



**Ambulance Service  
of New South Wales**

excellence  
in care

## CONTACTING A PSO

Ambulance intranet at <http://intranet/asintranet/corporate/Workforce/Staff+Support+Services/Peer+Support>. Details are also listed in the Softphone Phonebook at all operations centres.

Peer Support Co-ordinator

Tel: 9320 7777

Email: [peersupport@ambulance.nsw.gov.au](mailto:peersupport@ambulance.nsw.gov.au)

## AMBULANCE SUPPORT SERVICES

peer  
support

for Ambulance staff

# peer support program



## What is the Peer Support Program?

The program consists of a network of over 100 Ambulance staff across NSW who are trained as peer support officers (PSOs) to help work colleagues who may be affected by a traumatic workplace incident.

The program was established almost 20 years ago and has provided assistance to many staff over that time.

PSOs are trained to:

- > Make contact with staff and volunteers who may need support
- > Help staff deal with the initial stress caused by a traumatic incident
- > Assess staff's need for professional counselling through the Employee Assistance Program

Talking to someone who understands what you are going through at such times can be very helpful.

All matters discussed with a PSO are treated as strictly confidential.

## Who can seek help from a PSO?

The program is available to all staff and volunteers, including on-road, operations centre, or administrative staff.

The nature of Ambulance work often means that front-line operational areas will have the greatest need for peer support.

Seeking help from a PSO (or one of our other staff support services) is entirely voluntary. You can either contact a PSO yourself or ask a manager, co-worker or Ambulance chaplain to make the contact for you.

Duty supervisors and operations centres can also activate peer support.

## What is a traumatic incident?

Traumatic incidents for Ambulance staff may include:

- > Major incidents or disasters
- > Multiple deaths on-scene
- > Prolonged or failed rescue
- > Massive trauma/multiple trauma incidents
- > Suicide or violent death
- > Assault or threat to an employee's personal safety
- > Serious injury or death of:
  - a child
  - victims or relatives known by staff
  - an emergency services worker
  - an employee while at work