



PEER Support

PEER Support programs have emerged as standard practice in high risk environments. This includes all Emergency Services providers, Justice Departments, Correctional Services providers and larger organisations where employees are exposed to occupational health risks such as trauma, difficult and stressful situations and providing services and support in complex and changing environments.

PEER support programs offer wellbeing monitoring and individual management, whilst capitalising on the ability to deliver resilience and stress management strategies to a workforce.

Armed with resilience and support, workers are likely to remain fit for work for longer, in a far healthier state and be more productive.

"The Ministers for Emergency Services, Environment and Police should ensure that their departments develop as a high priority a computer system for tracking their staff and the number of traumatic events they have attended over a particular period"
 WA Parliamentary Inquiry, 2012

Organisational Benefits

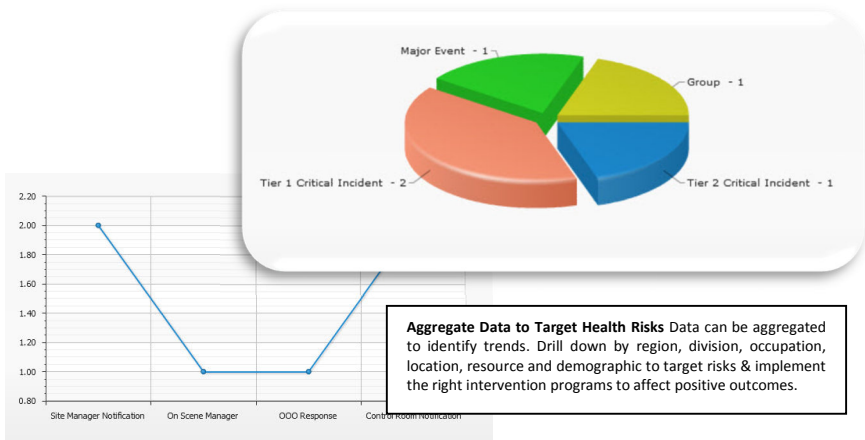
- Import and analyse all critical incidents and identify people who may require PEER support
- Where requested allocate people to EAP or other psychological support providers
- Case Manage to assure effective support
- Manage workload across your PEER network
- Aggregate data to identify health risks and design proactive support programs
- Confidence that data is encrypted and access controlled to protect Privacy and Confidentiality



- ✓ Enhance the coordination, management and reporting functions required by Wellbeing units.
- ✓ Adapt the system to meet your own PEER support requirements.
- ✓ Auto schedule health and wellbeing services by location, occupation, department, employment type and individual
- ✓ Case manage to improve health with actions, reminders, emails & notifications
- ✓ Track and manage individuals attending critical incidents to enable proactive interventions
- ✓ Colour coded exception management
- ✓ Promotes the early detection of incident risks that can negatively impact on wellbeing

| Event Details | | Resources | | | | | | | | | |
|--|---|-------------------|-----------|--------|-----------|------|------------|----------------|--------|-----------------------------------|--------------|
| Resources: Police, SES, Fire BG, Ambulance | | Employee | Role Type | Review | Resource | Site | Score Time | Case Manager | Impact | Occupation | Employee No. |
| Incident No | ES-0514-00001 | Example EmployeeA | Observer | Unit A | Melbourne | | | Mark Cassidy | | Fire Fighter | MF8001 |
| Incident Date | 02-05-2014 | Example EmployeeB | Driver | Unit E | Melbourne | | | | | Fire Fighter (Volunteer) | MF8002 |
| Title | | Example EmployeeC | Driver | Unit A | Melbourne | | | Mark Cassidy | | Ambulance Paramedic | ES00329201 |
| External No | 1253009 | Example EmployeeD | Observer | Unit A | Melbourne | | | | | Ambulance Paramedic | ES0020191999 |
| Description | MVA collision involving 3 passenger vehicles on M1 Freeway, 3 x Critical patients requiring ambulance transport to hospital, 1 x CP with GCS 3, aged 76, requiring aeromedical evacuation, 1 x deceased | Example EmployeeE | Attendant | Unit A | Melbourne | | | Adrian Simpson | | Ambulance Paramedic | ES00201910 |
| Comments | Serious MVA, blocked off both sides of M1 for 35 minutes, some agitated drivers, long weekend. Possible/Probably alcohol and speed involved, 1 x fatality | Example EmployeeF | Placement | Unit A | Melbourne | | | | | State Emergency Services Employee | ES03119199 |
| Category | Tier 1 Critical Incident | | | | | | | | | | |
| Sub Category | | | | | | | | | | | |
| Location | M1 Freeway b/w Woodend and Kyneton turnoff, AAV in attendance. | | | | | | | | | | |
| Due Date | | | | | | | | | | | |
| Site | | | | | | | | | | | |
| Priority | HIGH | | | | | | | | | | |
| Status | Open | | | | | | | | | | |
| Source | Control Room Notification | | | | | | | | | | |

Manage Workforce Health by Exception. On the Case Managers' Dashboard, actions are flagged by due date and status. Easy to identify what individuals or parts of the workforce need following-up. Book appointments, complete actions & contact individuals. Focus on the actions that will improve health.



Aggregate Data to Target Health Risks Data can be aggregated to identify trends. Drill down by region, division, occupation, location, resource and demographic to target risks & implement the right intervention programs to affect positive outcomes.

Track Critical Incident trends to assist in individual and cohort management as well as identifying incident and resource management trends.