



### 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.



- ✓ 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

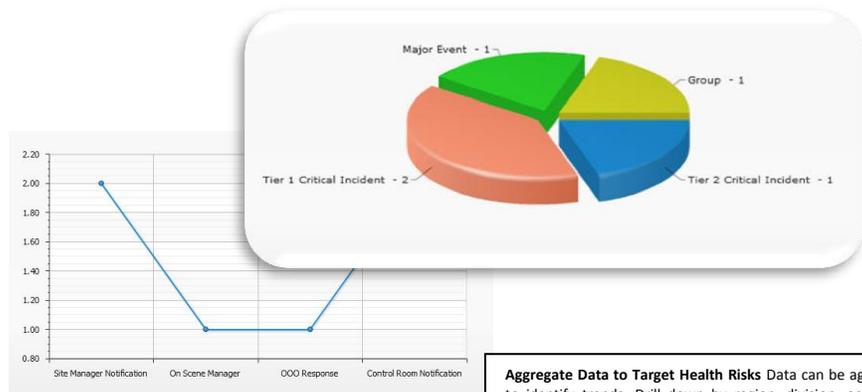
*"The Ministers for Emergency Services, Environment and Police should ensure that their departments develop as a high priority a computer system for tracking their staff and the number of traumatic events they have attended over a particular period"*  
 WA Parliamentary Inquiry, 2012

### 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

Event Mgt Dashboard	Event Detail	Actions	Documents	Notes					
<b>Event Details</b>									
Resources: Police, SES, Fire BG, Ambulance									
Incident No: ES-0514-00001									
Incident Date: 02-09-2014									
Title									
External No: 1293099									
Description: MVA collision involving 3 passenger vehicles on M1 Freeway. 2 x Critical incidents requiring ambulance transport to hospital. 1 x CP with GCS 3, aged 76, requiring anatomical excision. 1 x deceased.									
Comments: Serious MVA, blocked off both sides of M1 for 35 minutes, some agitated drivers, long weekend. Possible/Probable alcohol and speed involved. 1 x fatality									
Category: Tier 1 Critical Incident									
Sub Category									
Location: M1 Freeway (Ive Woodend and Kijonon turnoff, AAV in attendance.									
Due Date									
Site									
Priority: HIGH									
Status: Open									
Source: Control Room Notification									
<b>Resources</b>									
Employee	Role	Review	Resource	Site	Yours	Case Manager	Impact	Occupation	Employee No
Example Employee1	Observer		Unit A	Melbourne		Web Casalty		Fire Fighter	MF80001
Example Employee2	Driver		Unit E	Melbourne		Web Casalty		Fire Fighter (Volunteer)	MF80002
Example Employee3	Driver		Unit A	Melbourne		Web Casalty		Ambulance Paramedic	ES00329291
Example Employee4	Observer		Air Ambulance	Melbourne				Ambulance Paramedic	ES02019199
Example Employee5	Ambulant		Air Ambulance	Melbourne		Action Response		Ambulance Paramedic	ES020201010
Example Employee6	Placement		Unit A	Melbourne				State Emergency Services Employee	ES0318180

**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.



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

**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.

