



# Peer Support

## headspace Ballarat FAQ

### What is Peer Support?

Peer Support Workers are non-clinical mental health workers. Peer Support Workers practice from a background of their own lived experience. Peer Workers have first hand knowledge of the ups and downs of the journey towards mental health recovery due to their own involvement with the mental health care system.

### How can a Peer Worker support you?

**Peer workers can aid in identifying, understanding, and achieving your goals.**

Peer Workers offer emotional support, social interaction, and the opportunity to share knowledge of useful resources and coping strategies.

Peer Workers are living examples of someone who has 'been there' using their story as part of their role to enable safety, hope and to empower young people.

### Peer Support is NOT

Peer Workers are not doctors, psychologists or crisis workers. They can't provide medication or diagnosis. Their aim is to empower you to make informed choices about your recovery.

We encourage you to speak to your treatment/care team about more clinical matters.

### How we work

At headspace Ballarat, Peer Work is available to young people aged 18-25 years. We can help you understand mental health, work on your goals and ambitions, provide 1:1 peer support to problem solve and help you feel safe and supported.

Peer Support is a limited service, and the support you receive may change over time. You and your Peer Worker will make a plan on what you are comfortable with while taking the Peer Worker's capacity into consideration.



## Collaboration

**Peer Support is designed to complement other mental health supports.**

We do this by working closely with you and your treatment team. We may share notes and seek advice from headspace clinical staff and those involved in your care to make sure we're providing you with the best support.

*Your privacy, confidentiality and safety is important to us. We are bound by the same rules that apply to your other Mental Health Workers.*

## How we handle risk

We keep confidential records of our work with you. These aren't shared with external services unless there is an extreme incident or you're at risk to yourself or others. If you need additional or specialised support, we'll discuss this with you directly so that a Clinician could get involved to support you. We'll also provide you with crisis service information as directed by our Clinical Lead.

## What does Lived Experience mean?

Lived Experience is the term used to describe someone who has a personal experience of ongoing mental health recovery, or has experience caring for someone with a mental illness. Lived Experience also refers to the knowledge and skills someone gains by overcoming challenging circumstances.

## What do we mean by recovery?

Recovery is important to talk about, and it looks different for each person. Recovery refers to someone's path to optimal health and wellness. Recovery isn't a destination - it's a journey.

**The more we talk about it, the less alone we feel.**

## How to contact Peer Support



### Want more info?

Speak to your headspace Ballarat Mental Health Clinician to find out more



### Contact

phone: 03 5304 4777  
email:  
[info@headspaceballarat.org.au](mailto:info@headspaceballarat.org.au)



### Submit a referral

If you're new to headspace, visit our website and submit an online self-referral form.



### Visit our centre

28 Camp Street  
BALLARAT CENTRAL