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Further assistance

Occupational Services (WA) (OSWA) provides professional counselling and assistance beyond the immediate support offered by peer supporters.

The OSWA Employee Assistance Program is a confidential service (free for up to six visits) for you and your immediate family to turn to for help when you have concerns that may be affecting you at work or at home.

OSWA has offices in Perth, Midland, Bunbury, Joondalup and Mandurah and provides services throughout the State via a network of fully qualified counsellors.

For more information, call 1300 361 008 (toll free) or (08) 9225 4522 (metro).

The peer support program has been established by OSWA and the Department. With the professional experience of OSWA, combined with the network of caring peer supporters, we aim to be there for all departmental employees and their families in times of need.

The peer support team is:

NAME	SECTION	TELEPHONE
Carl Beck	Shark Bay	(08) 9948 1208
Jeff Bennett	Pemberton	(08) 9776 1207
Peter Burton	Jarrahdale	(08) 9525 5955
Frank Colyer	Collie	(08) 9734 1988
Cheryl Cowell	Shark Bay	(08) 9948 1208
Terri-Anne Ebbett	Valley of Giants	(08) 9840 8200
Donna Green	Walpole	(08) 9840 1027
Annie Greig	PVS Kensington	(08) 9334 0418
Bob Hagan	Bunbury	(08) 9725 5911
Daniel Hunter	Wildlife Kensington	(08) 9334 0538
Chantal Laval	People Services	(08) 9334 0540
Peter Masters	Esperance	(08) 9075 9027
Richard McAlinden	Dwellingup	(08) 9538 0025
Kate Macgregor	Narrogin	(08) 9881 9257
Bill Muir	Woodvale	(08) 9405 5123
Graham Norrish	Manjimup	(08) 9771 7900
Wayne Rhodes	Mundaring	(08) 9295 1955
Pat Ryan	Geraldton	(08) 9921 5955
Fran Stanley	Karratha	(08) 9143 1488
Peter Smith	Walpole	(08) 9840 1027
Alicia Taylor	Risk Management	(08) 9334 0397
Greg Voigt	Busselton	(08) 9752 1677
George Watson	Karratha	(08) 9143 1488
Bruce Withnell	Harvey	(08) 9729 1505
Alan Wright	Jarrahdale 💮 💮	(08) 9525 5177

Peer support

There are times when our coping skills are stretched to limit, or we just need someone to talk to.







What is the peer support program?

The peer support program enables trained workers to provide support to you in times of stress or following incidents that may test your ability to cope.

This program complements the formal and informal systems already available.

There are a number of organisations in Australia that have peer support programs. Western Australian peer support programs operate in the mining and offshore petroleum industries, hospitals, the Fire and Rescue Services and State Emergency Services, to name a few.

Why do we need a peer suppport program?

Our work environment may mean there are times when we are faced with stress, uncertainty and daily hassles. Often, we are able to cope by using our own strategies and with the support of family and friends.

From time to time, people can be subjected to crises, emergencies and stressful incidents that are sudden, unexpected or overwhelming. There is evidence to show that stress becomes more manageable when people are given the opportunity to talk about their reactions. This is when peer support can be of assistance.



A peer supporter:

- listens to you;
- keeps confidentiality and respects your privacy;
- approaches you after an incident at work to see if you are okay;
- helps you look at options and solutions to problems and the way you are feeling;
- · provides practical support;
- provides information; and
- tells you about other help and support sources that are available.

A peer supporter will not:

- 'dob you in' to your supervisor or manager;
- provide a counselling service;
- be judgmental;
- contact a professional without your consent; or
- make decisions for you without your consent.

During a stressful time, it is important to remember to look after yourself. Try to:

- rest more;
- contact friends and talk to people who love you;
- have someone stay with you;
- understand that recurring thoughts, dreams and flashbacks are normal and will decrease over time;
- maintain or re-establish a normal schedule as soon as possible;
- eat well-balanced and regular meals;
- · do some physical activity; and
- express your feelings as they arise.

It is recommended you contact a peer supporter or another health professional if your feelings are prolonged or become more intense.

