

Storyboard

Document Objectives:

- This document (storyboard) gives the “instructional” representation of the page level content and its representation.
- This document also contains the reference layouts to understand the screen treatment/presentation.
- It also gives the page level audio transcript (wherever applicable). The same would be used to record the audio.
- Terminal learning objectives show the objectives of the module/topic.
- The general comments area poses queries that require comments from customers, reviewers and/or SMEs.

Customer Name: NSW Health	Project/Course Name: Peer Support Network	Module Name: Peer Support Network - Onboarding
El Project Manager: Rashida	Instructional Designer: Majid	SME: NSW Team

Version History			
Date	Version number	Author/Reviewer	Description
10-01-2023	1.0	Majid	First Draft
10-02-2023	2.0	Majid	SME Feedback Incorporated
14-03-2023	2.1	Majid	Production Readiness

Storyboard

Project Brief/Requirement

- Seat time: 20 mins ; Language: UK/Aus English
- Interaction levels: Level 2
- Input documents for creating this document: Peer Support Network Session 1 Introduction.pptx
- Audio: Yes
- Number of VO artists: 1
- Assessment - number of questions: NA
- Assessment - Passing score: 70%
- Authoring Tool: Storyline
- List with names of Characters/Cast required in the module: NA
- Diversity in characters used: NA
- Overall approach note:
 - This course contains standard and accessible versions.
- All images referred here are from getty images
- Colour code used for updates: **Alpha** Edits; **Beta** Edits; **Final** Edits

Screen ID:

Audio Transcript:

Hello and welcome to the training session on peer support network onboarding.

Select the Start button to begin the course.

Welcome to this session on

Peer Support Network - Onboarding

START

This course contains audio. Make sure that your headphones or speakers are connected.



A transcript is also available on every audio screen.



Graphic Notes and Image IDs:

Welcome Screen

Getty image id: 504820370



Learning Objectives

Upon completion of this session, you will be able to:

- Explain your role as a Peer Supporter
- Define the scope of practice and limitations for Peer Supporters
- Outline the learning opportunities for Peer Supporters
- Identify resources and support available to help maintain wellbeing
- Outline key safety considerations

Template ID: Learning Objectives
Template

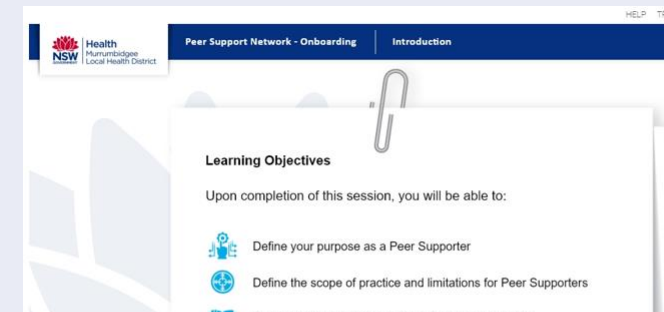
Screen ID: [Topic 0.1](#) | [Page 1](#)

Audio Transcript:

Upon completion of this session, you will be able to:

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- Define the scope of practice and limitations for Peer Supporters
- Outline the learning opportunities for Peer Supporters
- Identify resources and support available to help maintain wellbeing
- Outline key safety considerations

Graphic Notes and Image IDs:



Your learning journey

 **Select a topic to proceed.**



**Scope of
practice**




**Continual
learning**



**Wellbeing &
Self Care**

Governance



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Here are the topics covered in this session. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

Select a topic to proceed.

Graphic Notes and Image IDs:

Nounproject.com icon ids:
5329528, 3656831, 3967422, 3817559

What is Peer Support? What your colleagues say about it...

Peer support is an influential strategy in improving early intervention opportunities for staff and increasing the mental health literacy of our workforce.

Hear what your colleagues have to say about it...



Audio Transcript:

Before we take a deep dive into this introductory session, let's understand what Peer Support is. Peer support is an influential strategy in improving early intervention opportunities for staff and increasing the mental health literacy of our workforce. Watch this video to hear what your colleagues have to say about it.

Graphic Notes and Image IDs:

Animated Video Screen.

Getty image id: 607921436

Video link: [Peer Support Network Video \(with captions\) \(1\).mp4](#)

What are the primary responsibilities of Peer Supporters?

Provide confidential and practical emotional support to colleagues

Provide support to your team in response to workplace critical incidents(i.e. PACE)

Actively promote psychological safety in the workplace with a culturally responsive approach.

