



# MORE THAN A COP

CAREER TRANSITION  
AFTER INJURY

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# A MESSAGE FROM OUR COMMISSIONER

Imagining life after policing can be difficult, particularly when an injury has prevented you from continuing in a career you've dedicated yourself to. For many, policing is the only career they have known.

Our police officers are driven to serve their community and keep people safe, always willing to put the welfare of others before their own. You give so much and the NSW Police Force has a responsibility to support you, wherever possible, through every stage of your career.

Medical retirement is an individual experience and depends on your personal circumstances. Rest assured that wherever possible, we'll be here to help guide and best prepare you as you transition to the next stage in your life.

# RECOGNISE WHAT YOU HAVE ACHIEVED

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You have acquired effective and transferable capabilities regardless of your length of service with NSWPF. The skillset that a police officer develops is desirable for both public and private employers.

Serving as a police officer is an achievement and visualising your life after Police can be challenging. Even more so if it is a forced change due to an injury that was out of your control. During your time with NSWPF you have helped countless people on the worst day of their lives. As you transition into a new

role, it's a time to reflect on the positive impact you have had on the community. Understanding the process of transition, knowing who to ask for assistance, taking the time to prepare yourself for this big change in your life can help to minimise stress.







While this transitional period can be difficult and challenging, it's also an opportunity to reflect on your career and what you have achieved as a police officer





# REAL STORIES

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# SIMON'S EXPERIENCE WITH A PHYSICAL INJURY

Changes with retirement plans can be at times challenging, particularly when it occurs unexpectedly.

Nearing my transition out of the police force I knew it was going to happen, it didn't feel like a shock to me. I had a lot of time to prepare. The decision had been made and even though I was not notified straight away, I was okay with that.

"30 years with the cops, loved every moment it's been a great journey for me."

**Senior Constable  
Simon\*, NSWPF**

Moving into the unknown can, at times, feel scary for a lot of people. I felt well supported by my superiors and found that my case managers would always take the time to answer my questions. The medical retirement process itself can feel lengthy and slow, but I used the time to take leave and think about my options as my injury wasn't related to how I was feeling, it was physical.

For me, it was important to build networks outside of the police force. After a career in the force, it was important to stay connected. Once I left the police force I maintained relationships with sporting clubs as well as other organisations. Prior to

exiting the force my skills as a Police Officer were acknowledged and I was made the President of my local Life Saving Club.

Through volunteering I was able to begin to look into non-police roles where I could utilise my skills. I started reading position descriptions to see where I would fit best. Despite having a physical injury, I found a part-time position with Family Safety Prevention as a Personal Safety Initiative Officer. I was able to align my skills and knowledge to a new career looking into security and safety measures for victims of domestic violence so they can return to their homes safely.

It is easy to forget that we, as former police officers, have a unique skillset that is valued by many employers. I started as a cop when I was eighteen years old and I'd never done anything else. Throughout my career transition I've made a lot of lists, including the top ten things I'd like to achieve. I've recently started ticking things off my list and am trying new and different things.

\*name has been changed to protect privacy.

Visit the More than a Cop website for video interviews with other former officers and success stories.  
[https://www.police.nsw.gov.au/about\\_us/career\\_transition/success\\_stories](https://www.police.nsw.gov.au/about_us/career_transition/success_stories)





# REAL STORIES

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# JAMES' EXPERIENCE WITH A PSYCHOLOGICAL INJURY

Early retirement from your pre-injury position can represent a chance for early intervention and new opportunities.

When I knew I wasn't going back it was the hardest. Hearing it, trying to accept it, feeling vulnerable and feeling like my identity was being taken away from me was a real struggle. I had every intention of going back to work. The longer I was away, the worse I got and I realised a lot more was happening with me. I knew I wouldn't be operational again. In my mind I wanted to recover and be well, but in reality, that was going to be difficult if I stayed in the force.

