

A GUIDE FOR FAMILIES



Supporting your Emergency
Services Family Member in Help-
Seeking for Mental Health Concerns



This guide is for the families of the 9,000+ emergency services responders (career and volunteer) who provide services to the Tasmanian community. It has been developed to help you understand more about supporting your family member in seeking help if their job starts to affect their mental health and wellbeing. Family members are likely to be the first to notice that something is not right. You will also find information about looking after your own wellbeing and links to resources that might be of assistance.

Wellbeing Support has been created to provide services to the emergency service responders and support staff of:

- Ambulance Tasmania
- DPFEMs Business and Executive Services
- Forensic Science Service Tasmania
- The State Emergency Service
- Tasmania Fire Service
- Tasmania Police



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This Wellbeing Support, Ambulance Tasmania and Department of Police, Fire and Emergency Management Families Guide was adapted from the "Supporting your veteran or emergency services first responder in help-seeking for mental health concerns: a guide for families" that was originally developed through a collaboration between Flinders University and Military and Emergency Services Health Australia (MESA) and their collaboration partners, arising from a project funded by The Hospital Research Foundation (THRF).

The Guide has been adapted for the Tasmanian context and is reproduced with permission under a Creative Commons licence.

The Job is Different from Other Jobs!

Being in the emergency services is very different from other jobs. The nature of the work means being exposed to potentially traumatic and life-threatening events. No other job requires people to put themselves at potential risk of harm or to be first on scene at traumatic incidents. The nature of the job and role performed in that job influences the emergency services worker's identity and how they see the world. Emergency services responders confront the worst in society, work long hours and can be exposed to a lot of stress. Despite this, most people who serve their community are committed and love their jobs.

Our Wellbeing Support Model

OUR WELLBEING SUPPORT MODEL takes an employment life cycle approach. The model is based on providing our people and their families with access to the most appropriate services for their needs at any given time, *the right support at the right time*. The model places our people and their families at the centre of this approach and recognises that the needs of our people change throughout their career.

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I joined Tasmania Police as an 18 year old. Across my career I have been exposed to trauma (murder, suicide, fatal crashes, drownings), assaulted (and hospitalised), missed family birthdays and Christmases and worked incredibly long hours.

Some days have been intensely challenging at a personal and professional level. More than 35 years after joining, I look back with intense pride at the service I have provided. I love going to work every day.

My family has been central for me – they have understood my desire to serve and helped me each and every day. Family support is essential.

POLICE OFFICER, TASMANIA POLICE

Our Mental Health and Wellbeing VISION

Our Vision for positive mental health and wellbeing within the organisation is that our people are mentally and physically fit, ready and capable to deliver high quality policing and emergency services for our community.



JOINING

Future employees or volunteers express an interest in working with us

WORKING WITH US

The time our employees or volunteers spend with us

TRANSITIONING TO ANOTHER ROLE

When an employee or volunteer transitions to:

- a new role within the Department
- a role with another employer or to take on other interests
- retirement

EMPLOYEE/VOLUNTEER EMPLOYMENT LIFE CYCLE

There is no doubt you are in this together:

As a family member, the job they do affects you, how you feel and your family life. You share their commitment to service, support their career and feel a sense of pride and engagement in their work. You have a deeper understanding and appreciation of the nature of their work and the types of incidents they deal with than the rest of the community. You live with the unpredictable nature of the work, shift work, working away from home, and major incidents, along with the change in mindset that accompanies these occupations. You experience both the positive and negative impacts of the job on your family member because what affects them also affects you and your relationship, as well as other family members such as children. Many family members feel that the job involves a partnership between the emergency service responder and the family. You are their key and most critical support.

