

# WELLNESS BRANCH SUPPORT SERVICES FOR FAMILY MEMBERS

## FAMILY MEMBERS

Employees and volunteers of the Department of Fire and Emergency Services (DFES) rely on the support of their partners, children and other family members. This support is an important protective mechanism for all emergency services members.

We understand that being a family member of a DFES employee or volunteer can impact you.

With this in mind, DFES wants to ensure that you feel supported and are able to access the appropriate services if and when they are needed.

An eligible family member is a parent, sibling, partner or child of the DFES employee or volunteer.

## WELLNESS BRANCH

Wellness branch services include:

- Wellness branch members – you can speak with any wellness branch member for initial support and information within the health and wellness space.
  - Call DFES reception (and ask to be put through to wellness) on 9395 9300
  - Email [wellness@dfes.wa.gov.au](mailto:wellness@dfes.wa.gov.au)
- Free and confidential counselling - each family member can receive up to six free sessions from our professional and confidential counselling provider, PeopleSense. This service can be used for work/volunteer or personal matters.

## FREE AND CONFIDENTIAL COUNSELLING

To access this service all you need to do is:

- Call PeopleSense (9388 9000 or 1300 307 912) and let them know you are a family member of a DFES employee or volunteer.
- PeopleSense will then schedule you an appointment. Face to face, phone and skype sessions are available.
- While PeopleSense has offices around WA they do not have an office in all cities/towns therefore face to face sessions may not be available.
- If the matter is urgent during business hours please let PeopleSense know so they can prioritise your appointment.
- If the matter is urgent after business hours please call the same numbers as this is also a 24/7 crisis service.