"It's not an easy process, but I needed to leave to do what's best for myself"

**Senior Constable James\*, NSWPF**

During the medical retirement process my Injury Management Advisor as well as my Case Manager were both fantastic. They went above and beyond for me. I was well supported and felt taken care of. Navigating my way through the process and liaising with practitioners was made much easier, with the support I was given. I was provided with a realistic approach, taking into account where I was and what my goals were. I am thankful that I felt genuine support through

my networks. They were human and real about the process. I felt like their care was genuine. I was given options that allowed me the time to digest and really think about what would work for me long term. I was put in touch with the recommended rehab providers, which at times felt daunting, but I didn't feel alone.

Leading up to my exit date I was still in contact with my practitioners, I was progressing and began to understand my triggers and how my mind works. I felt like I was beginning to start a new chapter in my life, I started to look at other things, I was taking a break for myself.

After a few weeks, my previous Detective Sergeant reached out and referred me to the NSW Police Legacy Association. I was able to enrol myself into two workshops. I was hesitant to attend at first but after I did, the opportunity to learn new skills and programs that transferred into a non-working police force environment was the most beneficial experience.

When you're in the force you don't realise you have transferrable skills. But the things we learn and experiences we have give us skills that are unique and highly valued outside of the force. Accessing these workshops has helped me with my self-confidence, as well as helping me to find a new identity.

It's given me hope and showed me a positive direction for my future.

\*name has been changed to protect privacy.

Visit the More than a Cop website for video interviews with other former officers and success stories.  
[https://www.police.nsw.gov.au/about\\_us/career\\_transition/success\\_stories](https://www.police.nsw.gov.au/about_us/career_transition/success_stories)

# YOUR SUPPORT TEAM

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## COMMAND

Your command will provide you welfare support throughout your transition experience. They will also arrange for you to receive any certificates or medals you have achieved throughout your career with NSWPF. The command will also work with you and your family to determine how best to recognise your career and retirement. This may include for example a farewell morning tea, formal parade or something more intimate, recognising the fact that some individuals may not want to do anything. You may extend your last day of service by utilising any available recreation leave you have. If you elect to take your leave prior to your retirement you must notify your respective command directly.

## FRIENDS & FAMILY

Your peers form part of your social support network and have shared knowledge and experience. They understand your perspective better than most. If you are struggling with the transition, catching up with an old friend/colleague for coffee can make a huge difference to your wellbeing.

## INJURY MANAGEMENT ADVISOR

Your Injury Management Advisor (IMA) will maintain regular contact with you and your treating health professionals and work with you to determine an appropriate recovery at work goal wherever possible. They will be able to link you to appropriate supports and services throughout your career transition journey.

If you don't have your IMA's direct contact number, please contact Workforce Safety Reception on 02 9285 3899 and the receptionist can direct your call.

## EXTERNAL REHAB & TREATMENT PROVIDERS

Rehabilitation providers support your recovery (and return to work where appropriate). The rehabilitation consultant will work with your support team (employer, doctor, insurer and treatment providers) to identify barriers and develop tailored goals with you for your recovery. Goals can be centred on treatment, capacity, vocational assistance and monitoring your progress.

## EML CASE MANAGER

Your EML Case Manager (CM) will arrange a time to introduce you to a new CM at EML who specialises in transition support services and can assist you in the next stages of your recovery.

Your new CM will ensure your payments continue directly from EML. These payments will be set up from your last date of service, will be based on your capacity and your weekly benefits will be paid directly into your nominated bank account.

EML can provide you with career transition services and recruitment support to assist you in returning to new employment.







# PREPARING FOR CHANGE

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Change and transition can be challenging at the best of times.

The transition from police officer to civilian can be daunting and the impact on some individuals profound. It is important to recognise that unexpected health conditions can affect your capacity for work, and the transition from

NSWPF can occur without as much time to plan as you may have anticipated.

