



# PATHWAYS TO CARE AND SUPPORT

MENTAL HEALTH AND WELLBEING

MAY 2022

## Peer Support Program/CISS

Peer Support Officers are trained RFS members with extensive experience who provide non-judgmental conversation and support as needed to members who may be experiencing traumatic or everyday stressful reactions or mental health challenges. This includes the provision of the Critical Incident Support Service (CISS), being the first-line response in the event of a critical incident (potentially traumatic event) to provide Psychological First Aid. They can also support you if you are concerned about the wellbeing of a fellow RFS member.

Contact: 1800 049 933

## Area-based Psychologists

The NSW RFS has a number of Area-based Psychologists to provide confidential mental health prevention, promotion, response and recovery services to RFS staff and volunteers. They also provide consultation and guidance to RFS leadership to support the maintenance of a mentally healthy workplace. Area-based Psychologists do not require medical referrals, there is no cost to the member.

Contact: [mental.wellbeing@rfs.nsw.gov.au](mailto:mental.wellbeing@rfs.nsw.gov.au)

## Chaplaincy/Family Support

NSW RFS Chaplaincy and Family Support Service is offered to all members and their immediate families. Our aim is to provide assistance that would help in a wide range of settings. This can include being an independent confidential listening ear, providing crisis intervention and support during a crisis, caring for those who are sick, undertaking hospital visitation, on scene support and providing spiritual support acknowledging an individual's beliefs.

Contact: 1800 049 933  
[one.rfs.nsw.gov.au](http://one.rfs.nsw.gov.au)

## MAP Counselling

The Member Assistance Program (MAP) is a confidential counselling, coaching and wellbeing service free for all NSW RFS staff AND volunteers, as well as their immediate family members. The service can help you achieve lifestyle, work, personal and family goals and assist you with managing work and life experiences, issues or concerns that arise from time to time.

Contact: 1300 360 364  
[www.benestar.com](http://www.benestar.com)

## Workers Compensation

If you have sustained an injury as a member (volunteer and staff) of the NSW RFS in the course of your duties, then you are covered for Workers Compensation and can get in touch with the team to assist with the claims process.

**Contact:** (02) 8741 5221 and follow the prompts  
[one.rfs.nsw.gov.au](http://one.rfs.nsw.gov.au)

## Black Dog Institute – Bushfire Support Service

The Black Dog Institute's Bush Fire Support Service provides free and confidential mental health care support for emergency service workers and their loved ones. The service is designed cooperatively with our stakeholders and our audience, to provide care that is suited to individual needs. Each person can access up to 12 face-to-face or telehealth sessions at our world-leading clinics in person or via telehealth, completely free of charge. Individuals can complete the mental health assessment online or contact our clinical support team directly to make an appointment.

**Contact:** [www.blackdoginstitute.org.au/bush-fire-support-service](http://www.blackdoginstitute.org.au/bush-fire-support-service)

## Fortem Australia

Fortem Australia supports First Responders and their families to proactively look after their mental health and wellbeing.

First Responders and their primary supports can access free, confidential and expert services. In addition to telehealth services, face-to-face services are available in multiple locations across NSW, Qld, ACT and Victoria

We will work with you to tailor support according to your needs with no arbitrary limits on sessions.

**Contact:** 1300 339 594  
[www.fortemaustralia.org.au](http://www.fortemaustralia.org.au)

## GP/Medicare

Seeking advice and possible referral to a mental health practitioner from your medical provider. If your Doctor determines that a mental health care plan is appropriate for you, then a referral to a mental health practitioner can be made under Medicare.

**Contact:** Your local Medical Practitioner

## Lifeline

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Lifeline is committed to empowering Australians to be suicide safe through connection, compassion and hope.

**Contact:** 13 11 14  
[www.lifeline.org.au](http://www.lifeline.org.au)

## Beyond Blue

Beyond Blue provides information and support to help Australians achieve their best possible mental health, whatever their age and wherever they live. The experiences and needs of people with anxiety and depression and their families and friends underpin all Beyond Blue's work.

**Contact:** 1300 22 4636  
[www.beyondblue.org.au](http://www.beyondblue.org.au)

## Relationships Australia

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. We aim to support all people in Australia to achieve positive and respectful relationships.

**Contact:** 1300 364 277  
[www.relationships.org.au](http://www.relationships.org.au)

## Headspace

Headspace centres and services operate across Australia, in metro, regional and rural areas, supporting young Australians and their families to be mentally healthy and engaged in their communities.

**Contact:** [www.headspace.org.au](http://www.headspace.org.au)

## Children's Services

Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

**Contact:** 1800 55 1800 (Kids Helpline)  
[www.emergingminds.com.au](http://www.emergingminds.com.au) or  
[www.health.nsw.gov.au](http://www.health.nsw.gov.au) or  
[www.kidshelpline.com.au](http://www.kidshelpline.com.au)