Sometimes sharing is difficult:

It is likely that, at times, your emergency service responder might find it difficult to relate comfortably to others outside the job who cannot fully comprehend what the work involves. You might also find that other family, friends, and the general community don't understand what it means to be family of an emergency service responder and what you deal with daily. Your family member might want to talk with you about their work (to informally debrief and help them process what they have experienced) or they may not. Some emergency service responders want to share with their family as a way of coping and managing their mental wellbeing, while others want to protect them from the detail. For many, home is a safe place, a sanctuary, with the job left at the door once the uniform is taken off.



I have been married to a paramedic for more than a decade. I know their job is difficult and I can tell when they have had a tough day. The tips in this guide on how to help my partner are fantastic – and I apply them. | FAMILY MEMBER OF AMBULANCE TASMANIA PARAMEDIC

How you can help

- Be guided by what your emergency service member wants
- Listen if they want to talk
- Decide how much you want to know and are comfortable with hearing and be open with them about this. Not everyone can cope with hearing about incidents or distressing work exposures. This is ok.
- Monitor your own mental wellbeing and seek support if listening to a loved one describe distressing experiences is affecting you.
- Accept that others in your general community may not understand what it is like for families of emergency service workers which can make you feel alone in your experience.

Wellbeing Support services are available to you if you are affected. Call the 24/7 number 6173 2873.



Look out for and acknowledge the early warning signs

If an emergency services worker struggles with their mental health, family is often the first to recognise that something is not right. You share your lives and know them best. Any change in them affects you. Trust your instincts. If you feel something is not right, it probably isn't.

What does it look like?

You might notice a CHANGE in mood or behaviour and world view. This can include your family member becoming emotionally distant and/or easy to anger. Changes in the USUAL behaviour of your family member can be an early symptom of mental health concerns.

These changes may occur quickly following a traumatic incident at work or may build up over time. Sometimes something seemingly small and irrelevant may appear to be the trigger. For example, the family member may be more sensitive to sudden loud noises, which is especially difficult to control in family situations with children and may result in an unusual, heightened reaction to what seems like a mundane event. Conversely, they may seek experiences that compound high adrenaline, high stress activities and volunteer work, because that's what they are used to and can be extremely effective and feel 'at ease' in those situations; but it will most likely compound their distress in the longer-term.

Don't forget that in addition to being exposed to potentially traumatic events, emergency service responders also face similar workplace stressors to other occupations. These can include bullying, excessive workload demands, and a perceived lack of organisational support. Like everyone else, they can also find everyday life events stressful; for example, parenthood, adjusting to a new baby in the home or financial issues. All these things can build up and have a cumulative impact over time.

This may mean that your family member may not even realise that they are struggling, or you think that the problems are within your family relationships. It is not uncommon for partners to think that they are doing something wrong in the relationship and may be responsible for the changes in the mood and behaviour of the family member.



My partner has been a fire volunteer for many years. There are some jobs that have really stressed him. When this happens, I check to see if CISM has contacted them and keep an eye out – to see if their behaviour changes. I know that I also need to make sure that I am okay at this time.

FAMILY MEMBER OF TASMANIA FIRE SERVICE VOLUNTEER

What to look out for

Common mental health conditions experienced by emergency service responders include Anxiety, Depression and Post Traumatic Stress Disorder (PTSD). The following behavioural CHANGES are possible indications of a mental health concern:

- Emotional withdrawal
- Sadness / lack of joy
- Lack of energy or motivation
- Loss of appetite
- Frequent angry outbursts/ loss of patience
- Irrational thinking/catastrophising (thinking everything will end badly) /trouble making everyday decisions
- Loss of interest in family activities, hobbies, and other things they used to enjoy
- Increased alcohol use
- Drug Use (prescription or illicit)
- Changes in sleeping patterns /difficulties sleeping/night sweats or nightmares
- Hypervigilance (constantly on guard or looking out for danger) /obsession with small details
- Avoiding crowds or situations that they find overwhelming or that trigger emotional or physical responses
- Trouble relaxing or switching off from work when socialising
- Expressing feelings of being detached from others
- Increased breathing, heart rate, sweating or feelings of being 'on edge'
- Memory loss