Be aware of the wellbeing resources available.

Know the role scope and when professional support for colleagues is desirable.

Audio Transcript:

Let's understand what Peer Supporters will be responsible for. Peer Supporters will actively promote psychological safety in the workplace with a culturally responsive approach. As Peer Supporters, you bring high personal integrity, are trusted, and have demonstrated an interest in the health and wellbeing of their colleagues. You work with very clear guidelines to ethically and responsibly maintain confidentiality.

Graphic Notes and Image IDs:

Bring on-screen text one by one in synch with the audio.

Template Reference:



What do our staff gain through the Peer Network Support?

Peer Supporter have an influential role supporting the wellbeing of colleagues.

This will be achieved largely by listening, reflecting, encouraging stress management and coping skills and guiding colleagues to additional wellbeing resources.



Audio Transcript:

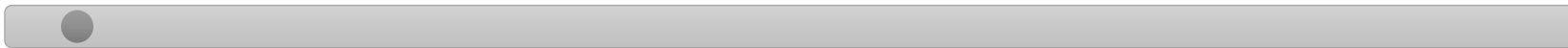
So, what do our staff gain through the Peer Network Support?

Peer Supporter have an influential role supporting the wellbeing of colleagues. This will be achieved largely by listening, reflecting, encouraging stress management and coping skills and guiding colleagues to additional wellbeing resources.

Graphic Notes and Image IDs:

A simple SL Animation Video.

Getty id: 1268223374



What do our staff gain through the Peer Network Support?

Peer Supporters model healthy and safe behaviours in the workplace, and influence the adoption of the principles of a psychologically safe workplace.



Audio Transcript:

So, what do our staff gain through the Peer Network Support?

Peer Supporters model healthy and safe behaviours in the workplace, and influence the adoption of the principles of a psychologically safe workplace

Graphic Notes and Image IDs:

A simple SL Animation Video.
Getty id: 1307721782



Peer Supporter influence

In supporting colleagues and teams to thrive, Peer Supporters can positively influence people achieve their ambitions both at home and work.



Audio Transcript:

In supporting colleagues and teams to thrive, Peer Supporters can positively influence people achieve their ambitions both at home and work.

Graphic Notes and Image IDs:

A simple SL Animation Video.
Getty id: 1058280056



Peer Supporter influence

Nobody wants to come to work and feel alone, silenced or stifled. Peer Supporters engender enthusiasm, comfort, empowerment and safety.

You will be vigilant to supporting colleagues access wellbeing resources early, to improve their circumstances.



Audio Transcript:

Nobody wants to come to work and feel alone, silenced or stifled. Peer Supporters engender enthusiasm, comfort, empowerment and safety.

You will be vigilant to supporting colleagues access wellbeing resources early, to improve their circumstances.

Graphic Notes and Image IDs:

A simple SL Animation Video.
Getty id: 844272122



Scope

What is your role as a Peer Supporter?

You've got an influential role in supporting others by listening, reflecting and encouraging stress management and healthy coping skills.

Additionally, you'll be there in times of need to support your peers in response to a critical clinical event or traumatic incident.



Audio Transcript:

What is your role as a Peer Supporter?

You've got an influential role in supporting others by listening, reflecting and encouraging stress management and healthy coping skills. Additionally, you'll be there in times of need to support your peers in response to a critical clinical event or traumatic incident.

Graphic Notes and Image IDs:

SL Animation

Getty id: 489687818

Screen divided into 2 slides:

Slide 1 of 2

Slide 12 and 13 are part of one screen

Through your training and learning journey, you will be empowered to provide support, information and referral pathways within the workplace, online and within your local communities.

Scope

What is your role as a Peer Supporter?

Through your training and learning journey, you will be empowered to provide support, information and referral pathways within the workplace, online and within your local communities.



Critical Incident Support

Peer Supporters are often involved in supporting PACE (post acute clinical event) debriefing; these are clinically focused discussions which take place soon after an acute /traumatic clinical event.



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Audio Transcript:

Let's now understand the role of Peer Supporters in Clinical Incident Response. Peer Supporters are often involved in supporting PACE (post acute clinical event) debriefing; the clinically focussed discussions which take place soon after an acute or traumatic clinical event.

Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

Getty id: 998341782

Critical Incident Response

Peer Supporters make themselves available to speak with colleagues who are feeling particularly impacted by an event; as well as proactively and discreetly touching base with colleagues who appeared affected during the PACE discussions.



shutterstock.com • 1133218154

Audio Transcript:

The Peer Supporters would make themselves available to speak with colleagues who are feeling particularly impacted by the event; as well as proactively and discreetly touching base with colleagues who appeared affected during the PACE discussion.

Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

Getty id: 998342178

Audio Transcript:

In these situations, Peer Supporters will be requested to attend the PACE debrief, monitoring the emotional and physical reactions of those in attendance.

Graphic Notes and Image IDs:

Bring in the OST and images in sync with the voice over.

Getty id: 504457820

Critical Incident Response

The PACE format is widely used as a continuous learning tool also.

In circumstances where PACE is related to a continuous learning opportunity, it is less likely that emotional support will be required.



Audio Transcript:

The scope of practice for Peer Supporters includes data reporting.

Select each button to learn about data reporting.

Graphic Notes and Image IDs:

Click Button Interactivity

Getty id: 1308955355

Reference template:

Scope of practice – Data reporting

The scope of practice for Peer Supporters includes data reporting.

Select each button to learn about data reporting.

Data reporting

Purpose of data reporting





Audio Transcript:

Graphic Notes and Image IDs:

Pop-up for 'Data Reporting'

Scope of practice – Data reporting

CLOSE

Data reporting

We've tried to make the process of data reporting as minimally time intrusive as possible. At the end of each month, a survey will be distributed requesting your best estimate of:

- Number of contacts for the month
- Time spent providing peer support
- Top three themes for peer support contact



Audio Transcript:

Graphic Notes and Image IDs:
Pop-up for 'Data Reporting'

Scope of practice – Data reporting

CLOSE

Purpose of data reporting

The purpose for data reporting is to ensure that you are adequately resourced. Additionally, wellbeing insight can help to identify emerging trends and therefore the development of intervention strategies.

We discourage keeping personal records of peer interactions in order to protect the privacy and identity of those utilising the service.

Identify your scope

How are you recognised?

 **Select each image to identify your scope as a peer supporter.**



1



2



3

Audio Transcript:

How are you recognised as a peer supporter?

Select each image to identify your scope as a peer supporter.

Graphic Notes and Image IDs:

Flip Card Interactivity

Getty ids: 1165342152, 175139390, 1401891736

Identify your scope

How are you recognised?

 **Select each image to identify your scope as a peer supporter.**

Fulfilling the role of a Peer Supporter does not require you to work outside of your usual working hours or travel. It is not helpful to you to be available in your personal time; this is time that needs to be spent in rejuvenation, recreation and relaxation.

Should it become apparent that your support is being sought outside of working hours, this should be discussed within your peer network or with the Peer Support Network Coordinator.

You will be actively promoted as a valued and trusted Peer Supporter. Your name will feature on the [myHub Peer Support Network](#) page and we'll provide you with a pin to proudly wear so staff know you're a part of this incredible network.



Audio Transcript:

Let's discuss the scope of practice for Peer Supporters. We are aware you need clear boundaries for safety, wellbeing and professional conduct. Whilst it is not possible to predict and prepare for all scenarios that will come your way, outside of scope includes:

- Providing counselling
- Diagnosing mental health conditions and
- Advocating for/or representing HR matters, disciplinary and/or performance management issues

Graphic Notes and Image IDs:

Infographic screen

Screen split into 2 slides**This is slide 1 of 2**

Icon ids: 1211910, 4453833, 4651200

What is outside of scope of practice?

We are aware you need clear boundaries for safety, wellbeing and professional conduct.

Whilst it is not possible to predict and prepare for all scenarios that will come your way, outside of scope includes:



Providing counselling



Diagnosing mental health conditions



Advocating for/or representing HR matters, disciplinary and/or performance management issues

Peer Supporters are not expected to travel beyond their usual workplace. Support provided beyond your team however should be considered between line managers and yourself.

What is outside of scope of practice? (Continued)

Peer Supporters do not have a role in:

Disciplinary or industrial issues, or as a support person for staff during these matters

Performance management issues

Conducting group psychological debriefs/support sessions

Advocacy or mediation between colleagues

Providing support to children or family members

Audio Transcript:

It is important to know the areas where peer supporters do not have a role.

Peer Supporters do not have a role in:

- Disciplinary or industrial issues, or as a support person for staff during these matters
- Performance management issues
- Conducting group psychological debriefs or support sessions
- Advocacy or mediation between colleagues
- Providing support to children or family members

Graphic Notes and Image IDs:

Infographic Screen

Screen split into 2 slides

This is slide 2 of 2

Bring in the OST and images in sync with the voice over.