During this process, it is normal to feel a range of emotions. To ensure you make considered decisions

about your future, you will need to focus on your wellbeing and prepare for career transition.





# WELLBEING SUPPORT SERVICES

## NSW Police Force Employee Assistance Program (EAP)

The Employee Assistance Program offers counselling to police employees and their immediate family through its extensive network of providers. Counselling (including financial and career specific counselling) through EAP is available to current members and their immediate families and can be accessed by former members for up to 12 months past their last day of service.

T: 1300 667 197

## Peer Support Officers

Peer Support Officers are trained to provide colleagues with assistance, non-judgmental support and resources in their time of need. They recognise and refer colleagues who could benefit from counselling or need help with problems. The Peer Support Officer mission statement is to offer assistance and appropriate support to employees during and after times of professional and personal distress.

You can contact your command to find your local peer support officer.

## Family Support Coordinator

Career transition may impact your loved ones as well. The Family Support Coordinator provides a short-term information, advice and referral service, that supports family members of NSWPF employees. Family Support Coordinator can be contacted within normal business hours via the Police Assistance Line

T: 131 444

E: [familysupport@police.nsw.gov.au](mailto:familysupport@police.nsw.gov.au)

## Chaplaincy

Pastoral support is provided to all members of NSWPF. Chaplains can provide counselling regarding personal issues such as career transition to you and your immediate family members.

T: 131 444

## Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live

T: 1300 22 4636

W: [beyondblue.org.au](http://beyondblue.org.au)

## Lifeline

Lifeline is a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services. They exist so that no person in Australia has to face their darkest moments alone.

T: 13 11 14

W: [lifeline.org.au](http://lifeline.org.au)

## Black Dog Institute

As the only medical research institute in Australia to investigate mental health across the lifespan, our aim is to create a mentally healthier world for everyone. Black Dog does this through 'translational' research. Integrating research studies, education programs, digital tools and apps, clinical services, and public resources to discover new solutions, foster connections and create real-world change.

T: (02) 9382 4530

W: [blackdoginstitute.org.au](http://blackdoginstitute.org.au)

# STAGES OF CAREER TRANSITION

There are numerous support options available to you regardless of what stage in your career transition you are at, including:

**Wellness Support** for individuals who remain quite symptomatic and require ongoing assistance in the form of treatment and support. There's plenty of support to help you succeed. Getting and staying well is about being in good health, connecting with family, being actively engaged in treatment and working towards having a healthy and fulfilling life. Your IMA, EML case manager and Treating Providers work together to help you recover.

**Career Transition Support** for individuals who are managing but are unsure about their options upon leaving NSWPF. EML can arrange recognition of prior learning and training courses to build upon your existing skills. We're here to support you. Career transition support includes identifying transferrable skills, exploring education and training and identifying meaningful work options. Speak with your EML case manager or Nominated Treating Doctor about other services specially aimed at supporting your wellbeing and career transition.

**Career Services** for individuals who have a good idea about what they want to do next and just need some help with things like formalising qualifications, resume writing and applying for jobs. Starting a new career can be challenging. Career development services and recruitment support can assist you in securing new employment. This may include career coaching, planning and building on confidence and skills to be job ready. Speak with your EML case manager or Nominated Treating Doctor about other services specially aimed at supporting your wellbeing and career transition.

Visit [eml.com.au/resources/career-transition-support-services-and-programs/](https://eml.com.au/resources/career-transition-support-services-and-programs/) to download copies of support service brochures suited to each pathways described above.

We have worked hard to identify quality support services that are fit for purpose regardless of which pathway you feel you are on. Your IMA or EML CM can help you find the right service to support you, no matter what stage you are at.