Why these signs are important

These signs and symptoms can be related to changes in the brain, which then act as signals in relation to how it perceives danger and threat. The body is used to preparing and being ready for threats or danger and gets ready to either fight, flight; or if the threat appears to be overwhelming, then the body freezes. The increase in awareness (hypervigilance, constant scanning, assessing situations, being prepared) along with changes in breathing and heart rate, sweating etc are the body's natural response to being ready to tackle and face any real or perceived threat. Your family member has lived and worked under situations where the body has been conditioned to be ready for any potential threat and danger which has increased the brain's responsiveness. The brain then finds it difficult to modulate or tone down increased sensitivity to stress and external stimuli even once back in a safe environment. These are therefore the changes in behaviours, emotional responses, and personal interactions you may see.



I know that early intervention is the key. Sometimes I needed to be prodded to take it. I have given my family members ongoing permission to make the call to Wellbeing Support if they think I need it. I am proud that I did that.

SENIOR STATION OFFICER, TASMANIA FIRE SERVICE

How can you help?

- Be aware that the nature of the work does put family members at an increased risk of developing a mental health concern.
- Be aware that changes in USUAL mood and behaviour in a family member are what you should be looking out for. This may indicate increased stress or underlying mental health symptoms.
- Consider how long and how often you have seen the changes in behaviour. This will give you clear context for raising your concern with your family member if an appropriate time arises to do so. It will also be important information for you and your family member to recall for health professionals.
- Keeping a diary may make you more aware of patterns and triggers that make the situation worse and or better, and your recollections may assist in talking to health professionals.
- Be aware that seeking help early (even if just for a couple of symptoms), is the best way for your family member to maintain performance and prevent long-term problems.

Some Strategies for responding to distress

- During conversation, gently ask how long they have felt down, sad, or anxious - use the same terms that your family member is using to describe their experience.
- Focus on strengths, however 'small' these positives seem to be.
- Ask about thoughts of self-harm or suicide, reassure them, and seek help if needed.
- Acknowledge the emotions they express, the intensity and associated behaviour, and offer small gestures/actions to make them feel safe.
- The most important thing is NOT to make the family member feel like they are failing, hopeless or a burden. Your family member may be feeling very fragile, and already have concerns about being completely honest about how they are feeling for several reasons. Be mindful of how, where, and when you have sensitive conversations with your family member.

Our mental health continuum

(page 6) captures the behaviours or symptoms that your emergency service responder might be experiencing when they are healthy and life is good, when they are reacting and life is a bit rough, when they are injured and life is hard, or when they are ill and life is really tough. The mental health continuum also includes the sorts of services that can help depending on where someone is on the continuum. Use it as a ready reckoner to help you understand where your emergency service responder might be.

Reach out to Wellbeing Support at any time, 24/7, on 6173 2873

The following sections provide more information about what you can do to help support your family member.

