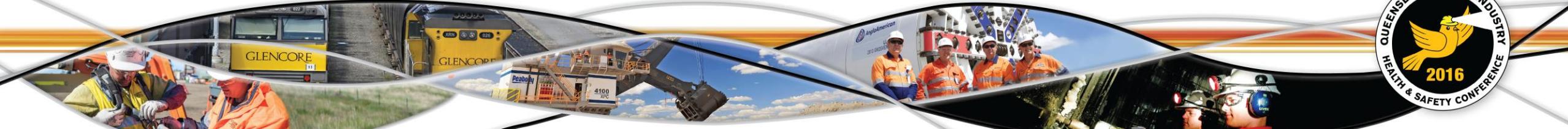


New Hope Group Peer Support Program

Mates Helping Mates



NEW HOPE
GROUP





A Past forgotten is a Future repeated



NEW HOPE
GROUP

Why did New Hope investigate the option of Peer Support

- **New Hope Group's Values**

Integrity Respect Accountability Safety Success Resilience

- **What constitutes Resilience?**





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NEW HOPE
GROUP

Engagement with Gryphon Psychology – NHG's EAP Provider

- Private Psychology company providing EAP, FFW and Training Services to the Mining / Resources Industry
- Experience in assisting companies address Mental Health risk in the Workplace
- Psychological Impairment / Mental Health within the Fitness for Work framework
- Feedback – area companies feel least confident managing





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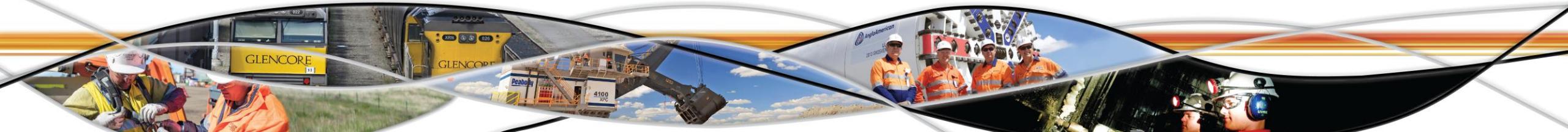
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**NEW HOPE
GROUP**

Challenges of Managing Mental Health Risk

- High frequency risk (1 in 5 Australian's experience Mental Health problem in any one year)
- Over one third of those experiencing psychological distress do not recognise that they have a mental health problem
- Only one third of those who recognise they have a mental health problem seek help
- Despite one in five Australian's experiencing mental health problems each year, nearly half of all senior managers believe none of their workers will experience a mental health problem at work





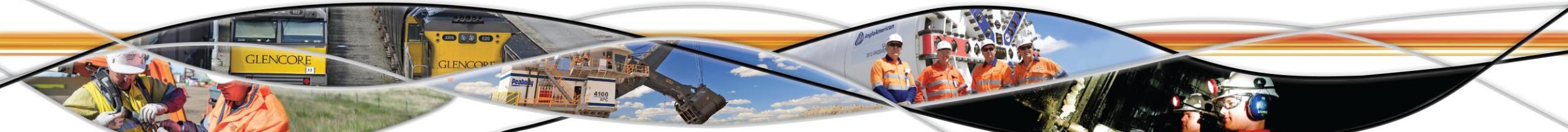
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Peer Support Programs – Mechanism to Manage Mental Health Risk

- Forms part of overall strategy to address Mental Health risk in the workplace
- Gryphon Psychology's model of Peer Support – Company driven and managed initiative
- Model developed by Michael Tunnecliffe, Clinical Psychologist who has specialised in Peer Support programs since 1985 in various sectors including the Emergency Services, Mining, Conservation, Health, Education, Justice.
- Uses volunteers from within the workplace who undertake the role of 'Peer Supporter'
- Peer Supporters are available to assist workmates experiencing stress, actively listen, assist with stress diffusion and encourage workmates to access support from professionals.





