



Family Support
Supporting the families of NSW Police Force



NSW Police Force Family Support

Support for NSW Police employees
and their immediate families

T: 1800 803 040 (during standard office hours)

E: familysupport@police.nsw.gov.au



NSW Police Force



Commissioner Webb foreword

Family Support

Policing is a an exciting, rewarding but demanding career. All of you joined the NSW Police Force to protect and serve the community. This commitment to serve others comes with its own challenges.

The nature of our work can sometimes impact not only our own mental health but that of our families too.

Our families play a significant role in supporting our mental wellbeing and it is only right that we in turn are here to provide the same support to them.

The NSW Police Force Family Support offers help to both employees and families of the NSW Police Force when they are experiencing difficulties or challenges to their wellbeing. Family support can provide guidance, emotional support and referral services.

We are committed to supporting the mental and physical wellbeing of all employees and their loved ones, and the range of support services available to you and your family is outlined in this booklet.

I encourage you all to read this booklet and pass it to your immediate family members, so they also may be aware of the support services available to them, should they need our support, now or in the future.

I'd like to thank you for your ongoing commitment and proud service, and also extend my gratitude to all families for their role in keeping us safe, happy, and healthy.



Police work may be challenging and rewarding, it may also impact families. Recognising early signs of stress and mental health issues is crucial for maintaining wellbeing and supporting recovery.

Immediate families play a pivotal role in this process as they are often the first to notice if an employee is having issues. It's important families are aware of what to look for and the support services that can help.

Equally important is understanding the broader impact of police work and being prepared to seek support both individually and as a family unit. This involves not only recognising when help is needed but also knowing where to find it.

By fostering an environment where employees and their immediate families feel supported and equipped to handle the challenges of police work, we can contribute to overall wellbeing and resilience within the NSW Police Force. Early intervention and proactive support systems can make a profound difference in managing stress and promoting recovery in this demanding profession.

Immediate families and employees are not alone

This booklet outlines some of the services available to you and your immediate family. If you require further information or have any questions please reach out for assistance.



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Who knew that true strength lies in asking for help and not in pretending I did not need any?

Kirschman, E. (2018).
I Love a Cop: What Police Families Need to Know (3rd ed.).
Guilford Press. p. 231



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Family members
are often the first to
notice changes in a
loved one’s behaviour
and mood

Delprino, R. P. (2017). Understanding and Supporting Law Enforcement families: An Applied Research Perspective. p. 56

“
Families are true first
responders and often
know well before
anyone else that
something is wrong

Kirschman, E. (2018). I Love a Cop: What Police Families Need to Know (3rd ed.). Guilford Press. p. 154



When to seek help

Family, loved ones and colleagues may be the first to notice if an employee is experiencing behavioural changes, due to what they may have seen or experienced.

WHAT TO LOOK FOR:

Your body and behaviour may show warning signs; that you, a colleague, partner, or family member can look for, these may include:

- Not sleeping / poor quality sleep.
- Fatigue
- Loss of interest in usual activities.
- Lack of your usual energy.
- Feeling sad, hopeless and unmotivated.
- Increase in alcohol or stimulants to cope with difficulties.
- Excessive worrying and fear, even when no danger exists.
- Irritability, mood changes and anger outbursts.
- Flashbacks / nightmares of incidents.

Phoenix Australia (2013) Recovery after trauma p. 3

WHAT TO DO:

RECOGNISE you have been through a stressful event and an emotional reaction is normal.

RELAX by doing things you enjoy; listen to music, walking, craft, exercise, gym, yoga, and deep breathing are helpful.

STRUCTURE DAYS with at least one enjoyable activity every day and resume your normal routine.

TRY NOT TO BOTTLE THINGS UP talk about your feelings and spend time with people you love.

And most importantly,

KNOW WHEN TO ASK FOR HELP

Phoenix Australia (2013) Recovery after trauma p. 4 & 5



Healthy behaviours such as not smoking, reducing alcohol, exercising regularly, and eating a range of foods will contribute to your overall health and wellbeing.

