



# PEER SUPPORT PRODUCTS

RESOURCES AND PUBLICATIONS  
FOR PEER SUPPORT TEAMS



EMERGENCY SUPPORT  
NETWORK PTY LTD

*Specialising in People Risk Management*

## WHAT IS PEER SUPPORT?

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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 (ESN)** 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 (ESN)** offers various peer support products and training materials.

## PEER SUPPORT WORKBOOK

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The 4th Edition comprehensive Peer Support Workbook written by Dr Michael Tunnecliffe is the foundation textbook for many organisations and facilitators conducting reputable Peer Support training.

The workbook provides a general approach to Peer Support which can be customised to organisational or occupational needs.

This 40 page book is packed with peer support guidelines, the background of peer support programs, the different types of stress and its impact, factors influencing critical incident stress, support and the peer support role, peer support essentials, communication techniques, appropriate responses, individual and group support strategies, referring on, the peer support process and useful resources for Peer Supporters.

The workbook includes 20 key peer support training exercises and quick quizzes such as 'are you suited to the Peer Support role?' This workbook is a must for any credible Peer Support training program.

**Workbook Price:**                    **AUD \$20.00 each**

## PEER SUPPORT POCKETBOOK

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Well known and well loved, the Peer Support Pocketbook is back! A new and revitalised 5th Edition offers Peer Supporter's much more.

The newly published pocketbook has 96 pages of valuable content, bringing together the experiences collectively of Michael Tunnecliffe and Carla Fotev both with over 20 years each in Peer Support programs.

This practical little book informs about stress and stress management, the principles of peer support, the process and how to provide practical support, communicate one to one, give group, phone or critical incident support.

Emotional first aid, stress defusion, the Peer Supporter as a member of a Critical Incident Response Program, referrals and support for the peer supporter, are all part of this power packed book which also includes useful reading and resources including links to a virtual net- work of Peer Supporters.

Even if you have an older version, you will be sure to want one of these brand new pocketbooks!

**Pocketbook Price:**                    **AUD \$15.00 each**

## PEER SUPPORT WALLET CARDS

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### **Stress Defusion Cards:**

Don't be late to help a mate.... Remember these great little cards? Despite the new and improved design, more accommodating to fit in your wallet, these cards still convey the great reminder of how to support others. Outlining the LATE method of support, you will never forget to be late to help a mate!

### **De-stress Cards:**

As Peer Supporter's most of our work is in assisting those who are experiencing stress. These cards simply outline the key strategies to manage stress on a day to day basis. Sometimes having them on us can serve as an easy reminder for all the things we can each do to reduce our stress.

### **Wallet Cards Price:**

**AUD \$1.50 each**

## BOOKMARK

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Alpha, Bravo, Charlie.... the international alphabet. Handy as a bookmark to keep your page, yet also of great assistance when you are on the phone trying to spell your name for someone, give an email address or in just making sure you have the right spelling. Put one in your diary or next to your desk today!

### **Bookmark Price:**

**AUD \$2.00 each**

## PEER SUPPORT PACKS

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Why not save yourself and buy a Peer Support Pack. Retailing for far less, you can obtain a discounted price on purchasing a Peer Support Pack. Within a unique presentation folder you will find a copy of the Peer Support Workbook, the Peer Support Pocketbook, a Stress Defusion Wallet Card, a De-stress Wallet Card and an Emergency Support Network Bookmark, all for one low cost. Your complete Peer Support kit!

### **Peer Support Pack Price:**

**AUD \$35.00 each**

## ORDERING INFORMATION

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Materials may be purchased via mail / email order. Payment can be made by electronic transfer or credit card. All Australian orders are subject to GST. There is no GST component on International orders. Postage and handling charges can be provided upon request.

### **Please send your order form to:**

Emergency Support Network - Po Box 125, Greenwood WA 6924  
or email to [info@emergencysupport.com.au](mailto:info@emergencysupport.com.au)  
Phone: +61 8 9203 7777

# ORDER FORM

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## Purchase Payment Details

Tax Invoice ABN 58 088 411 910

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organisation: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ P/C: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

## Preferred Payment Method:

**Direct Debit**      Emergency Support Network Pty Ltd (ANZ Bank)  
BSB - 016 495  
Account Number - 201954142

**Credit Card**      Cardholder Name: \_\_\_\_\_  
Card Number: \_\_\_\_\_  
Expiry Date: \_\_\_\_\_ CCV: \_\_\_\_\_

## Please note:

An invoice will be issued prior to payments being required to reflect postage & handling costs. Electronic and cheque payments are to be made on receipt of the invoice within 14 days. Credit card payments will be deducted when the invoice is issued.

### Peer Support Workbook

Qty: \_\_\_\_\_ at AUD \$20.00 each

### De-stress Wallet Cards

Qty: \_\_\_\_\_ at AUD \$1.50 each

### Peer Support Pocketbook

Qty: \_\_\_\_\_ at AUD \$15.00 each

### Bookmarks

Qty: \_\_\_\_\_ at AUD \$2.00 each

### Stress Defusion Wallet Cards

Qty: \_\_\_\_\_ at AUD \$1.50 each

### Peer Support Pack

Qty: \_\_\_\_\_ at AUD \$35.00 each

## OFFICE USE ONLY:

GST:                    \$ \_\_\_\_\_

Postage:             \$ \_\_\_\_\_

SUBTOTAL:         \$ \_\_\_\_\_