Visit the More than a Cop website  
[eml.com.au/morethanacop](https://eml.com.au/morethanacop)  
[police.nsw.gov.au/about\\_us/career\\_transition](https://police.nsw.gov.au/about_us/career_transition)





## **MORE THAN A COP** online program

This short course provides evidence-informed education, suggestions, and a way for you to start planning your career transition. The NSWPF and EML have worked together with Phoenix Australia – Centre for Posttraumatic Mental Health to develop this online education package designed to educate NSWPF staff, their partners and support people on preparing for career transition, change and building a new life.

For more information, or to arrange registration, please contact your IMA or visit [eml.com.au/morethanacop](http://eml.com.au/morethanacop) [police.nsw.gov.au/about\\_us/career\\_transition](http://police.nsw.gov.au/about_us/career_transition)

# UNDERSTANDING YOUR FINANCES

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When you leave NSWPF, you want to ensure you are aware of your financial situation and your sources of income so that financial security can be assured.

The following information relates to sworn Police Officers with an accepted workers compensation claim only as they are considered exempt workers in the Workers Compensation Act 1987 No 70.

Workers compensation exists to help you recover from work-related injury by supporting access to and payment of required medical treatments and supporting your income if your capacity to work is negatively impacted by your injury. Benefits and entitlements change as your situation changes and may be provided by different organisations over the duration of your claim.

Financial stress can affect your relationships and your health, so it is really important to seek support as early as possible.

## STEPS TO CONSIDER

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1

### SEEK PROFESSIONAL FINANCIAL ADVICE

Sooner rather than later

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2

### DETERMINE YOUR FINANCIAL FUTURE

Set up an interview with your superannuation provider or financial advisor. It's important to understand your financial future. Prepare a list of questions that you need answered and consider including your spouse or partner

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3

### KNOWLEDGE IS POWER

Attend NSWPF Understanding Your Financial Benefits seminars which are held every second month. Contact the Transition Unit on [policetransition@police.nsw.gov.au](mailto:policetransition@police.nsw.gov.au) for more information

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# UNDERSTANDING YOUR FINANCIAL BENEFITS

Seminars are scheduled every second month.  
Email the Police Transition Team at  
[policetransition@police.nsw.gov.au](mailto:policetransition@police.nsw.gov.au) for details.

Proudly presented by



## THERE ARE MANY FREE SERVICES THAT OFFER FINANCIAL SUPPORT:

### CREDIT AND DEBT HOTLINE

T: 1800 808 488

### CONVERGE EMPLOYEE ASSISTANCE PROGRAM

T: 1300 667 197

W: [convergeinternational.com.au/cvi/eap-critical-response/eap](http://convergeinternational.com.au/cvi/eap-critical-response/eap)

### MONEYCARE

W: [salvos.org.au/need-help/financial-assistance](http://salvos.org.au/need-help/financial-assistance)  
financial-counselling

### ASIC'S MONEY SMART

W: [moneysmart.gov.au](http://moneysmart.gov.au)

### FINANCIAL RIGHTS LEGAL CENTRE

T: 1800 007 007

W: [financialrights.org.au](http://financialrights.org.au)

### SUPERANNUATION

W: [eml.com.au/resources/managing-finances-faqs/#superannuation](http://eml.com.au/resources/managing-finances-faqs/#superannuation)

### APPS FOR YOUR MOBILE DEVICE

There are numerous free and paid apps available to help manage your finances, understand where your money is going and manage savings goals. You can search for these and download from both the App store or Google Play.



## PREPARE

Consider having a full medical examination and a 'wellbeing check' (check of psychological wellbeing) before medical retirement with your GP. Not only will this give you peace of mind, a medical and wellbeing check could direct any potential future support.

When getting a 'wellbeing check' you should encourage your partner/spouse (if applicable) to engage in the process as they are often the first to notice problems and to encourage you to seek help. It is also important to recognise the impact your career transition can have on your family. Make sure you have discussed the process with them and make sure they access the support they will need to continue to support you.