**NSW Police Force. (n.d.)
Five more things: A guide for health and wellbeing.
NSW Police Force. p. 7.**

If further support is needed, employees and immediate families can contact (in confidence):

- Family Support
- EAP (Employee Assistance Program)
- NSW Police Chaplaincy

NSW Police Family Support

The Family Support program is dedicated to fostering resilience and wellbeing for NSW Police Force employees and their immediate families through compassionate support and appropriate referrals.

Family support is available to sworn officers, civilian staff, and their immediate family members, including spouses, children, parents and siblings.

INCLUDING:

- 1. ASSISTING NSW Police Force EMPLOYEES AND THEIR IMMEDIATE FAMILY**, with emotional support, resources, information, guidance and referral to suitable services.
- 2. PROVIDING SUPPORT** when an employee or family member are experiencing challenges to their wellbeing and short-term support may be required.
- 3. REGULAR CONTACT** with employees and family, while exploring what internal and external services may be able to assist.
- 4. PROVIDING INFORMATION AND GUIDANCE** about services and in some cases referral to and coordination of support services.
- 5. SEEKING HELP EARLY** is vitally important to ensuring positive outcomes, so please reach out to Family Support.

FAMILY SUPPORT CAN ASSIST WITH A VARIETY OF ISSUES, INCLUDING:

- relationship challenges/issues,
- the loss of a loved one,
- mental health concerns,
- challenges with children and adolescents,
- critical incidents,
- coronial inquests,
- domestic violence,
- and aging family members.

It is important to remember there is no right or wrong reason, or a problem too big or small when it comes to asking for help. Family Support Officers are here to listen without judgement and offer guidance and support if requested.



CONTACTING THE SERVICE?

Employees and immediate family members can contact Family Support directly on:

T: 1800 803 040

E: familysupport@police.nsw.gov.au

Employees in commands can refer employees and their immediate families -with their consent.

Contact during standard business hours.

