



**DFES General Circular No: 208/2021**

File: D19652

**1 December 2021**

**NEW: TRANSITION FROM EMPLOYEE ASSISTANCE PROGRAM (EAP) TO  
PSYCHOLOGICAL SUPPORT SERVICE**

Emergency service work can be very rewarding, but it can also be physically and psychologically draining. That is why it is so important that you and your immediate family members have access to free psychological support. This support can be accessed for personal, work or volunteering related issues and is designed to provide short-term psychological assistance for those in need.

We have listened to your feedback through the Employee Assistance Program (EAP) Review (2019) and the development of *Thriving at DFES* (2021) which requested several improvements to the current service. Improvements included:

**1. Expanding the number of providers**

This service will now include multiple providers so that you can access quality psychological support closer to home - at a location, date and time that suits you. The transition to multiple providers will be achieved through a phased approach.

Phase 1 (effective 01 December 2021):

- Increase the number of large service providers to facilitate timely, statewide general psychological support.
- Continued access to a 24/7 crisis line for immediate psychological support.
- Continued access to critical incident and large-scale incident support.

The three Psychological Support Service providers as part of Phase 1 are:

- PeopleSense.
- Converge International.
- Martinovich Psychological Support Services (MPS).

All three providers have experience with first responder agencies (e.g. WA Police Force and St John Ambulance) and trauma-focussed care, facilitating a more tailored approach to your psychological support.



Provider	Service offered	Additional Information
	<ul style="list-style-type: none"> <li>• Psychological support</li> <li>• 24/7 crisis line for immediate psychological support</li> <li>• Critical incident and large-scale incident support</li> </ul>	<ul style="list-style-type: none"> <li>• Mode of delivery:               <ul style="list-style-type: none"> <li>○ Face to face - statewide</li> <li>○ Telehealth</li> </ul> </li> <li>• Specific support lines:               <ul style="list-style-type: none"> <li>○ Manager Assist - providing manager specific support</li> <li>○ 24/7 crisis line</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>• Psychological support</li> </ul>	<ul style="list-style-type: none"> <li>• Mode of delivery:               <ul style="list-style-type: none"> <li>○ Face to face - Perth, Rockingham and Dunsborough</li> <li>○ Telehealth</li> </ul> </li> </ul>

Phase 2 (planned for 2022):

- Increase the number of smaller service providers to facilitate more specialised psychological support (e.g. drug and alcohol, complex trauma).

**2. Renaming the service**

This service will now be referred to as the Psychological Support Service (not the Employee Assistance Program (EAP)). The change of name more clearly outlines who can access the service (as it is also available to volunteers and immediate family members not just employees) and better reflects the type of support being offered.

**3. Session entitlement**

You and your immediate family members can access six sessions each per annum (one year from the first session with the provider).



#### **4. Feedback to facilitate continuous improvement**

You and your immediate family members can now provide constructive feedback anonymously so that we can continuously improve this service. You can access the Psychological Support Service Feedback Survey on the [Staff Intranet](#) or [Volunteer Hub](#).

#### **5. Greater promotion**

Promotional material will be available so that you and your immediate family know what the Psychological Support Service is, why you would seek this support and how to access it.

For more information, please visit the [Staff Intranet](#) or [Volunteer Hub](#).

For more information, please contact Katerina Tsovilis, Critical Incident Coordinator on [Katerina.Tsovilis@dfes.wa.gov.au](mailto:Katerina.Tsovilis@dfes.wa.gov.au).

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