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NEW HOPE GROUP

Self, family and close friends

Mates at Work
(Peer Supporters)

Leaders

Specialists
at Work



IMA, EMO, Medic,
Nurse, HR Advisor

MHP



GP, Psychologist,
EAP, Psychiatrist





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NEW HOPE
GROUP

Benefits Of A Peer Support Program

- On location, on the job knowledge, already established trust and relationships
- Assists to build referral pathways – Bridge the gap between accessing professionals
- Builds a collaborative culture within the organisation due to a multi level support and engagement
- Captures people who may be at risk but aren't aware or aren't willing or able to seek assistance
- Complimentary service to already existing initiatives
- Increased EAP usage





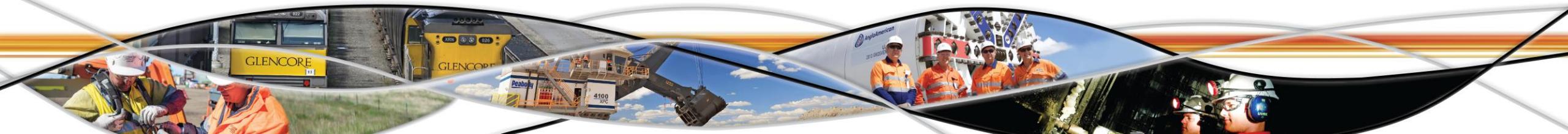
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NEW HOPE
GROUP

Implementation of the Peer Support Program / Mates Helping Mates

- Management Support
- Support mechanisms in place:
 - ✓ *Peer Support Coordinator*
 - ✓ *Peer Support Sponsor*
 - ✓ *Peer Support Hotline via EAP*
- Policy and Guidelines Development
- Recruitment Process
- Two Day Training for Peer Support Officers
- Supervisor Training Session





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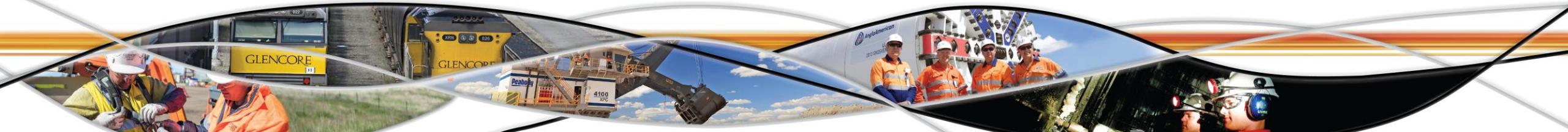
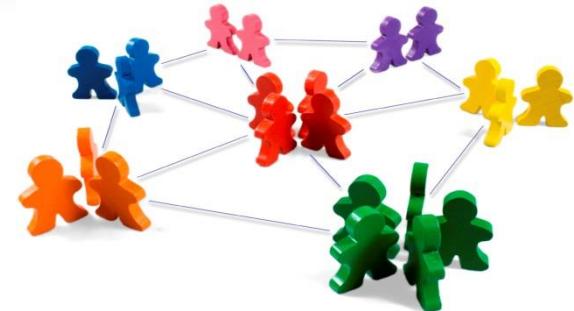
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**NEW HOPE
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Maintaining The Program For Success

- Marketing of the Program to the Workforce
- Data Collection
- Ongoing training and skill development workshops for Peer Support Officers
- Connection Meetings





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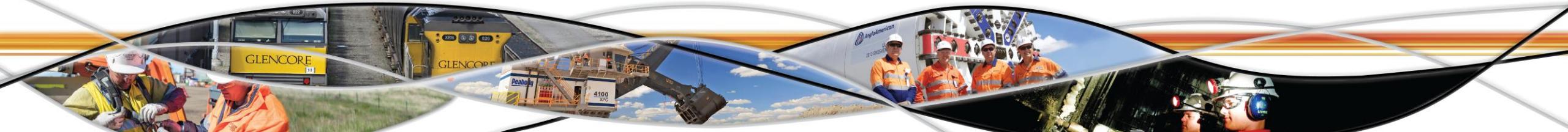
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**NEW HOPE
GROUP**

Success of the Mates Supporting Mates Program

- Integrated program within our organisation – Knowledge and acceptance is high
- Well utilised since inception
- Increased EAP usage
- Anecdotal feedback is positive

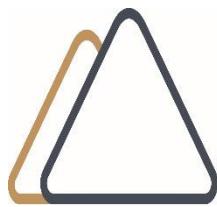






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Questions



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