

# Peer Support Services

## Peer Support Training

Imagine having people available to provide immediate support to distressed employees? Many organisations have found value in having specially trained staff to assist colleagues in times of stress or difficult situations. Peer Supporters are an important risk management strategy and assist organisations to enhance employee well being. A Peer Support program enables employees who generally support other staff to be trained and recognized for this voluntary role. This two day workshop will equip potential Peer Supporters with the skills to practically intervene when employees experience stress or have encountered a critical incident. All participants are provided with the Peer Support Pack (RRP \$45.00 AUD), a Certificate of Attainment and an invitation to join the Emergency Support Network's exclusive Peer Supporter's Network.

## Peer Support Network

The Emergency Support Network offers a unique and FREE service to all peer supporters – the opportunity to participate in the ESN Peer Support Network. The Emergency Support Network facilitates a Google Forum for Peer Supporters, from a range of agencies across Australia and New Zealand, to share resources and support each other. The Forum is supervised by experienced Psychologists to ensure the discussions are appropriate. Participants are given access to a range resources and articles, only accessible through our Peer Support Network site.

## Peer Support Advanced Sessions

Many organisations invest a lot into setting up their Peer Support Program, only they find that in time this valuable resource erodes. The research suggests that sustainable Peer Support requires ongoing training and support. Our Peer Support advanced skills training can be tailored to suit your needs across a range of areas, from advanced communication skills, emotional defusing tactics, crisis response to dealing with workplace bullying and grievances. Advanced sessions are customised to enhance the skills and capacity of your Peer Supporters, as well as acknowledging the essential work that Peer Supporters do. The one day sessions assist in re-energising and maintaining your program and investment.

## Peer Support Program Audits

How effective is your Peer Support Program? One of the most persistent issues facing Peer Support Programs is the demonstration of their effectiveness. The Peer Support Program audit enables organisations to monitor the effectiveness of the program and identify trends amongst employees seeking help. The information from a peer support audit can enable organisations to implement preventative measures and develop strategies to manage areas of people risk. Audits are conducted externally, to promote confidentiality and reduce the fear of exposure, through online surveying. The Audit provides not only a pulse check of your Peer Support services but also your organisation more generally. Results are analysed and organisations are provided with a comprehensive reports featuring key recommendations for continuous improvement.

## Peer Support Train-The-Trainer Program

Our Peer Support Train-The-Trainer three day Program offers the opportunity for select employees to receive training to equip them to be able to provide their organisations with Peer Support training. This program is conducted in-house or at one of our training facilities. Participants will be taken through the general Peer Support training and then receive facilitator specific training in the mechanics and methodology of Peer Support training.

All participants will receive:

- The comprehensive Peer Support Pack (RRP: \$45.00)
- A Trainer's Facilitation Manual
- Train-The-Trainer Certificate
- Invitation to the Peer Support Network
- Twelve months complimentary advice and support via telephone / email.

In addition, the organisation will be provided with:

- Complimentary CD of reference material such as articles, Power Point presentation slides and useful templates.
- 10% discount voucher for your next Peer Support product purchase.

Note: Due to the specialist nature of this program, a maximum of 8 participants per program is endorsed.



## Peer Support Platinum

Peer Support Platinum is for organisations who genuinely wish to implement a sustainable and successful Peer Support Program. Unique to the Emergency Support Network, this enables organisations to have it ALL... with support and guidance. Staff can be trained as Peer Supporters, Trainers and benefit from the support of experienced consultants, to personally guide and support the organisation through each step of establishing a successful Peer Support Program. This platinum and comprehensive program capitalises on over twenty years of experience and research to provide organisations with:

- Peer Support Training (two days) & Certificate of Attainment
- Peer Support Train-The-Trainer facilitation training (one extra day for selected personnel) & Train-The-Trainer Certificate
- All participants receive a copy of the Peer Support Pack (RRP \$45.00 AUD)
- Invitation to the Peer Support Network.
- Complimentary copy of the Peer Support Trainer's Manual.
- Complimentary CD of reference material including Power Point Presentation and reference articles.
- Complimentary copy of the comprehensive 'Practical & Proactive: Guidelines For Establishing Successful Workplace Peer Support Programs' book & CD (RRP \$50.00 AUD).
- Complimentary copy of the 'Peer Support Briefing' DVD.
- Twelve months complimentary advice and support via telephone / email.
- Bi-annual (2 x six monthly) complimentary Peer Support Audits and reports (RRP: \$1000.00).
- 10% discount voucher for your next Peer Support product purchase.

## Enquiries:

For an obligation free quote, please contact our office for more information.

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International: +61 89 203 7777

Email: info@emergencysupport.com.au  
Web: www.emergencysupport.com.au

Address: PO Box 125  
Greenwood WA 6924



## Specialists In:

### People Risk Management

- Stress & Resiliency
- Peer Support
- Crisis Intervention
- Conflict & Grievance Resolution
- Interpersonal Dynamics
- Workplace Diversity
- Bullying & Harassment
- Change Management



## Peer Support Services

### *Peer Support:*

*Support given by members of an organisation or group to colleagues, or others within that group who are affected by stress.*

Peer Support programs are well documented as a sound strategy to reduce organisational risk while promoting employee well being, morale and satisfaction in the workplace. Through training and formalising of the informal support networks that exist in workplaces, Peer Support enables immediate support for employees experiencing the stress of day to day life or such created by critical incidents. Since 1986 the Emergency Support Network has provided over 80 organisations with Peer Support services and products across Australia, New Zealand and internationally. Recognised as the experts in Peer Support, the Emergency Support Network can offer your organisation the opportunity to enhance your people risk management.