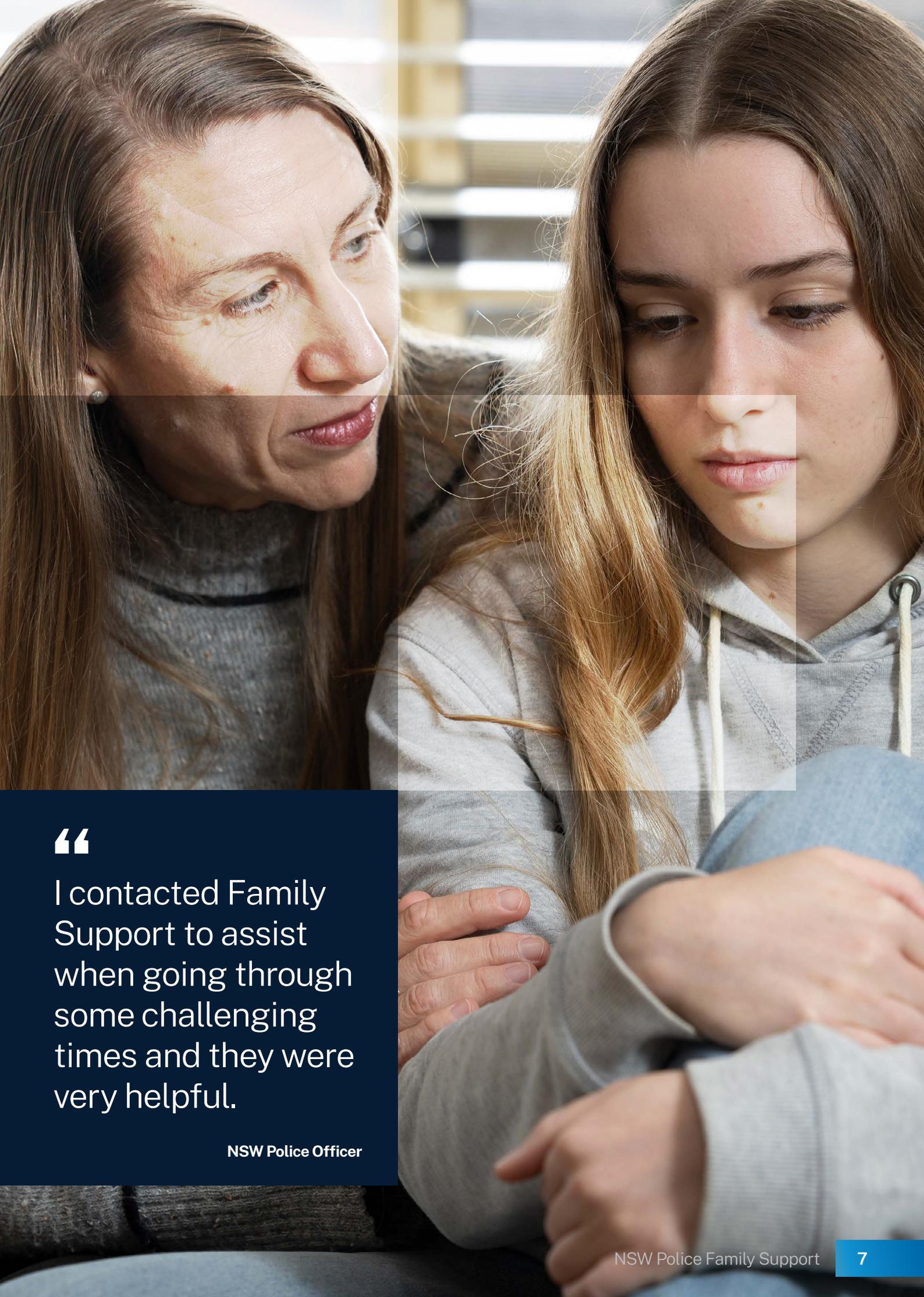


IS IT CONFIDENTIAL?

Conversations with the family support officer are confidential* (*Aside from mandatory reporting and NSW Police Force Code of Conduct).

SUPPORT IS PROVIDED:

- Over the phone
- By email



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I contacted Family Support to assist when going through some challenging times and they were very helpful.

NSW Police Officer

Services provided by NSW Police Force for immediate families



FAMILY SUPPORT
(During standard office hours)

T: 1800 803 040
E: familysupport@police.nsw.gov.au

EMPLOYEE ASSISTANCE PROGRAM (EAP)

T: 1300 667 197 | 24 HRS 7 DAYS

Short term, free counselling service for NSW Police Force employees and their immediate families.

Common problems where an appointment with an EAP psychologist can help include:

- Relationship and marriage issues.
- Bereavement, grief and loss.
- Anxiety, depression and stress.
- Alcohol and addictions.
- Conflict and anger management.
- Managing life changes.
- Supporting children and young people.

The Employee Assistance Program offers counselling to employees and their immediate family through its extensive network of providers. Telehealth and telephone counselling is also available during normal business hours and crisis telephone counselling can be accessed 24 hours a day, 7 days a week. For general counselling, the program maintains total confidentiality and privacy for everyone who uses the service.*

**(Aside from mandatory reporting and the NSW*

Police Force Code of Conduct)

In addition to standard counselling services, Aboriginal employees and their immediate families can access support through the specialist [First Nations Helpline](#).

[Nutrition & Lifestyle Assist](#) can also be accessed via the Employee Assistance Program (EAP): Offering advice about nutrition, resilience, mindfulness, sleep, retirement, and lifestyle changes.

[Money Assist](#) is also accessed via the Employee Assistance Program (EAP). It offers: accredited financial counsellors, crisis financial counselling, information and skill building guidance, including but not limited to financial habits, debt and bankruptcy.



FITNESS PASSPORT

www.fitnesspassport.com.au/

Subsidised gym and pool access across NSW for partners and dependent children of serving NSW Police Force Employees.

NSW POLICE CHAPLAINCY

T: 02 9285 3555 | E: hsw-seniorchaplains@police.nsw.gov.au

Your spiritual and emotional support in the force.

Our chaplains are the compassionate core of the NSW Police Force, ready to offer support to all members of our police family. Whatever your beliefs or background, they stand by you through every life event, with empathy and non-judgemental care.

Whether facing personal challenges, celebrating milestones, or during times of loss, our chaplains walk alongside you. Their presence embodies the heart of the force, providing comfort and ongoing support, especially in times of adversity.

Station and command visits reflect their dedication to welfare, ensuring care and companionship are always at hand. They are a constant, offering strength during difficult times and celebrating the good alongside you.

