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Department of Biodiversity,  
Conservation and Attractions

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You can access more information and assistance via the following contact numbers.

**Health, Safety and Wellbeing Section**  
**0418 949 177**

**Chaplain (Wellbeing Officer)**  
**0429 346 243**

**Employee Assistance Program**  
**(24 hour availability)**  
**1300 307 912**



Department of Biodiversity,  
Conservation and Attractions

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## Peer Support Program

Peers supporting peers during times of need.



## What is the Peer Support Program?

The Peer Support Program has been running since 1985 and is part of the department's wellbeing support services. The network of trained Peer Supporters provide social and emotional support and information to colleagues in times of need, whether personal or work-related.

### Peer Supporters:

- offer a comfortable and safe environment to share concerns
- offer practical support, advice and shared problem solving
- provide information about available health services
- aim to enhance the health, wellbeing and perceived social support of employees.

### However, a Peer Supporter will not:

- provide counselling, treatment, diagnose or give labels
- break confidentiality\* without your consent
- pass judgement on you or the situation.

### Who can access the Peer Support Program?

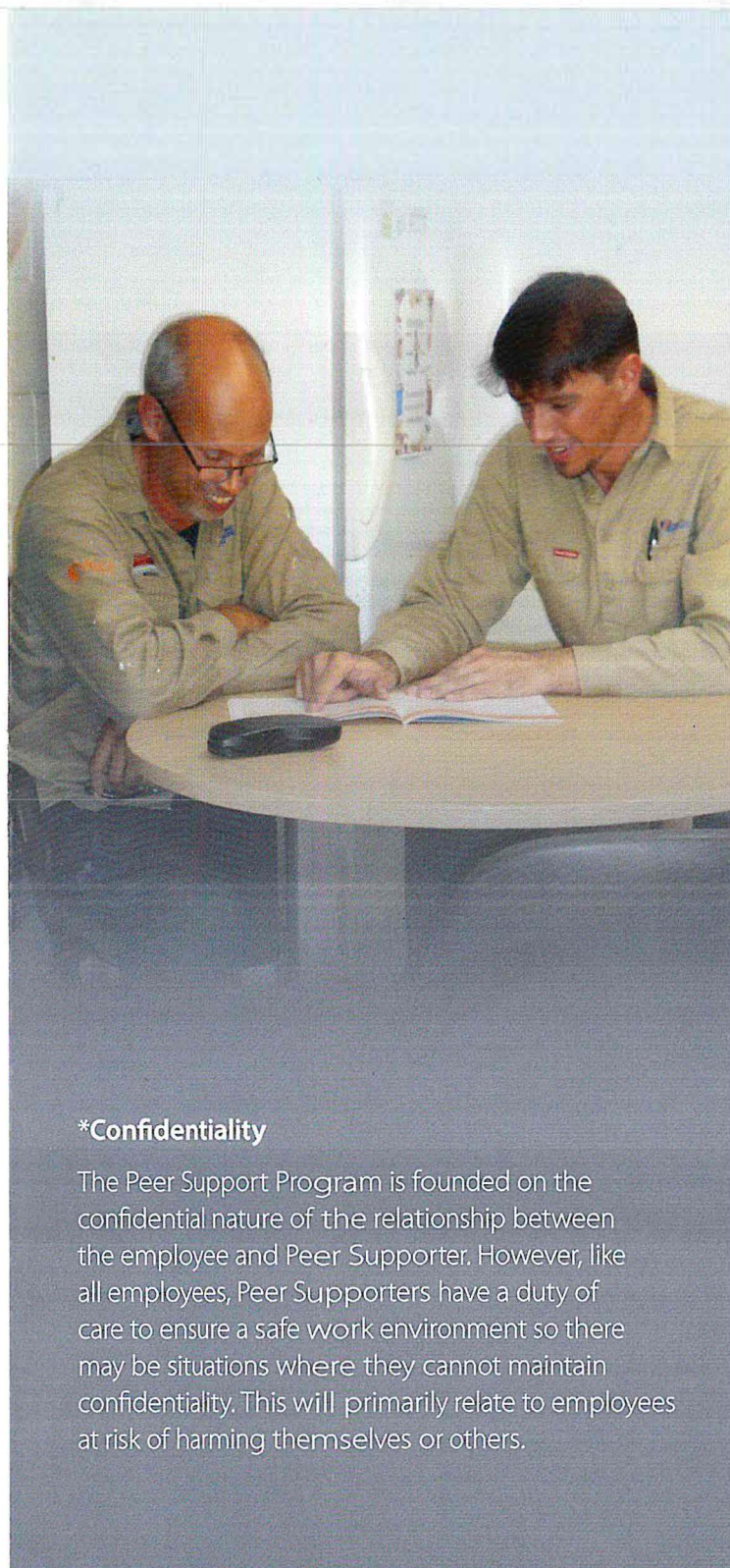
All current employees, including trainees and casual workers, as well as registered volunteers.

### When should someone access the program?

In a time of need, whether personal or work-related.

### How to access a Peer Supporter

You can contact any Peer Supporter by phone, email or in person. They do not need to be within the same work location. A list of Peer Supporters and their contact details are available via the intranet Peer Support page.



### \*Confidentiality

The Peer Support Program is founded on the confidential nature of the relationship between the employee and Peer Supporter. However, like all employees, Peer Supporters have a duty of care to ensure a safe work environment so there may be situations where they cannot maintain confidentiality. This will primarily relate to employees at risk of harming themselves or others.