## KEEP ACTIVE

If exercise, teamwork and fitness has been a large part of your life up to now, it is important that you retain that energy and attitude that made you a Police Officer as it will help you in future roles. The maintenance of a healthy lifestyle will also reduce your risk of diseases such as diabetes and joint problems.

Community-based activities such as parkrun ([parkrun.com.au](http://parkrun.com.au)) or Live Life Get Active (<https://livelifegetactive.com>) are a good option to maintain fitness and have groups across multiple localities.

If you are an active member of Fitness Passport we can extend your membership for up to three months post your last date of service. For more information please contact:

E: [transition@police.nsw.gov.au](mailto:transition@police.nsw.gov.au)

If you have an accepted workers compensation claim, you may be entitled to targeted exercise programmes, regardless of whether you have a physical or psychological injury. Talk to your EML case manager or NSWPF IMA about the options available to you. Another option is the NSW Health Get Healthy Program, which offers free and confidential expert advice over the phone. They offer a six-month coaching program, or information only, so you can choose what is right for you.

T: 1300 806 258

W: [gethealthynsw.com.au](http://gethealthynsw.com.au)

## STAY CONNECTED

Depending on the reasons for you leaving the organisation, you may not feel like staying connected with your peers right away, but it is important that you focus on your success and the positive experiences you have had with NSWPF. Being a police officer has generally been a big part of your life and identity.

Letting go and moving on can sometimes be really difficult. It's a good time to start to think about your social support network. Your social support network is made up of friends, family, neighbours, colleagues and other members of your community. Social Support is an informal kind of support that you can access easily through existing connections. It can meet a lot of support needs without special expertise.

# TIPS FOR TRANSITION





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## CREATE A NEW ROUTINE AND SET NEW GOALS

Setting goals on a regular basis helps to bring structure, achievement, and a sense of satisfaction to our lives. Set small, realistic goals to help tackle obstacles and work towards priorities in your life. When people do not have a routine, they often lose their sense of purpose, which can lead to hopelessness and depression. Get a diary and note all the things you are doing. This can include writing down activities you will do to improve your physical and psychological wellbeing, such as increasing the length or intensity of your workout or setting aside time for relaxation or mindfulness.

If you are job seeking, note this in your diary, but limit it to a maximum of 4 hours per day. Looking for an enriching job is important, but so is your social, physical and psychological wellbeing.

## BACK YOUR STRENGTHS

Some police officers are unsure how useful their skills will be in the job market. This concern is normal and adjusting to the new 'normal' is a challenge, but back your strength and skills.

Your experience and training are all transferable and valuable to other employers so the more effort you put in, the more you will realise the options available to you.

## PUT YOUR HAND UP

It is normal to find change daunting and difficult. The concerns, emotions and issues you and your family have are not things you need to face alone. You have friends, colleagues, peers, treating professionals and case managers who can all help you. All you need to do is put your hand up.

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## **EMBRACE YOUR NEXT CHALLENGE**

The information in this booklet has hopefully helped to prepare you for what is ahead.

It can feel scary to move to something unknown, but it can be an exciting opportunity to try something new. If you have the right approach, you never know what opportunities may come your way.

## **EXTERNAL REHABILITATION PROVIDER**

A rehabilitation provider supports your recovery. The rehabilitation consultant will work with your support team (employer, doctor, insurer and other treatment providers) to identify barriers and develop tailored goals with you for your recovery. Goals can be centred on treatment, capacity, vocational assistance, and monitoring your progress.

## **CAREER TRANSITION**

Changing your career requires effort on your behalf but the effort you put in will help set you up for a rewarding future career. For some it will come naturally, but for others it may be challenging but ultimately rewarding. Stay focused, set weekly goals and keep following your plan. You will get there.

Register for More Than a Cop Online program to help you to break your career transition down into smaller, more manageable pieces. See the back of this book for worksheets linked to the online program.



# HAVE YOU...

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1

## **SPOKEN TO YOUR FAMILY AND/OR SUPPORT PERSON?**

Ensure everyone has the support they need.