BG Image link: Getty id: 1367214028

Audio Transcript:

It's time to check your understanding of what you have learned so far in this session. Complete this drag and drop activity.

Graphic Notes and Image IDs:

Drag and Drop Activity

Correct Answers:

Descriptions	Terms
Providing group psychological or emotional debriefing/support sessions.	Not within

Knowledge Check 1

Identify the correct terms based on the descriptions given in the table.

Drag and drop each term along side its description and then select Submit.

<Draggable items>

Psychological Safety
Confidentiality and discretion
Knowledge is power
Not within scope

<Drop areas>

Descriptions	Terms
Providing group psychological or emotional debriefing/support sessions	
Actively engage in modeling and supporting this in the workplace.	
Make it a priority to understand what additional resources are available to support colleagues.	
The integrity of the Peer Support Network depends on this.	

Submit



Audio Transcript:

Graphic Notes and Image IDs:

Drag and Drop Activity

Correct Answers:

Descriptions	Terms
Providing group psychological or emotional debriefing/support sessions.	Not within

Knowledge Check 1

Identify the correct terms based on the descriptions given in the table.

Drag and drop each term along side its description and then select Submit.

<Drop areas>

Descriptions	Terms
or sessions	These are in order.
nd e.	
d what ble to	
ort Network	

That's correct.

Continue

Submit



Audio Transcript:

Graphic Notes and Image IDs:

Drag and Drop Activity

Correct Answers:

Descriptions	Terms
Providing group psychological or emotional debriefing/support sessions.	Not within

Knowledge Check 1

Identify the correct terms based on the descriptions given in the table.

Drag and drop each term along side its description and then select Submit.

<Drop areas>

That's incorrect.

Select the button to know the correct answers.

Show Answers

Descriptions	Terms
or sessions	These are in order.
nd e.	
d what ble to	
ort Network	

Submit



Your learning journey

 **Select a topic to proceed.**



**Continual
learning**






Governance

**Scope of
practice**



**Wellbeing &
Self Care**



-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Continual learning for Peer Supporters

We want to equip you with the best practice approaches, access to information, education and support in your role as a Peer Supporter.



Select each number to explore your learning.

Psychological First Aid (PFA)

The foundational training for our Peer Supporters is Psychological First Aid (PFA). All Peer Supporters are required to complete this training before being inducted into the network. PFA is designed to reduce immediate distress based on five key principles that promote a sense of safety, calming, a sense of self and community efficacy, connectedness and hope.

This training is self paced, online and provided by an external provider – Phoenix Australia who are experts in trauma related wellbeing. Training takes between 3 – 4 hours and a Certificate of Completion is provided.

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Audio Transcript:

There is continual learning for Peer Supporters. We want to equip you with the best practice approaches, access to information, education and support in your role as a Peer Supporter. Select each number to explore your learning.

Graphic Notes and Image IDs:

Click Number interactivity
Reference template:

EID Phishing Policy

The EID Phishing policy was rolled out in Oct 2020 and updated in December 2021. You can read through the Security Awareness and Phishing Policy on the EID portal here -

Continual learning for Peer Supporters

We want to equip you with the best practice approaches, access to information, education and support in your role as a Peer Supporter.



Select each number to explore your learning.

Peer Support Network Coordinator

The Peer Support Network Coordinator will bring you together for regular monthly sessions to support growth and to share learnings. Whilst voluntary, these sessions will be reflective and with the support of the Coordinator, explore the experiences that are shared by your peer in their roles.

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Continual learning for Peer Supporters

We want to equip you with the best practice approaches, access to information, education and support in your role as a Peer Supporter.



Select each number to explore your learning.

Learning Opportunities

Learning opportunities will be made available to Peer Supporters in subsequent years of involvement. Topics will reflect the collective learning needs of Peer Supporters and will respond to needs as they become known.

This onboarding module is followed by five others; they reinforce the 5 key principles of Psychological First Aid. These will be made available to you once you have completed the PFA training, and should be completed within the first year of onboarding.

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EID Phishing Policy

The EID Phishing policy was rolled out in Oct 2020 and updated in December 2021. You can read through the Security Awareness and Phishing Policy on the EID portal here -

Continual learning for Peer Supporters

We want to equip you with the best practice approaches, access to information, education and support in your role as a Peer Supporter.