OUR MENTAL HEALTH CONTINUUM

PROACTIVE/PREVENTATIVE		INTERVENTION/RESPONSE	
• Normal fluctuations in mood • Calm • Takes things in stride • Normal sleep patterns • Few sleep difficulties • Physically well • Good energy level • Consistent performance • Sense of humour • In control mentally • Physically active • Socially active • Limited or no gambling • Limited or no alcohol use	• Nervousness • Irritability • Impatience • Sadness • Feeling overwhelmed • Trouble sleeping • Nightmare • Intrusive thoughts • Tired/low energy • Muscle tension • Headaches • Procrastination • Displaced sarcasm • Forgetfulness • Decreased physical and social activity • Regular but controlled gambling • Regular but controlled alcohol use	• Anxiety • Anger • Hopelessness • Pervasive sadness • Restless or disturbed sleep • Recurring images or nightmares • Increased fatigue • Aches and pains • Social avoidance or withdrawal • Poor performance and concentration • Workaholic, presenteeism • Negative attitude • Increased gambling • Alcohol use	• Excessive anxiety • Easily angered • Depressed mood • Suicidal thoughts • Unable to fall or stay asleep • Sleeping too much or too little • Exhaustion • Physical illness • Unable to perform duties/control behaviour/concentrate • Overt subordination • Absenteeism • Avoiding social events, not going out or answering the phone • Alcohol addiction • Gambling addiction • Other addictions
HEALTHY	REACTING	INJURED	ILL
Self Care – exercise and nutrition, time with family and friends			
Family and Social Supports			
Managers and Supervisors			
MyPulse			
Education and Training – Wellbeing Training for Managers, Suicide Mitigation Training, Mental Health First Aid, Connecting with People			
Wellbeing Checks			
AT Peer Support Officers			
Wellbeing Support Officers/Peers			
Critical Incident Stress Management Program			
Specialist Support: Psychologists, Psychiatrists, Allied Health Professionals			
LIFE IS GOOD	LIFE IS A BIT ROUGH	LIFE IS HARD	LIFE IS REALLY TOUGH

Ref: <https://bcfirsrespondersmentalhealth.com>



The service most relevant at that point in the continuum
The service may be helpful during that phase of the continuum

	PROACTIVE/PREVENTATIVE	INTERVENTION/RESPONSE		
SIGNS SYMPTOMS BEHAVIOURS SUPPORTS	What does your 'green' look like?	What behaviours, coping mechanisms and activities do you rely on to maintain your wellbeing or to 'get you back' to the green zone?		
		What professional/formal supports and services do you have in place if you move to the right of the continuum?		
		I am happy when ...		
		Aside from professional supports, who are you able to talk to if you move to the right of the continuum?		
	LIFE IS GOOD	LIFE IS A BIT ROUGH	LIFE IS HARD	LIFE IS REALLY TOUGH



mypulse.com.au

You can access a range of confidential services which are designed specifically for the Tasmanian emergency services community.

24 Hour Wellbeing Support: 6173 2873 • wellbeing@dpfem.tas.gov.au | Printed fact sheets are available from wellbeing@dpfem.tas.gov.au

Ambulance Tasmania Peer Support: 6166 1994 | **CISM: 0427 181 207** • manager@cism.tas.gov.au

Understand that help-seeking for an emergency service family member can be very difficult for them to get their head around

Why seeking help is so difficult

It can be very difficult for many people to recognise their own symptoms and acknowledge that help is needed. This can be particularly so for emergency service responders. Wearing the uniform carries identifications such as strength, courage, stoicism, power, and authority. As members of the community, we rely on emergency service responders to protect us and keep us safe. Acknowledging that help is needed can be seen as a threat to their self-identity, how they see themselves. In addition to fear of being seen or judged as weak by self or others, there may be concerns about the impacts of help-seeking on their career and ability to continue their role.

Consequently, many emergency services responders may refuse to acknowledge that there is a problem and may deny, avoid, and deflect their symptoms. Therefore, encouraging a family member to seek initial help can be a complex process. However, the support provided by family is key to recovery in mental health and it is likely you will be actively involved in encouraging, organising, motivating, and supporting your family member in seeking and receiving help.

How can you help?

- **Encourage communication** by gently and calmly talking about the changes you are observing and the effect these changes in mood or behaviour are having on you and the family.
 - **Reassure** your family member that they are not alone and that you will support them in seeking help. This is a journey shared together.
 - **Be prepared to listen.** Open communication and actively listening to each other can reinforce trust in a family relationship, particularly if there is some withdrawal or emotional distancing in the family relationship.
 - **Encourage** your family member to think about their mental health in the same way that they think about their physical health. To perform well at work, they need to get physical complaints seen to as soon as they emerge and rest where they can so they can recover. It is the same for mental health.
 - It can be useful to encourage help-seeking from the GP initially for a physical health problem or complaint such as a change in sleeping pattern, appetite, or fatigue. Sometimes it is easier to acknowledge a physical health issue and it could start a conversation with the GP about general wellbeing.
- **Understand that these conversations are not easy,** but if your family member knows that you are there to listen if they wish to talk and are prepared to support them in seeking help, it is a valuable step forward.
 - Be aware that it might take time to encourage your family member to seek professional support, and for some, it might take a personal crisis at work or within the family which triggers off a cascade of new symptoms before they are open to acknowledging a problem and reaching out to others for support.