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2

## **CONTACTED RETIRED PEERS?**

Reach out to the people you've met throughout your career who have retired.

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3

## **SPOKEN TO YOUR INJURY MANAGEMENT ADVISOR?**

Find out about the transitional support services available to you.

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4

## **SPOKEN TO YOUR EML CASE MANAGER?**

Find out about job seeking and education funding.

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5

## **LOOKED INTO YOUR FINANCES?**

Register for the virtual seminar *Understanding Your Financial Benefits*. Email [policetransition@police.nsw.gov.au](mailto:policetransition@police.nsw.gov.au) for more information

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6

## **STARTED AN EXERCISE PROGRAM?**

Try something new that you have always wanted to do but never had the time.

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7

## **COMPLETED MORE THAN A COP ONLINE PROGRAM?**

Contact your IMA to organise your registration to the program or go to the MTAC website to self register. Visit [police.nsw.gov.au/about\\_us/career\\_transition](http://police.nsw.gov.au/about_us/career_transition) or [eml.com.au/morethanacop](http://eml.com.au/morethanacop)

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## **VISITED THE POLICE CAREER TRANSITION WEBSITE?**

For more information go to [police.nsw.gov.au/about\\_us/career\\_transition](http://police.nsw.gov.au/about_us/career_transition) or [eml.com.au/morethanacop](http://eml.com.au/morethanacop)

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## MORE THAN A COP ONLINE PROGRAM

The More than a Cop online program is designed to educate NSWPF staff, their partners and support people on preparing for career transition, change and building a new life.

To develop your own personalised career transition plan, please use the worksheets on the following pages whilst working through the online program.



# **YOUR PERSONALISED CAREER TRANSITION PLAN**

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# YOUR PERSONALISED CAREER TRANSITION PLAN

## PLANNING

A successful career transition requires planning and preparation. Breaking the process down into three stages will help you plan and prepare. Consider the challenges and opportunities you expect to face at each stage.

### ACTIVITY 1: PART A

What challenges do you think you will have in planning for each stage of your career transition? Consider these and write your notes in the 'challenges' boxes for each stage of your personalised career transition plan.

### ACTIVITY 1: PART B

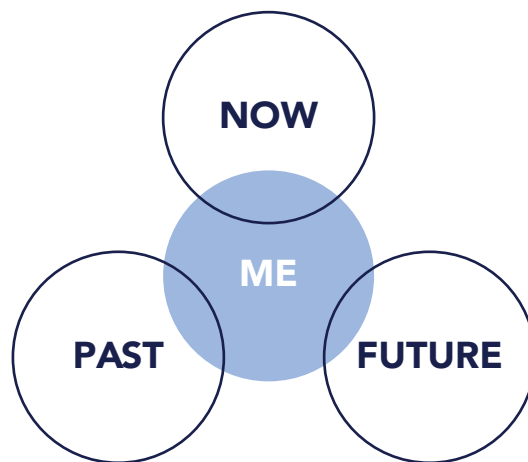
What opportunities do you think may arise when you are planning for each stage of your career transition? Consider these and write your notes in the 'opportunities' boxes for each stage of your personalised career transition plan.

STAGE 1 Facing the inevitability of change	STAGE 2 Letting go of police life	STAGE 3 Building a new life and direction
Challenges	Challenges	Challenges
Opportunities	Opportunities	Opportunities

# YOUR PERSONALISED CAREER TRANSITION PLAN

## STAGE 1: FACING THE INEVITABILITY OF CHANGE

The roles we have in life have a strong influence on how we think about the past, present and future. Given the strong sense of identity and cultural values around being a police officer, you may always identify with the role in some way. However, planning for your next defining role in life can be useful. It is helpful to reflect on your core values and consider how some aspects of your identity stay the same over time while other aspects change. Consider the questions below and make a note of your responses.