Select each number to explore your learning.

AccessEAP Ambassador Program

The AccessEAP Ambassador Program is a voluntary and complimentary program as an additional way to both promote and destigmatise mental health concerns and seeking mental health support. This program provides training on the Employee Assistance Program (EAP) as well as common mental health concerns and how to support those around them in seeking help. In addition, MLHD Peer Supporters can access a specialist EAP services to provide advice and support within their role.

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Continual learning for Peer Supporters

We want to equip you with the best practice approaches, access to information, education and support in your role as a Peer Supporter.



Select each number to explore your learning.

Evidence-based approaches

We're very passionate about delivering evidence-based approaches that improve the wellbeing of our staff. We trust that our Peer Supporters will be equipped with these skills through the above learning pathway.

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Continual learning for Peer Supporters

We want to equip you with the best practice approaches, access to information, education and support in your role as a Peer Supporter.



Select each number to explore your learning.

Your innovation

We don't want to quash your enthusiasm for innovation - if you become aware of an emerging wellbeing approach, please talk to us so we can explore the suitability within the scope of Peer Support.

1

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Knowledge Check 2

Identify the five principles of Psychological First Aid.

Drag each principle of Psychological First Aid and place them in the correct order.

<Drop areas>

<Draggable items>

Promoting Safety
Promoting Peace
Promoting Calm
Promoting individual and community efficacy
Promoting Compassion
Promoting Connectedness
Promoting Care
Promoting Hope

Principle Number	Five Principles of Psychological First Aid
1	
2	
3	
4	
5	

Submit

Audio Transcript:

It's time to check your understanding of what you have learned so far in this session. Complete this drag and drop activity.

Graphic Notes and Image IDs:

Drag and Drop Activity

Correct Answers:

Principle Numbers	Five Principles of Psychological First Aid
1	Promoting Safety
2	Promoting Calm



Audio Transcript:

Graphic Notes and Image IDs:

Drag and Drop Activity

Correct Answers:

Principle Numbers	Five Principles of Psychological First Aid
1	Promoting Safety
2	Promoting Calm

Knowledge Check 2

Identify the five principles of Psychological First Aid.

Drag each principle of Psychological First Aid and place them in the correct order.

<Drop areas>

That's correct.

Continue

Submit

< Previous 00 | 00 Next >

Audio Transcript:

Graphic Notes and Image IDs:

Drag and Drop Activity

Correct Answers:

Principle Numbers	Five Principles of Psychological First Aid
1	Promoting Safety
2	Promoting Calm

Knowledge Check 2

Identify the five principles of Psychological First Aid.

Drag each principle of Psychological First Aid and place them in the correct order.

<Drop areas>

Feedback

That's incorrect.

Select the button to know the correct answers.

[Show Answers](#)[Submit](#)

Audio Transcript:

Select a topic to proceed.




Graphic Notes and Image IDs:

Nounproject.com icon ids:

1782581, 5329528, 3656831, 3967422, 4897879,
4879444, 3817559

Your learning journey

 **Select a topic to proceed.****Continual
learning****Governance****Scope of
practice****Wellbeing &
Self Care**

-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Your wellbeing must always come first.

Select the arrows to navigate and learn how you can maintain your wellbeing.

Graphic Notes and Image IDs:

Carousel Interactivity

Reference template:

Learning Participation to a Productive Learning Culture: The Transformation

To continue with the learning culture, HCL has transformed from a culture of learning participation to productive learning where each of our employees is involved.

Select the arrows to navigate and learn more about the transformation.



Increasing Choice to Directing Cho

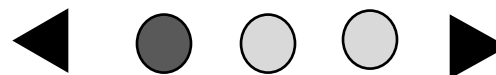
High volume and variety of learning opportunities were altered to sele

Maintaining your wellbeing

Your wellbeing must always come first.

Select the arrows to navigate and learn how you can maintain your wellbeing.

You're here because you care and consistently show compassion and empathy towards your peers. At times, being in a supportive role can be emotionally fatiguing. Your ability to self-monitor and be receptive to feedback about your own wellbeing is an important factor in your capacity as a Peer Supporter.



**Learning Participation to a
Productive Learning Culture:
The Transformation**

To continue with the learning culture, HCL has transformed from a culture of learning participation to productive learning where each of our employees is involved.

Select the arrows to navigate and learn more about the transformation.



Increasing Choice to Directing Cho

High volume and variety of learning opportunities were altered to sele

Maintaining your wellbeing

Your wellbeing must always come first.