More than caregivers, our chaplains are a vital part of our community, fostering resilience, promoting wellbeing, and reminding every employee that they are never alone.

NSW Police Chaplaincy offers:

- Counselling for work, marriage, and family-related issues.
- Preparation and conduct of religious services.
- Emergency hospital and house visitations.
- Performance of police funerals and support to grieving families.
- Prayers and spiritual dedications at events.
- Spiritual / pastoral care.
- Support and provide psychological first aid.

For chaplaincy services, contact eagle net 53555 / (02) 9285 3555 or via email: hsw-seniorchaplains@police.nsw.gov.au

Family members are welcome to reach out to the chaplains during business hours or anytime for urgent matters.

Pastoral and spiritual support for:

- **NSW Police Force officers and employees**
- **Disengaged officers and employees**
- **Police widows and widowers**
- **Immediate family**



External services for NSW Police Force Employees and immediate families



In an emergency always **dial 000** in the first instance.

EMERGENCY & CRISIS

LIFELINE

T: 131 114

W: lifeline.org.au/get-help

Provides access to 24 hour crisis support and suicide prevention services, including support for concerned family and friends. Nationwide, available 24/7.

SUICIDE CALL BACK | 24 HRS 7 DAYS

T: 1300 659 467

W: suicidecallbackservice.org.au

A free, nationwide 24-hour professional telephone and online counselling service for anyone affected by suicide.

BEYOND BLUE Support Service 24 HRS 7 DAYS

T: 1300 224 636

W: beyondblue.org.au

Chat online available

They are a big blue door for many in the community: a safe and reliable place for millions of people to access information, advice and support –whether they're well and want to stay that way, unsettled or struggling and need support, or in recovery and want to reconnect.

MENTAL HEALTH SUPPORT FOR FRONT LINE RESPONDERS

BLACK DOG

National Emergency Worker Support Service

W: blackdoginstitute.org.au/national-emergency-worker-support-service

E: nationalemergencyworkersupport@blackdog.org.au

Provides information to support family members be able to support someone who is going through a mental health concern, condition or disorder.

13 Yarn

T: 13 92 76

W: 13yarn.org.au

The first national crisis support line for mob who are feeling overwhelmed or having difficulty coping. They offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter.

LGBTIQ+ Support Services

**LGBTIQ+ support & referral service
(from 3pm to midnight)**

T: 1800 184 527

W: qlife.org.au

QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings, or relationships. Service available daily from 3pm to midnight.

CHILDREN AND YOUNG PEOPLE

KIDS HELPLINE | 24 HRS 7 DAYS

T: 1800 551 800

W: kidshelpline.com.au

Kids Helpline is a free, confidential 24/7 online and phone counselling service for young people aged 5-25.

KOOKABURRA KIDS

T: 1300 566 525

W: kookaburrakids.org.au

T: 1300 130 052

W: parentline.org.au

Supports children aged 8-18 years, living in families affected by mental illness. Offering free camps and online activities for kids, with evidence-based, age-appropriate early intervention support.

HEADSPACE

W: headspace.org.au

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

CARERS

CARER GATEWAY

T: 1800 422 727

W: carergateway.gov.au

Federal Government support providing in-person, phone and online services to carers. This may include carer coaching, counselling, respite care, online courses and financial support.

MY AGED CARE

T: 1800 200 422

W: myagedcare.gov.au

If you need some help around the house or think it's time to look into aged care homes, My Aged Care can assist.

PARENT LINE

9am-9pm M-F, 4pm-9pm W/ENDS

Parent Line is a free telephone counselling and support service for parents and carers with children aged 0 to 18 who live in NSW. Counsellors provide confidential and non-judgemental support for parents, or carers living in NSW, 7 days a week.

NDIS

T: 1800 800 110

W: ndis.gov.au

The NDIS takes a lifetime approach, investing early in people with disability and children with developmental delay to improve their outcomes later in life.



External services for NSW Police Force Employees and immediate families

SUPPORT FOR MEN

MENSLINE AUSTRALIA | 24 HRS 7 DAYS

T: 1300 789 978

E: [mensline.org.au](https://www.mensline.org.au)

A free, nationwide, 24-hour professional telephone and online support and information service for men in Australia.