### PAST

What were your reasons for wanting to join the police force?

What did you like doing before you joined the police force?

# YOUR PERSONALISED CAREER TRANSITION PLAN

## STAGE 1: FACING THE INEVITABILITY OF CHANGE (CONTINUED)

### NOW

What is important to you in your day-to-day life now?

For example: serving your community, helping others feel safe, ensuring people are treated fairly

What personal qualities are important to you?

For example: supportive, dependable in a crisis, solution-focused

### FUTURE

What roles would you like to have in your future?

For example: a parent, child, friend, colleague, community member, expert in...? good at...?

What personal qualities would you bring to each of these roles?



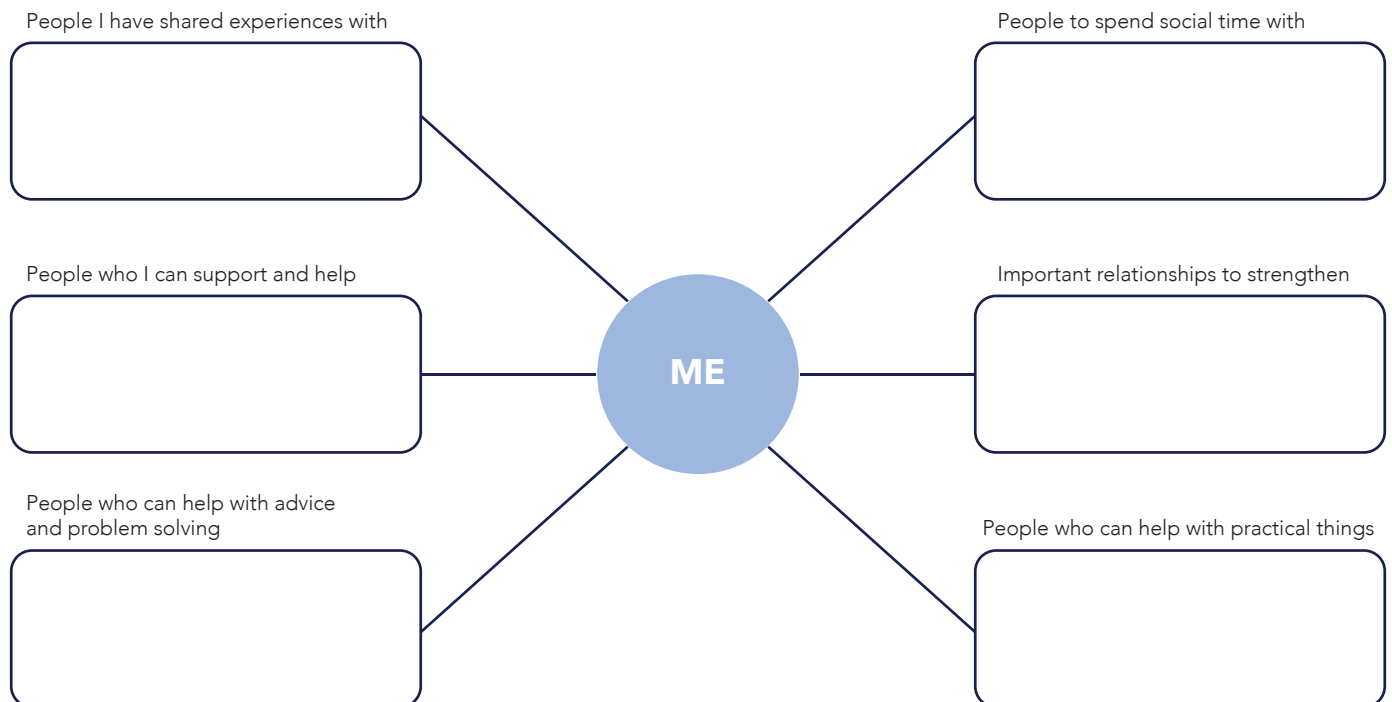
# YOUR PERSONALISED CAREER TRANSITION PLAN

## STAGE 2: MAKING THE MOST OF YOUR SOCIAL SUPPORT NETWORK

A successful career transition is not something anyone accomplishes alone. It's important to recognise the role each individual plays in your support network and the value they bring – particularly at times when toughing it out alone isn't enough.