Select the arrows to navigate and learn how you can maintain your wellbeing.

There will be moments when you do not have the mental energy to give a Peer Supporter the time and space they need. That's ok - we have a network of Peer Supporters that we can call upon, don't be afraid to refer a peer in need to another Peer Supporter if that is the safest option.



Audio Transcript:

Graphic Notes and Image IDs:

Carousel Interactivity

Reference template:

Learning Participation to a Productive Learning Culture: The Transformation

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Increasing Choice to Directing Cho

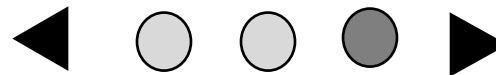
High volume and variety of learning opportunities were altered to selec

Maintaining your wellbeing

Your wellbeing must always come first.

Select the arrows to navigate and learn how you can maintain your wellbeing.

Spend some time considering what resources and supports you have available to help maintain your wellbeing. Having a considered approach to maintaining your wellbeing will help with the transition between roles.



Employee Assistance Program

Employee Assistance Program - free confidential counselling supports and services for staff and immediate families.

The services include general counselling, manager support and specialists services such as financial, nutritional, legal, cancer, career and perinatal counselling.



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Audio Transcript:

To help our Peer Supporters maintain their wellbeing, we offer an Employee Assistance Program.

The Employee Assistance Program provide free confidential counselling supports and services for staff and immediate families. The services include general counselling, manager support and specialists services such as financial, nutritional, legal, cancer, career and perinatal counselling.

Graphic Notes and Image IDs:

Static Screen

Getty image id: 998339442

Acknowledge your limits

Some people will need more support than you can provide via Psychological First Aid.

Know your limits and remember that Psychological first aid supports recovery by helping people to identify their immediate needs, identifying and utilising their strengths and abilities to meet these needs.



shutterstock.com • 2182287797

Audio Transcript:

It is essential for peer supporters to know their limitations. Some people will need more support than you can provide via Psychological First Aid. Know your limits and remember that Psychological first aid supports recovery by helping people to identify their immediate needs, identifying and utilising their strengths and abilities to meet these needs.

Graphic Notes and Image IDs:

Static Text and Image screen

Getty image id: 1411010011

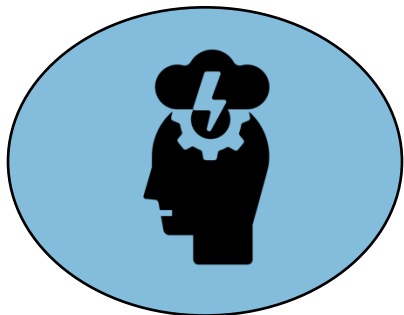
Self care and reducing stress

Maintaining self care and reducing stress are critical for the health and safety of peer supporters.

Select each icon to learn about self care and reducing stress.



Self care



Reducing stress

Audio Transcript:

Maintaining self care and reducing stress are critical for the health and safety of peer supporters. Select each icon to learn about self care and reducing stress.

Graphic Notes and Image IDs:

Click icon interactivity.

Icons ids: 4618592, 2141952

Reference template:

Evaluations to Sustain the Learning Culture

Here's how the organisational and team-level evaluations are traced at HCL to balance their learning culture.

Select each icon to explore the different evaluation methods.

Self care and reducing stress

Self care

Supporting others can be very rewarding, however it can also be very challenging and stressful.

In order to be your best self, and to best support others in the future, it is essential that you manage stress.

It may not only be one interaction that increases your stress, but the compounding of interactions.

It can be frustrating, and you may feel inadequate when you feel that you cannot help people with their problems.

Remember it is not your responsibility to solve others' problems, and that ultimately you are doing what you can to help others help themselves.

CLOSE



Audio Transcript:

Graphic Notes and Image IDs:
Pop-up for 'Reducing stress'
Reference template:

Self care and reducing stress

Reducing stress

- What worked in the past?
- Who do you trust that you can speak to now?
- Check in with other Peer Supporters and find ways to support one another
- What areas of work/life can you modify?
- Review sleep, work, relationships, diet, exercise, hobbies

CLOSE

Evaluations to Sustain the Learning Culture

Here's how the organisational and team-level evaluations are traced at HCL to balance their learning culture.

Select each icon to explore the different evaluation methods.



