



# Colleague Care

A support program for staff, by staff



Sydney  
Local Health District

**SYDNEY  
EDUCATION**

**EAP**  
*Support for you*

 **MDOK**  
MyDistrictOK



## What is staff peer support?

There is now widespread acknowledgement in healthcare literature of the distress which can be experienced by health-care workers who are involved in an adverse event or unexpected patient outcome.

Peer support programs train up staff who have been through an adverse event to support other staff going through a similar event.

## Colleague Care Program

Colleague Care is our SLHD staff peer support program, open to all staff involved in a critical incident or error, any unexpected patient deaths, any complaints process or legal matter, any staff injury incident, difficult CERS call or Code Black, or anyone impacted through provision of VAD care to a patient.

There is no incident too big or small – if you have been in any adverse event or unexpected patient outcome you can access our program, from a medication error to an unexpected patient death. We recognise that all staff are impacted differently by these events.

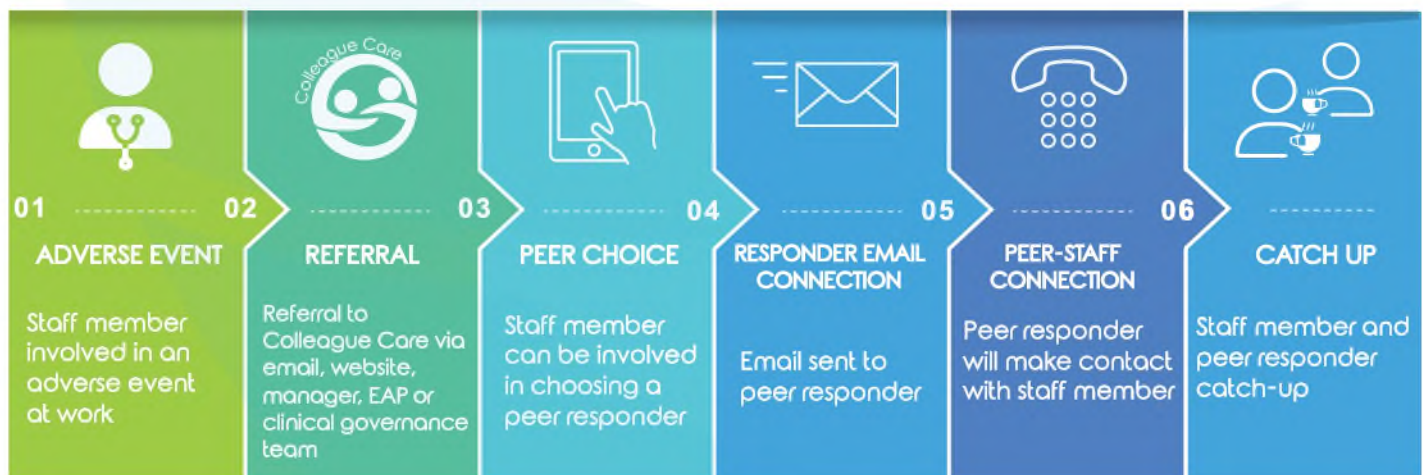
## How does Colleague Care work?

Once you are referred to Colleague Care, you will be linked in with another staff member at SLHD who has been through a similar event to you, who will meet with you one-on-one to support you. They may also share their own experiences of being involved in an adverse event.

You may choose someone in the same hospital, speciality, discipline, or you might want someone you have never met before.

Colleague Care does not replace any existing supports such as EAP or support from your manager. It is not counselling, nor is it formal legal advice.

Colleague Care is confidential – no personal details about you are kept on file. It is not part of the investigation process, and unless you access through your manager they will not find out that you have used the program.



## How to access Colleague Care



Access our website directly:

<https://nswhealth.sharepoint.com/sites/SLHD-MDOK/SitePages/CCP.aspx>



Access our website through the SLHD intranet  
(button on the left-hand side)



Email us directly: [SLHD-MDOK@health.nsw.gov.au](mailto:SLHD-MDOK@health.nsw.gov.au)



Speak to EAP who can refer you:  
Call 0295159680 during office hours,  
or your local EAP support person



Speak directly to your line manager, Head of Department,  
or Director of Training



Speak to any Clinical Governance or Workforce staff



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