



## How do I become a Peer Support Volunteer?

If you think you would like to be a volunteer, please get in touch by emailing:

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

or calling the Volunteer Coordinator:  
029 2007 593

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



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## Helpful Heads Peer Support

(Canterbury Region)



## Introduction

Have you recovered or are still recovering from a traumatic brain injury and feel you could offer support to someone else?

Are you still supporting a family member/friend through their recovery and could offer support to another person in a similar situation?

Helpful Heads is looking for Peer Support Volunteers to provide emotional, social and practical support to people who are in the midst of their brain injury journey, to alleviate feelings of isolation and fear.

Our Peer Support Service matches trained volunteers with those facing the challenges of traumatic brain injury as an injured person or their support people.

They meet together in a public place for a coffee or a walk, talk on the phone or have a video call.

Meetings do not happen in private homes.

## What do Peer Support Volunteers do?

- Listen
- Share their own person experiences
- Discuss problems or concerns
- Help problem solve and set goals
- Share tips and tricks
- Provide information on other available support services

**Please note:** Peer Support Volunteers are NOT counsellors



## Who is a Peer Support Volunteer?

- A person who is over 18 and has had a TBI (concussion, moderate, severe)
- A family member/friend who has closely supported a person with a TBI through their recovery
- Is caring and supportive
- Is good at listening
- Can communicate confidently and effectively
- Is able to maintain confidentiality

During the recruitment and appointment process we make sure our volunteers are ready to provide the best support possible by providing training. They also have a referee and police check.

