

What 15 years of working with Peers has taught us

Charlotte McConnell
Coordinator
Parent and Family Services, Alcohol, Prevention and Services Division
Mental Health Commission



The Parent and Family Drug Support Line (formerly Parent Drug Information Service)



What are the kinds of issues callers call about?

- Desperate and often in crisis
- Don't know what to do next
- Concerned about safety of grandchildren
- Financial debt
- Hostility and violence
- Many have never accessed help before



What we have learned

- Designated Peer Volunteer Coordinator required
- Good Governance with clear Policies and Procedures
- Ensure Volunteer and role/service are a good fit
- Recognition and opportunities to meet informally
- Real people, real Issues – be flexible and supportive
- Co-produce services with the Aboriginal community for these to be effective and culturally secure



“Friendship is born at that moment when one person says to another: What! You too? I thought I was the only one”.

C. S. Lewis