ADDICTION SUPPORT

ADIS (ALCOHOL DRUG INFORMATION SERVICE NSW) | 24 HRS 7 DAYS

T: 1800 250 015

Funded by NSW Health-For those having issues with alcohol or other drugs, or who have general questions. ADIS can be contacted 7 days a week for support, information and referral to services in NSW.

GAMBLING HELP ONLINE | 24 HRS 7 DAYS

T: 1800 858 858

W: [gamblinghelponline.org.au](https://www.gamblinghelponline.org.au)

Counselling, information and support available 24/7 for people and families affected by gambling problem.

FINANCIAL COUNSELLING AUSTRALIA

T: 1800 007 007

W: [financialcounsellingaustralia.org.au](https://www.financialcounsellingaustralia.org.au)

Access free resources and advice from a private financial counsellor. Call 1800 007 007 to speak to someone in your state.

CURRENT AND FORMER POLICE SUPPORT

BLACK DOG NATIONAL EMERGENCY WORKER SUPPORT SERVICE

W: [blackdoginstitute.org.au/national-emergencyworker-support-service](https://www.blackdoginstitute.org.au/national-emergencyworker-support-service)

E: nationalemergencyworkersupport@blackdog.org.au

Free and confidential mental health support for emergency service workers and volunteers.

RELATIONSHIPS

RELATIONSHIPS AUSTRALIA

T: 1300 364 277

W: [relationshipsnsw.org.au](https://www.relationshipsnsw.org.au)

Relationships Australia has some great resources and services to help you build communication skills-offering a range of relationship counselling and mental health services and providing relationship support to people regardless of age, religion, gender, cultural or economic background. Available state-wide.

1800 RESPECT | 24 HRS 7 DAYS

T: 1800 737 732

W: [1800RESPECT.ORG.AU](https://www.1800RESPECT.ORG.AU)

This is a 24-hour confidential, national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.



EATI - Early Access Treatment Initiative Employees (Only)

The Mental health treatment reimbursement for NSWPF Employees (EATI) covers the out-of-pocket cost between the Medicare rebate and a mental health professional fee for employees on a mental health treatment plan (MHTP). A mental health treatment plan is valid for a calendar year from the date it is created (e.g. 1 December 2023 to 30 November 2024) and allows for a Medicare rebate for up to 10 individual sessions. Most employees will see a psychologist with a mental health treatment plan; however, employees can also access treatment from other eligible mental health professionals.

How does it work?

1. Speak to your GP about obtaining a mental health treatment plan (please note this session cannot be claimed under EATI)
2. Make an appointment with your treatment provider, tell them you have a MHTP. Make sure your receipt has a provider number and item code.
3. Claim the session from Medicare. Some providers can claim it at the clinic.
4. Complete a BluePortal form for each separate treatment session using this link [Early Access Treatment Initiative Claim-NSWPF \(servicenowcloud.com.au\)](https://servicenowcloud.com.au)
5. Blue portal will automatically launch your SAP claim when you click the button '**Click here to enter SAP claim details.**' The Cost Centre, Purchase Description, GL Account and WBS Element will be pre-populated for you to ensure this doesn't workflow through to your command.
6. Upload all your receipts into your SAP Claim from your treatment provider and Medicare.
7. When approved, you will be notified from SAP and the out-of-pocket amount will be reimbursed into your bank account.

WHAT YOU NEED TO MAKE A CLAIM:

- Receipt from treatment provider
- Medicare rebate receipt (or you can download a copy of your Medicare Claims History via the Medicare App or Website.
- Access to BluePortal*

TOP TIPS:

- Make sure the "Invoice Amount" in your SAP claim equals the out-of-pocket amount (gap).
- Make sure the "Invoice Date" in your SAP claim equals the date of treatment.
- Make sure you launch SAP from BluePortal. Click on the button to enter your claim details in SAP.

[Click here to enter SAP Claim Details](#)

Step by step instructions are available on Blue Portal.

NB: if you are currently out of the workplace and do not have access to BluePortal please email hsw-eati@police.nsw.gov.au to access a manual form to complete.

For more information, please contact Health, Safety & Wellbeing -email #HSW-EATI



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