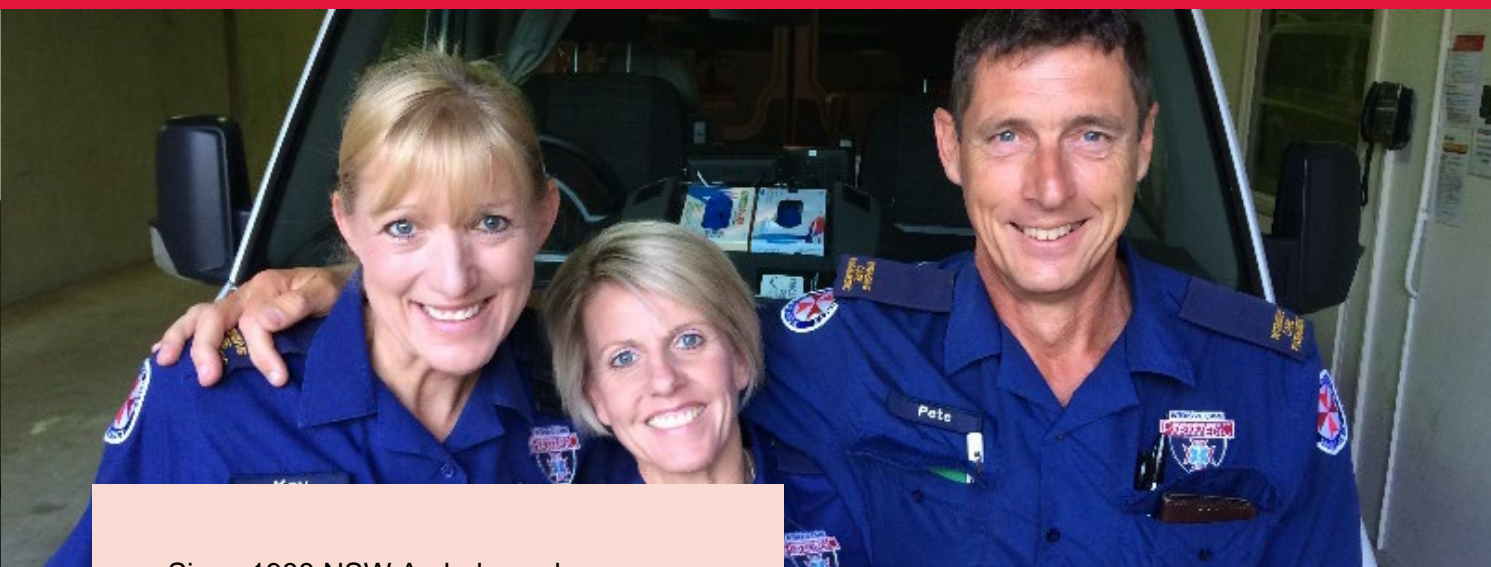


DIVERSITY INCLUSION BELONGING

CASE STUDY: Diverse Peer Support Officers at NSW Ambulance



Since 1988 NSW Ambulance has successfully been running their Peer Support Program to assist in ensuring psychological health and safety of the workforce.

The Peer Support Program is an evidence-informed staff support service, providing practical and emotional support that sustains staff and volunteers in the important work they do to serve the community. The unique perspective of shared experience assists in promoting positive physical, psychological, and emotional wellbeing, manages workplace risks, and has a progressive impact on workplace culture.

The Peer Support Program at NSW Ambulance recruits and trains staff members to provide confidential, practical, emotional support and assistance to colleagues, linking them in with professional support when required. The program represents staff in a variety of roles across the organisation, including Aboriginal and LGBT+ identified Peer Support Officers who staff can connect with and talk to. Peer Support Officers can assist by diffusing initial stress of an incident by providing post incident support.

The program actively recruits more diverse Peer Support Officers to join the team and equips all Peer Support Officers with diversity confidence as part of their ongoing professional development.



For further information please contact the NSW Ambulance Peer Support Program via Ambulance-PeerSupport@health.nsw.gov.au