|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Professional** | **Formal** | **Peer** | **Informal** |
| **Availability** | Example: respond within  24 hours |  |  |  |
| **Degree of independence** |  |  |  |  |
| **Non-judgemental** |  |  |  |  |
| **Emotional involvement** |  |  |  | Example: friend becomes concerned and upset |
| **Potential for conflict  of interest** |  |  |  |  |
| **Respect for confidentiality** |  | Example: teacher may need to keep other school staff informed |  |  |
| **Who might provide** |  |  | Example: other resident |  |

**Resource 1d**