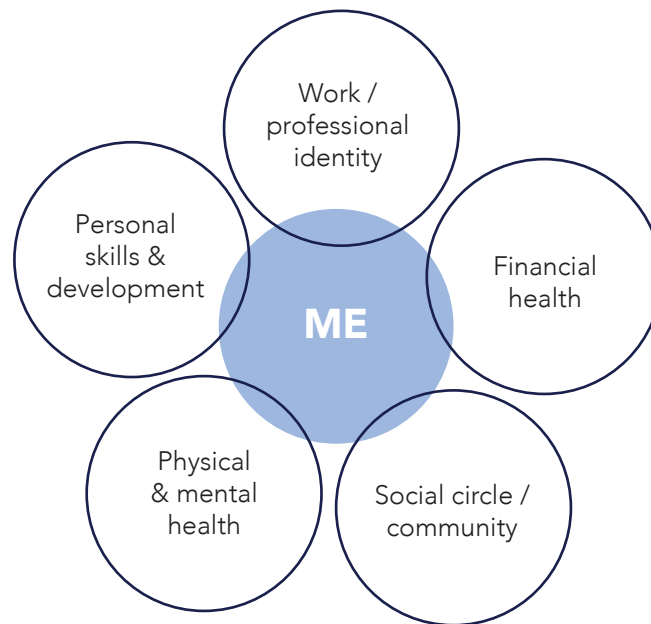
Think about the supports in your life that you can enlist to assist, and complete the support network map below. Don't forget to include your treatment providers and workers compensation points of contact here as well.



# YOUR PERSONALISED CAREER TRANSITION PLAN

## STAGE 3: TAKING CHARGE

Career transition can have an impact across all five domains of life. Knowing and naming what's worrying us helps us to prepare for the future. And knowing and naming what's important to us helps us identify priorities for improving at least one aspect of each of these five domains.



Make notes in both columns of the table below to help you identify your priorities and take charge of your career transition. Try to be specific about what's worrying you, as well as what you want for your future, as this will help you set goals and work towards them.

My concerns at present		What's important to my future?
	<b>My work / professional life</b>	
	<b>My financial health</b>	
	<b>My family &amp; social circle</b>	
	<b>My physical &amp; mental health</b>	
	<b>My personal skills &amp; development</b>	







## YOUR NSWPF INJURY MANAGEMENT ADVISOR

Name: .....

Contact: .....

## YOUR EML CASE MANAGER

Name: .....

Contact: .....

EML Claim ID: .....

## YOUR TAL CLAIM ASSISTANT

Name: .....

Contact: .....

TAL Claim ID: .....

### EML

T: (02) 8251 9000

T: 1800 469 931 (toll free)

### OTHER KEY CONTACTS

#### SHARED SERVICES

For information regarding payroll, income protection and workers compensation call

T: (02) 8835 8400

#### TAL LIFE LIMITED

For information specific to your income protection claim

T: 1300 209 088

#### POLICE BLUE RIBBON SUPERANNUATION

For more information on income protection, total and permanent disablement or terminal illness. Aware Super (formerly First State Super):

T: 1300 650 873

E: [enquiries@aware.com.au](mailto:enquiries@aware.com.au)

#### POLICE ASSOCIATION NSW

Assistance for police officers seeking information on the medical retirement process and income protection payments.

T: (02) 9265 6777

E: [info.centre@pansw.org.au](mailto:info.centre@pansw.org.au)

W: [www.pansw.org.au](http://www.pansw.org.au)



