WHS DOCUMENTS & TEMPLATES

DOC-PSP-KIT · Peer Support Program Kit

Product Overview

For: Workplaces of every kind: HR, WHS and wellbeing leads, managers and the people who coordinate a peer support program

Version 1.0 · 20 November 2026

Set up a peer support program your workers can trust: clear roles, confidentiality with clear limits, safe escalation, de-identified records, and a program that sits beside your psychosocial risk controls, never in place of them.

Many workers talk to a trusted colleague long before they would call a counsellor or see a GP. A peer support program trains a few of those colleagues to listen well, keep confidences within clear limits, and help people find the right help early. This kit gives you the procedure, forms and guidance to set one up and run it well.

The program procedure covers how the program fits with your EAP, HR, WHS and psychosocial risk management plan, the roles, selecting and supervising peer supporters, how workers reach one, confidentiality and its limits, minimal de-identified records, escalation and crisis response, critical incidents, supporter wellbeing and review. The role description and selection guide, referral directory, critical incident check-in guide, self-care plan and review checklist support it, with a de-identified Excel contact log and monthly summary. Peer supporters are not counsellors, and the kit is not a mental health qualification.

Written to work in any country, with Australian law as the worked example. The guide says what to check where you work. In Australia, its state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

SAMPLE

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How to Use This Kit

Setting up a peer support program in your workplace, and which document to use when

1 What this kit is for

A peer support program trains a small group of workers to be a confidential first point of contact for colleagues who are having a hard time, and to connect them with professional and practical help early. This kit gives you everything to set one up and run it: the procedure, the forms, the guidance and a de-identified contact log.

Peer supporters are not counsellors or clinicians, and the kit is not a mental health qualification. The program does not replace professional help, or the business's duty to manage psychosocial hazards at the source. Use the documents in the table below together.

Document	When to use it
Peer support program procedure	Adopt it once, then follow it: fit with other support, roles, confidentiality, records, escalation, review
Guide to Running a Peer Support Program	Before you start, and when you brief managers and supporters
Role description and selection guide	To call for, select and appoint peer supporters, and for the supporter agreement
Referral and support services directory	Fill in for each site before launch; check it every six months
Critical incident peer check-in guide	After a critical incident, once people are safe
Peer supporter self-care plan	Each supporter writes their own, and reviews it
Confidential contact log	After each contact, without names or health details; the monthly summary for reporting
Program review checklist	Each year, and after a critical incident or serious escalation

2 How to use it

Step	What to do
1	Check your psychosocial risk management plan is in place: the program supports it and never replaces it.
2	Put in your logo and business name, and fill in the placeholders in the procedure and the other documents.
3	Choose a program coordinator, and consult your workers and health and safety representatives on the program.
4	Call for expressions of interest, select peer supporters with the role description and selection guide, and have them trained.
5	Fill in the referral directory for each site, and check every number.
6	Approve the procedure, book supervision, and brief every manager: never ask a supporter what a worker said.
7	Publish the supporter list, set up the contact log with the Supporters sheet, and launch.
8	Report de-identified themes each month, act on hazards at the source, and review the program each year.

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Peer Support Program Procedure

How [Company name] runs its peer support program: who does what, confidentiality and its limits, records, escalation and review

Procedure owner		**Program coordinator**	
Applies to (sites and work groups)		**Version and date approved**	

1 Purpose and scope

[Company name]'s peer support program gives workers someone they can talk to, in confidence, when work or life is hard: a trained colleague who listens, supports and helps them find the right help early. It is one part of how **[Company name]** looks after the psychological health of its people.

This procedure sets out how the program runs: how it fits with other support, who does what, how peer supporters are chosen, trained and supported, how workers reach them, confidentiality and its limits, records, escalation and crisis response, critical incidents, supporter wellbeing, and review. It applies to every peer supporter, the program coordinator, managers and supervisors, and every worker who uses the program, at every site listed above.

What the program is, and is not

- Peer supporters are workers who have volunteered and been trained to listen, support and connect colleagues with help. They are not counsellors, psychologists or clinicians. They do not diagnose, treat or give therapy, and their training is not a mental health qualification.
- The peer support program does not replace professional help, and it does not replace **[Company name]**'s duty to manage psychosocial hazards at the source: the way work is designed, organised and managed. It sits beside those controls, never in place of them.