Resources to support wellbeing

We have a range of resources to proactively support and maintain your wellbeing. We've named a few but visit [myHub Vocalise - Mental Health Counselling and Wellbeing Support](#) for more.

Select each icon to learn more about the resources.



Audio Transcript:

We have a range of resources to proactively support and maintain your wellbeing. We've named a few but visit myHub Vocalise - Mental Health Counselling and Wellbeing Support for more.

Graphic Notes and Image IDs:

Click icon interactivity.

Icon ids: 1682147, 1057854, 5390695

Additional content will appear on the same screen and not in pop-up windows.

Reference template:

Resources to support wellbeing

We have a range of resources to proactively support and maintain your wellbeing. We've named a few but visit [myHub Vocalise - Mental Health Counselling and Wellbeing Support](#) for more.

Select each icon to learn more about the resources.



Vocalise –

A customised suite of resources tailored to support the needs of our workforce and focus on influencing psychological safety among teams.



Audio Transcript:

Graphic Notes and Image IDs:

On Clicking 1st icon

Resources to support wellbeing

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Select each icon to learn more about the resources.



Vocalise –

A customised suite of resources tailored to support the needs of our workforce and focus on influencing psychological safety among teams.



Social and Emotional Wellbeing Officers –

Non-judgemental, confidential and impartial social, emotional and spiritual care for all staff.



Resources to support wellbeing

We have a range of resources to proactively support and maintain your wellbeing. We've named a few but visit [myHub Vocalise - Mental Health Counselling and Wellbeing Support](#) for more.

Select each icon to learn more about the resources.



Vocalise –

A customised suite of resources tailored to support the needs of our workforce and focus on influencing psychological safety among teams.



Social and Emotional Wellbeing Officers –

Non-judgemental, confidential and impartial social, emotional and spiritual care for all staff.



Psychological Safety Triangle –

Utilising an evidence-informed approach, the Psychological Safety Triangle outlines symptoms of psychological strain and defines workplace and individual supports.

Audio Transcript:

Select a topic to proceed.

Graphic Notes and Image IDs:

Nounproject.com icon ids:

1782581, 5329528, 3656831, 3967422, 4897879,
4879444, 3817559

Your learning journey

 **Select a topic to proceed.****Scope of
practice**

COMPLETED



IN-PROGRESS



NOT STARTED

**Continual
learning****Wellbeing &
Self Care****Governance**



Audio Transcript:

Let's identify the key safety considerations while performing peer support tasks. Select each tab to learn about the safety considerations.

Graphic Notes and Image IDs:

Tab interaction screen

Key safety considerations for Peer Supporters

Select each tab to learn about the safety considerations.

Privacy and Confidentiality	It may be necessary to disclose personal information where there is an imminent risk to the individual or others, or where there are NSW Mandatory Reporting Requirements .
Challenging Behaviours	
Escalation of Care	



Audio Transcript:

Graphic Notes and Image IDs:
Tab interaction screen

Key safety considerations for Peer Supporters

Select each tab to learn about the safety considerations.

Privacy and Confidentiality	All issues pertaining to the immediate concern for the welfare of staff or others are to be communicated with the line manager responsible for that staff member in the first instance. The Peer Support Network Coordinator is available to consult on such issues.
Challenging Behaviours	
Escalation of Care	



Audio Transcript:

Graphic Notes and Image IDs:
Tab interaction screen

Key safety considerations for Peer Supporters

Select each tab to learn about the safety considerations.

Privacy and Confidentiality	<p>As part of your PFA training, you will learn strategies and techniques in the de-escalation of anger. This training complies with all safety policies, guidelines and procedures.</p> <p>If at any point you feel unsafe providing peer support, utilise the strategies such as those covered in training to safely remove yourself and alert the line manager immediately.</p>
Challenging Behaviours	
Escalation of Care	



Governance for Peer Supporters

As a Peer Supporter, you apply and operate within the existing accountability frameworks. This includes:

- Role modelling of behaviours aligned to the NSW Health CORE values
- Complying with the [NSW Health Code of Conduct](#)

Select each button to learn more about the governance.

Conflict

Regrettably, conflict can occur in any working environment. In an effort to resolve disagreements or grievances, you are encourage to work within the framework of the NSW Health Code of Conduct.

It is difficult to anticipate what sort of tensions may arise in your role as Peer Supporter. Regardless, being proactive, compassionate and intervening early will be the first priority.