Encourage them to contact the Tasmanian emergency services Wellbeing Support programs: Wellbeing Support (**6173 2873**) or the Tasmanian Emergency Services CISM Program (**0427 181 207**). Both are available 24/7. If they work with Ambulance Tasmania they could call the AT Peer Support Officer program on **6166 1994**. These services include peers – emergency service responders who understand the complexities involved – and psychologists and counsellors who have been specially selected to work with our people. **Services are confidential and free.**

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Keep an eye on them. Know that their work might be confronting – ask them about their day when they get home. Be prepared to listen when the time is right, and be prepared to prod towards help when needed.

SES CAREER

Helping your family member find a GP and other health professionals they can trust



Once your family member acknowledges the need to seek professional support, finding someone they feel they can trust is critical to ensure that they get the right care and stay engaged with receiving this support. Trust and rapport are essential between the emergency services responder and their mental health professional for recovery to occur. It can take trial and error to find the professional support that best suits them. Sometimes you need to keep looking and meeting with mental health professionals until you find the right one. This is quite normal. Emergency services responders may find it easier to talk to a health professional who has service experience themselves or who is familiar with service culture. This can help to break down initial barriers and build rapport more easily.

Wellbeing Support have a range of mental health professionals (counsellors, social workers, psychologists and psychiatrists) who have demonstrated a knowledge and understanding of emergency services work, emergency service culture and who have committed to seeing our people as a priority. Contact any of these numbers to access confidential services quickly and for free. We can also have a Wellbeing Support Officer or Peer available to help you navigate your way and provide advice and assistance to you.



MyPulse is amazing. The support you get through the health coaching is too good to be true. There is a section for family, friends and others that care – please have a look. There are incredible supports in place.

FAMILY MEMBER OF
A TASMANIA POLICE OFFICER

Wellbeing Support
24 hour: 6173 2873

CISM 24 hour:
0427 181 207

AT Peer Support:
6166 1994

Encourage your family member to contact any of the above numbers. You can also contact any of those numbers if you would like advice or assistance yourself. You can also make an online referral at <https://mypulse.com.au/referral-form> – although if contact is needed immediately please ring any of the 24 hour numbers.

How can you help?

- Contact Wellbeing Support. Wellbeing Support will provide advice to you and help you. Wellbeing Support will also assist with making appointments with a practitioner – one who understands emergency service work and culture.
 - Encourage your family member to see their GP
 - Assure them that they are in control and will be respected regarding any questions they may have and making any decisions with the health professionals they see.
 - Ask your family member if they would like you to attend appointments with them. You know your family member better than anyone and can provide valuable information about any changes you are seeing at home.
 - You can also help them “find the words” to say, if they want you present when they see the health professional, especially for the first time, so ask them if they need you to help them do this. Respect their answer if they don't want you present.
- Ask your family member if you can be involved in their care planning. Importantly as family, you are a partner in their care and should understand what the plan of care involves and what to expect at home.
 - If your family member is prescribed medication, you would want to understand what it is for, any adverse side effects and how to tell if the medication is having the desired effect. Your observations provide valuable feedback and are part of supporting recovery.
 - Ask for information about any diagnosis given so that you can better understand the signs and symptoms. This can help you to make sense of it all. Your family member needs to give their permission (consent) for the mental health professional to give you information about their diagnosis, care plan and treatment.
 - **Don't give up!** If you are having trouble finding someone who your family member can trust and relate to, keep looking. Just because you have the one bad experience doesn't mean that the next one will be the same. Wellbeing Support has immediate access to a large number of practitioners across Tasmania.
 - Reach out to trusted peers such as friends or others with similar experiences. They can be a great source of information and support on how to navigate finding the right services to meet your family member's needs. Peer support can be an effective first step when your loved one is reluctant to seek help.

