



**Birthline**  
Pregnancy Support

# TELEPHONE COUNSELLING COURSE

Every Wednesday night  
7.00pm-9.00pm  
From 30 April 2025  
until 2nd July 2025

## Course Outline

- ✔ Principles of Counselling
- ✔ Receiving Difficult Calls
- ✔ Medical Aspects of Abortion
- ✔ Grief & Loss Counselling
- ✔ After Abortion Grief Counselling
- ✔ Birthline History and Ethos
- ✔ Physiology and Fertility
- ✔ Contraception
- ✔ Pre-Natal Testing

## Do you have

a passion and commitment to assisting women navigating crisis during pregnancy or coping with pregnancy loss?

## Join our team

of Telephone Counsellors and become a source of comfort for those in need making a meaningful impact in their lives.

Contact: 0413 380 833 or [tcc@birthline.org.au](mailto:tcc@birthline.org.au)

website: [birthline.org.au](http://birthline.org.au)



# Be a Voice of Compassion

## Volunteer as a Telephone Counsellor with Birthline!



Do you have a heart for helping others? Are you looking for a way to make a real difference in the lives of women and families facing crisis pregnancies or pregnancy loss?

At Birthline, we're searching for caring, empathetic individuals to join our team of volunteer Telephone Counsellors. Whether you have prior experience or are completely new to counselling, our FREE 10-week Telephone Counselling Course (TCC) will equip you with the skills and confidence needed to support those in need.

### What You'll Learn in Our Training Course:

- Active Listening & Empathy - Learn how to truly hear and understand callers, offering compassionate, judgment-free support.
- Crisis Counselling Techniques - Develop essential skills for helping women navigate the emotional challenges of an unplanned pregnancy or pregnancy loss.
- Practical Resources and Information - Become familiar with the resources and services available to assist callers in making informed decisions.
- Handling Sensitive Conversations - Gain confidence in discussing difficult topics with care and professionalism.
- Self-Care & Boundaries - Learn how to support others while protecting your own well-being.
- Ethics & Confidentiality - Understand the importance of maintaining trust and protecting the privacy of those who reach out for help.

### Why Volunteer with Birthline?

- Gain Valuable Skills - Whether you're looking to grow personally or professionally, this training offers tools you can use for life.
- Join a Supportive Community - You'll be welcomed into a team of like-minded volunteers who encourage and uplift one another.
- Make a Real Impact - A single phone call can change a life. Your presence and words can bring hope to someone in need.

**Starts 30 April 2025**

**Every Wednesday, 7:00 - 9:00 PM (for 10 weeks)**

**412 Magill Road, Kensington Gardens SA**

In-person training at our premises (attendance at all sessions required).

Our Telephone Counselling Course is offered only once a year, and spots are limited! If you feel called to support and uplift others during their most vulnerable moments, we'd love to hear from you.

Email us today at [tcc@birthline.org.au](mailto:tcc@birthline.org.au) to express your interest and take the first step toward a truly rewarding experience!