

## What is Peer Support?

Traumatic Brain Injury Peer Support Service provides informal support to those who have had a brain injury or to those supporting the person with the brain injury. The service matches people with trained volunteers who have “been there, “done that”, and can relate to others in a similar situation to themselves.

Peer support is when people use their own experiences to help each other, sharing knowledge or providing emotional support, social interaction or practical help.

Peer support has been proven to be an important service in helping people cope with a life-changing injury and their ongoing rehabilitation.

## How do I access Peer Support?

Volunteer Coordinator:  
029 2007 593

**Email:**  
[peersupport@helpfulheads.co.nz](mailto:peersupport@helpfulheads.co.nz)

[www.helpfulheads.nz](http://www.helpfulheads.nz)



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## Helpful Heads Peer Support

(Canterbury Region)



## What are the benefits Peer Support?

- Lowers the feeling of isolation
- Helps people realise that others are going through the same experience
- Helps give people hope
- Enlarges social networks
- Helps people try new strategies to cope with day-to-day life

## Who is a Peer Support Volunteer?

- Someone living with a TBI (concussion through to severe)
- Someone who is a family member/ support person of someone with TBI
- They have gone through a recruitment process to ensure they have the skills to provide peer support
- They have received Peer Support and Privacy training
- They have had a police check and provided referees

## What do Peer Support Volunteers do?

- Listen
- Share their own person experiences
- Help problem solve and set goals
- Share tips and tricks
- Help set goals
- Share useful community resources
- Report any concerns directly to the Volunteer Coordinator

**Note:** Peer Support Volunteers are NOT counsellors



## Where will Peer Support occur?

It may be in any public place, such as a café or a park for a walk. It may occur on the phone. If needed a space can always be found at the office.

**Note:** Peer Support will not occur in your home

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