MyPulse

Staff can log on to MyPulse using their departmental email address and password at mypulse.com.au or scan the QR code. For help logging on, email mypulse@gbtpa.com.au

Your ongoing support is vital

Finding and accessing formal mental health support for your family member is not the end. The ongoing support you provide in encouraging and motivating them to remain engaged with that support is essential to their journey of recovery.

This may also include your role in providing very practical support and assurance, such as helping them to remember appointments or helping them to get there (you can also ask Wellbeing Support to assist with getting them to an appointment).

Important to recovery is remaining socially connected, having hope, and retaining a strong sense of identity and helping them find meaningful activities to do together as part of their recovery that aren't related to mental health. Sometimes it's about striving for small everyday moments that gives some quality in your shared lives. A useful acronym to guide you here is CHIME (Connectedness, Hope and Optimism, Identity, Meaning, Empowerment).

How can you help?

- Encourage your family member to engage in activities they enjoy and that gives them a sense of meaning and purpose, which supports their sense of self-worth and self-esteem.
- Give time to your relationship by communicating and doing activities together that you enjoy, so that it's not always about being watchful of mental health.
- Encourage peer support, as contact with others can help with feeling valued and socially connected.
- Although mental health concerns vary in severity and impact on work, for many emergency service responders, time away from work, return-to-work plans and rehabilitation treatments can be part of the help-seeking process. These involve dealing with organisational systems, personalities, and processes. For some emergency service responders and families, this can be a streamlined and positive experience, but for others it can be time-consuming, disruptive to the flow of other family and job commitments and a cause of additional stress.
- Be aware that family is a partner in care and that you should be involved in rehabilitation plans. You experience daily life with your family member, are impacted by changes in their routines and you understand the many family activities and obligations that they are part of, in addition to working on their recovery. The rehabilitation provider does not have this experience.
- Emergency service responders might be reluctant to acknowledge any ongoing struggles and limitations which might impact return-to-work decisions. You know what these are and can advocate for them in their best interests.



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Together we focus on our family. We know that, at different times, the kids have been scared if they think their dad is at a large fire. We make sure that we include the kids in our conversations.

FAMILY MEMBER OF TASMANIA FIRE SERVICE FIREFIGHTER

Look after yourself

It is normal to have an emotional reaction to changes in your family member's mood and behaviour and to a diagnosis of a mental health condition. You may feel a sense of grief or loss. You may feel angry or cheated that your life has taken a different course to the one you expected or signed up for. You may feel a range of emotions. You may feel angry or frustrated with the service organisation. You share your family member's commitment to the job. So, how an organisation responds to occupational mental health concerns in its members has implications for the emotional wellbeing of your entire family. All of this is valid, normal, and important to acknowledge.

As a family, you are facing this together and in encouraging your family member in initial and ongoing help-seeking, you are taking on additional responsibilities in your relationship, which can also give rise to a range of emotions. You may also find that some other family or friends within your social circle may not understand, some may judge, and others may avoid talking about your experiences with you. You may find others become closer to you because of your changed circumstances.

In supporting your family member, it is vital that you monitor your own health and wellbeing and seek help for yourself if you start feeling stressed. You may wish to talk to a trusted friend, your GP, a support group, a professional counsellor, or a psychologist about how you are feeling.

Services are available to you through Wellbeing Support, 24/7. Call 6173 2873

Where your family member does not want you to be involved in their contact with health professionals, or where you are not privy to as much as you would like due to confidentiality, you can still discuss general concerns with your own GP, other health professional or Wellbeing Support Officer.

