Please email your completed application forms to** **lifelinetraining@vt.uniting.org**

**Supplementary information form**

|  |  |
| --- | --- |
| Name | Click or tap here to enter text. |

**Lifeline training and Uniting**

|  |  |  |
| --- | --- | --- |
| Have you previously worked or volunteered for Uniting or one of our founding agencies?  |[ ]  Yes  |[ ]  No |
| Have you ever previously applied to be a volunteer Telephone Crisis Support Worker with Lifeline or been accepted into the Certificate IV Training or CSWT training?  |[ ]  Yes  |[ ]  No |
|  |
| If you answered **Yes** to the above questions, please provide details including dates. |
| Click or tap here to enter text. |
| Do you know anyone who is currently or has applied to be a Crisis Support Worker with Lifeline Melbourne? |[ ]  Yes  |[ ]  No |
|  |
| If you answered **Yes** to the above questions, please provide their name. |
| Click or tap here to enter text. |

|  |  |  |
| --- | --- | --- |
| Do you currently or have you previously volunteered?  |[ ]  Yes  |[ ]  No |
| If you answered **Yes** to the above questions, please provide details. |
| Click or tap here to enter text. |

**Employment information**

|  |  |  |
| --- | --- | --- |
| Are you currently employed? |[ ]  Yes  |[ ]  No |
| Name of employer: | Click or tap here to enter text. |
| Employment type:  |[ ]  Full time  |[ ]  Part time  |[ ]  Casual  |
| Details of days/hours worked: | Click or tap here to enter text. |
| Previous employment details:*(if any)* | Click or tap here to enter text. |

**Qualifications**

|  |  |  |  |
| --- | --- | --- | --- |
| Highest level of education: |[ ]  Year 10 |[ ]  VCE |[ ]  Certificate |
|  |[ ]  Diploma |[ ]  Bachelor |[ ]  Postgraduate  |
| Course: | Click or tap here to enter text. |
| Education provider:  | Click or tap here to enter text. |
| Are you currently studying? |[ ]  Full time |[ ]  Part time |[ ]  Deferred  |[ ]  N/A  |
| Please provide details of any other completed qualifications. |
| Click or tap here to enter text. |

**Please tell us about your life experiences**

This information is used to determine your suitability to the role of a Telephone Crisis Support Worker.

|  |
| --- |
| 1. **What are some personal qualities and skills you have which would make you an effective Crisis Support Worker?**
 |
| Click or tap here to enter text. |

|  |
| --- |
| 1. **what is your motivation for being a volunteer Crisis Supporter?”**
 |
| 1. | Click or tap here to enter text. |
| 2. | Click or tap here to enter text. |
| 3. | Click or tap here to enter text. |

|  |
| --- |
| 1. **Briefly describe one of your own life experiences (preferably recent) thats taught you something about yourself?**

 What was the experience (and how long ago)? |
| Click or tap here to enter text. |
| What was hardest about the experience for you? |
| Click or tap here to enter text. |
| What did you learn from it? |
| Click or tap here to enter text. |
| How do you think this experience would help you as a Crisis Supporter?  |
| Click or tap here to enter text. |
| 1. **How well do you work with Feedback?**

Think about a difficult piece of feedback you received recently, a comment or criticism that had an emotional impact on you. It could be feedback from your partner, child, boss, colleague, friend, lecturer etc., and you may or may not have agreed with it.Some examples to help you, someone in your life might have said something like:* “You’re spending too much time at work / out with your friends / on the internet”
* “You’re so scary Mum, no wonder I don’t tell you anything”
* “It seems like you’re having some difficulty understanding the work here”
* “You’re always criticising other people why don’t you look at yourself for a change”

 What was the feedback/Comments? |
| Click or tap here to enter text. |
| What was it about the feedback or comments that made it difficult for you to hear? |
| Click or tap here to enter text. |
| How did you respond? * did you have a physiological response?
* what were you saying in your head?
* what, if anything, did you say to the other person?
 |
| Click or tap here to enter text. |

|  |
| --- |
| In hindsight, is this how you would like to have responded? Given the opportunity, what would you like to do differently? |
| Click or tap here to enter text. |

|  |
| --- |
| If you have not received any such feedback recently, please tell us what you think that might be? |
| Click or tap here to enter text. |
| 1. **Please specify any additional information about special circumstances that may have a bearing on your application (e.g. length of commitment, transport difficulties):**
 |
| Click or tap here to enter text. |

|  |
| --- |
| 1. **Commitment**

Lifeline provides a 24-hour telephone crisis support service with volunteers working the service at all hours. Approximately 80% of our calls are received outside of normal work hours i.e. outside 9.00 am to 5.00 pm Monday-Friday. Therefore, it is important that you are available for some shifts out of hours.After completion of training, your commitment includes:* 92 hours following student placement, over a minimum of a year - as outlined in Requirements for Shifts and Supervision and Certificate of Attainment document
* Supervision and Professional Development- as outlined in Requirements for Shifts and Supervision and Certificate of Attainment document

**How do you see the all the above fitting into your personal / professional schedule?** |
| Click or tap here to enter text. |

**Referee**

Please provide a reference letter from a workplace, other volunteer or community organisation, or a place of study, with regards to your suitability for the role. The person providing the reference letter should be from someone you have known for a minimum of 18 months.

**Please note:** Character reference letter must be on company letterhead or word document (with referee’s details) and need to be signed and dated.  Email reference will not be accepted. A phone number/email address is not sufficient. We do not contact referees to provide character references.

**Your application will not be processed until we receive your character reference letter.**

**Training**

The Crisis Supporter Workplace Training is held at various times throughout the year please refer to the training calendars for specific dates, please refer to our website for more information.

* <https://www.unitingwesley.org.au/lifeline/volunteer-with-lifeline-melbourne/>

**An offer to commence training is subject to application review, group interview, satisfactory criminal history checks, reference checks and Working with Children Check.**

**Please email your completed application forms to** **lifelinetraining@vt.uniting.org**