Complaints

Resignation

Audio Transcript:

We'll now learn about the governance set up for Peer Supporters. As a Peer Supporter, you apply and operate within the existing accountability frameworks. This includes:

- Role modelling of behaviours aligned to the NSW Health CORE values and
- Complying with the NSW Health Code of Conduct

Select each button to learn more about the governance.

Graphic Notes and Image IDs:
Accordion Interactivity

BG Image : Getty id:1385403682



Governance for Peer Supporters

As a Peer Supporter, you apply and operate within the existing accountability frameworks. This includes:

- Role modelling of behaviours aligned to the NSW Health CORE values
- Complying with the [NSW Health Code of Conduct](#)

Select each button to learn more about the governance.

Conflict



Complaints



Complaints received by the Peer Support Network Coordinator regarding the ethical and professional behaviour of a Peer Supporter will be investigated in accordance with relevant policies.

Resignation





Governance for Peer Supporters

As a Peer Supporter, you apply and operate within the existing accountability frameworks. This includes:

- Role modelling of behaviours aligned to the NSW Health CORE values
- Complying with the [NSW Health Code of Conduct](#)

Select each button to learn more about the governance.

Conflict



Complaints



Resignation



Should you wish to resign from your volunteer role as a Peer Supporter, this can be done in writing. However, we'd really appreciate a conversation beforehand. We recognise there will be times when prioritising your own wellbeing, may mean taking a break.

The Peer Support Network will always rely on open and fair communication with one another, and will always seek to resolve issues, tensions and demands in a positive and constructive manner.



Knowledge Check 3

Q 1. It has become evident that a colleague is increasingly taking more of your time discussing their concerns. What approach do you take to change this?

Type your response and Submit.

Submit

Audio Transcript:

It's time again to check your understanding with some questions.

Graphic Notes and Image IDs:

Free text 'Type in' questions.
There are no correct or incorrect answers.



Knowledge Check 2

Thanks for your response. Compare your answer with the ideal answer given here.

Answer: It is important to balance the role of being available with the need to guide people to more sustainable options for managing their concerns. It is not being dismissive to encourage people to access counselling, online or paper resources or AccessEAP for example. Your expertise is best focused on assisting people to sooth their emotions initially, and then discovering the source of the issue as best you can, before offering suggestions as to the next steps available. Of course, not everyone is going to approach peer supporters expecting counselling sessions each time, but dependence can develop on occasion. We are interested in empowering people to use resources and make decisions for themselves. You can always seek advice from your fellow Peer Supporters, AccessEAP Ambassador Support or the Peer Support Network coordinator.



Knowledge Check 4

Q 2. What factors should you consider when a colleague is complaining about the bullying behaviour of a manager towards them?

Type your response and Submit.

Submit

Template ID:

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Audio Transcript:

Graphic Notes and Image IDs:

Second question

Free text 'Type in' questions.
There are no correct or incorrect answers.



Knowledge Check 2

Thanks for your response. Compare your answer with the ideal answer given here.

Answer: There will always be some risk that colleagues will hope that by sharing experiences such as this, they are then passing the responsibility of doing something about it to you. With the exception of very clear and high-risk concerns (assault, witnessing abuse for example) then the approach should also be to empower the person to make the decisions that are right for them at the time and to access supports directly relevant to the issue (Grievance Policy, Human Resource Business Partners, Bullying Hotline, Senior Managers etc.).

Continue



Audio Transcript:

You have reached the end of this session. Here are the key takeaways from the session.

Graphic Notes and Image IDs:

Summary

Here are the key takeaways from the session.

Peer support is an influential strategy in improving early intervention opportunities for staff and increasing the mental health literacy of our workforce.

Peer Supporter support the wellbeing of colleagues largely by listening, reflecting, encouraging stress management and coping skills and guiding them to wellbeing resources.

Peer Supporters have an important role in supporting PACE (post acute clinical event) debriefing

The foundational training for our Peer Supporters is Psychological First Aid (PFA). All Peer Supporters are required to complete this training before being inducted into the network.

You will influence psychological safety and wellbeing by modeling, educating and encouraging these behaviours in others.



Thank you and congratulations
on completing this
**Peer Support Network –
Onboarding** session.

Select 'Menu' to revisit any topic or 'Exit '
to close the session.

Template ID:

Screen ID:

Audio Transcript:

Thank you and congratulations on completing this 'Peer Support Network - Onboarding' session. You can select the 'Menu' button to revisit any topic or the 'Exit' button to close the session.

Graphic Notes and Image IDs:

This is the conclusion screen.
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