Communicating with a loved one who is experiencing a mental health concern can be challenging and there can be changes in the family relationship as a result. However, it is important that you can express your own emotions within your relationship without having to 'walk on eggshells'. Wellbeing Support Officers and Peers can offer valuable insights from others who have had similar experiences about ways of communicating, as well as reducing that sense of isolation and difference that family members

might feel. They can also be valuable sources of information about system navigation and practical supports.

It is important to maintain good physical and social health. Social connections can help you reinforce and protect your own individual identity particularly if daily life is subsumed in supporting the family member in their help-seeking journey.

An important learning from family members who have supported an emergency service worker during this journey, is that relationships can grow stronger where it is seen as a shared family experience rather than a problem just for the individual.

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I have learned that as much as I need to care about my partner, I also need to care about myself. I have rung Wellbeing Support in the past and found the one-on-one support really valuable.

FAMILY MEMBER OF A DPFEM STATE SERVICE EMPLOYEE

RESOURCES

Wellbeing SUPPORT

The right support at the right time

Accident, illness or hospitalisation

Counselling

Drug and/or alcohol counselling

Grief and loss counselling

Psychological support

Relationship counselling

Transition pathways

Work related difficulties

GET HELP NOW
24 HOURS 6173 2873
wellbeing@dpfem.tas.gov.au

Wellbeing Support Officers are available to all Ambulance Tasmania and DPFEM members and their immediate family, 24/7.

Ambulance Tasmania Peer Support: **6166 1994**

To manage your health and wellbeing today for a better tomorrow, go to mypulse.com.au

Critical Incident STRESS MANAGEMENT

Tasmanian Emergency Services

Helping normal people get over normal reactions to abnormal events

On scene support

Psychological support

Follow-up assistance

Advice to family & friends

24 HOURS 0427 181 207
manager@cism.tas.gov.au
cism.tas.gov.au

CISM Peers are available 24/7 to all Tasmanian emergency services responders, both career and volunteer.

To manage your health and wellbeing today for a better tomorrow, go to mypulse.com.au

The Wellbeing Support team are available to all AT and DPFEM members and their immediate families. Our Wellbeing Support Officers, Peers and Ambulance Tasmania Peer Support Officers are a point of contact for assistance and can be a facilitator, conduit or just a friendly ear to help you. There are full-time Wellbeing Support Officers and a peer support network who can speak with you. Our services are confidential. Our Wellbeing Support Officers and peers are not advocates, counsellors or a substitute for any professional expertise, but they can hook you up with them.

General Support and Information

Black Dog Institute

www.blackdoginstitute.org.au

Beyond Blue

www.beyondblue.org.au

Headspace

www.headspace.org.au

(If you have an adolescent or young adult in the family who might need support)

ReachOut

www.au.reachout.com

(Online mental health information and services for young people and their parents)

Kids Helpline

Call 1800 55 1800 or visit www.kidshelpline.com.au

Relationships Australia

Call 1300 364 277 or visit www.relationships.org.au

Mental Health Recovery –

The CHIME Framework

www.therecoveryplace.co.uk/chimeframework

Lifeline

Call 13 11 14 or visit www.lifeline.org.au
(Several factsheets and toolkits)





AT & DPFEM
GPO Box 308, Hobart TAS 7001
Level 5, 111 Macquarie St, Hobart TAS 7000
P (03) 6173 2188
E wellbeing@dpfem.tas.gov.au
2023

GET HELP NOW

You can access a range of confidential services, which are designed specifically for the Tasmanian emergency services community from Wellbeing Support.

Ambulance Tasmania Peer Support 6166 1994

CISM 0427 181 207 | manager@cism.tas.gov.au

Wellbeing Support Psychological Services

Phone (office hours) 6173 2188 | wellbeing@dpfem.tas.gov.au

24 Hour Wellbeing Support: (03) 6173 2873

Further general information is available at mypulse.com.au

Printed fact sheets are available from wellbeing@dpfem.tas.gov.au