2 Definitions

Term	Meaning in this procedure
Peer supporter	A worker selected, trained and appointed to give peer support. Not a counsellor or clinician
Program coordinator	The person who runs the program: **[Program coordinator]**
Peer support contact	A conversation, call or message in which a worker seeks support from a peer supporter, or a check-in a supporter makes
Referral	Helping a worker connect with other help: the EAP, a GP or health professional, a crisis line, HR, a manager, the WHS process or a community service
Escalation	Acting straight away, beyond the conversation, because of a risk to someone's life or safety or another limit to confidentiality
Critical incident	A sudden, shocking event at or connected with work, such as a serious injury, a death, violence or a traumatic event witnessed
EAP	The employee assistance program: **[Support service]**. Confidential, professional short-term counselling for workers (and, where the contract allows, their families)

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Critical Incident Peer Check-in Guide

Who checks in with whom, and when; what to say; normal reactions; and when to refer, after a critical incident at [Company name]

Offer, never force

- Peer check-ins after an incident are offered, never forced. No one is made to talk about what happened, in a group or alone.
- Do not hold a compulsory debriefing that takes people through the event in detail. Current guidance advises against it: it can make things worse for some people. Practical support, a listening ear and the right help when it is needed work better.

1 What a critical incident is

A critical incident is a sudden, shocking event at or connected with work that could overwhelm the usual ways people cope. For example:

- a death at work, or the death of a colleague, including a colleague who died by suicide
- a serious injury, or a serious near miss
- violence, aggression, a threat, a robbery or an assault
- witnessing a traumatic event, or caring for someone badly hurt
- a fire, flood, storm or other emergency affecting the workplace

2 First things first

Step	What to do
1	Safety first: emergency services (call your local emergency number (000 in Australia)), first aid, and making the scene safe, under **[Company name]**'s emergency and incident procedures.
2	The manager responsible for the incident response makes sure people are safe, informed and have practical needs met: somewhere quiet, water, a phone, a way home.
3	The manager and **[Program coordinator]** contact the EAP for critical incident support, and decide which supporters check in with which groups.
4	Peer check-ins start once people are safe, usually later the same day or the next day, and continue over the following weeks.

Peer supporters are not part of any investigation. They do not ask people what happened for the investigation, and do not pass on what people tell them.

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Peer Support Program Kit

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. Set up a peer support program your workers can trust: clear roles, confidentiality with clear limits, safe escalation, de-identified records, and a program that sits beside your psychosocial risk controls, never in place of them.

What the full product contains

- **Excel confidential contact log: de-identified contacts with date, supporter code, contact type, broad theme, referral and type, urgent escalation and follow-up, status flags for overdue follow-up, a monthly summary of themes and referrals for program reporting, and a supporters list**
  02_TEMPLATE/Confidential Contact Log.xlsx
- **Peer support program procedure: purpose and scope, how the program fits with the EAP, HR, WHS and the psychosocial risk management plan, roles, selecting, training and supervising peer supporters, how workers reach a supporter, confidentiality and its limits, records and privacy, escalation and crisis response, critical incidents, supporter wellbeing and stepping down, and review**
  02_TEMPLATE/Peer Support Program Procedure.docx and .pdf
- **Peer supporter role description and selection guide: the role, what a supporter does and does not do, the qualities, an expression of interest form, selection criteria, the selection steps and the peer supporter agreement on confidentiality, boundaries and self-care**
  02_TEMPLATE/Peer Supporter Role Description and Selection Guide.docx and .pdf
- **Referral and support services directory template: internal pathways, the EAP, local GPs and health services, crisis and support lines with Australian examples, and other services**
  02_TEMPLATE/Referral and Support Services Directory.docx and .pdf
- **Critical incident peer check-in guide: who checks in with whom and when, what to say and avoid, normal reactions, when to refer, after a death including by suicide, and a check-in plan. No forced debriefing**
  02_TEMPLATE/Critical Incident Peer Check-in Guide.docx and .pdf
- **Peer supporter self-care plan: warning signs, what helps, limits and boundaries, supports, after a hard contact, and taking a break**
  02_TEMPLATE/Peer Supporter Self-Care Plan.docx and .pdf
- **Program review checklist: purpose and fit, supporters, access, confidentiality and records, escalation and referral, use and themes, and actions**
  02_TEMPLATE/Program Review Checklist.docx and .pdf
- **How to Use This Kit: how to complete and adapt it, the law in brief with Australia as the worked example, records and every placeholder**
  01_START_HERE/How to Use This Kit.pdf
- **Guide to Running a Peer Support Program: what peer support is and is not, before you start, choosing and preparing supporters, the conversation, confidentiality, records and reporting, themes to hazards, with a worked example**
  01_START_HERE/Guide to Running a Peer Support Program.pdf
- **Read Me First, Product Overview, Permitted Use Terms and Version Information**
  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- Excel (.xlsx), editable, with dropdowns and formulas (no macros)
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

Get the full editable documents

https://training.oranaskillscentre.com/documents/peer-support-program-kit

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