



1300 309 508



Counselling

FESSN counselling is completely voluntary and has the same **confidentiality** as seeing your GP.

All staff and volunteers and their immediate family can **access an initial four free sessions** (additional sessions are approved as appropriate).

Counselling is provided externally by a select network of **psychologists in private practice** across the state.

- You may refer yourself directly.
- You DO NOT need permission from anyone.
- No approval needed.
- Available to all QFES paid staff and volunteers and their immediate family.
- Four free sessions for each person.

Contact a local counsellor using the list of FESSN Counsellors at:

www.qfes.qld.gov.au/fessn

24/7 Telephone Counselling: 1800 805 980

Peer Support Officers (PSOs)

PSOs are QFES staff and volunteers trained to assist and support fellow workers with work or personal difficulties:

- understanding and acceptance of feelings and experiences
- referral to professional counselling, if required
- support after a critical incident.

Confidentiality

PSOs can disclose information only when any of the following conditions are met:

- it is a legal requirement to disclose information
- failure to disclose information would place the client or another person at risk of harm
- the worker's written consent has been obtained to release the information to another person or agency.

Contact a PSO via:

www.qfes.qld.gov.au/fessn/

Critical Incident Responses

Support for staff and volunteers before, during and following critical incidents, activations and deployments.

Contact a PSO or Counsellor via the FESSN website:

www.qfes.qld.gov.au/fessn/

FESSN

Fire & Emergency Services Support Network

Development > Support > Recovery for our people

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Website

www.qfes.qld.gov.au/fessn



FESSN FireCare – SESCare
1300 309 508



24-hour telephone counselling
1800 805 980



Email
FESSN@qfes.qld.gov.au

1300 309 508

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Resilience building

Use this checklist to understand your resilience levels.

Monitor & check-in

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify changes to your resilience levels			
Recognise signs of stress and low fuel			
Learn your strengths and limitations			
Self-awareness (needs, habits, behaviours)			

Healthy routines

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sleep/rest			
Diet and substances			
Exercise/activity			
Recreation/relaxation			
Feel good activities & hobbies			

Supportive networks

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthy relationships			
Social time with others			
A sense of belonging to a group/others			
Having someone you can rely on for help			
Regular chat and check-ins			

A proactive approach

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop, think and plan actions			
Acknowledge concerns and try to resolve them			
Use a problem-solving approach			
Openness to feedback and learning			

Recognise signs

Signs of potential stress

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frustrated or tense			
Tired and/or fatigued			
Poor quality of sleep			
Poor concentration or memory			
Moods: feeling low, worried or up and down			
Lack of appetite or over-eating			
Can't switch off/racing thoughts			
Avoiding places or people more			
Withdrawing from others			
Low motivation and/or energy			
Negative thinking			
Compassion fatigue			
Feeling sick, or hot and flushed			
Headaches and muscle aches			
Nightmares			
Increased drinking, smoking or drug-taking			

When to seek help or more tools

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-5 signs getting worse for more than 2 weeks			
You are regularly in the RED and/or tired			
Something is bothering you and your normal methods aren't resolving it			

Refresh wellbeing

Practical ways to refresh your wellbeing

Proactive stress management

	<input type="checkbox"/>
Go for a walk	
Debrief with a colleague or leader	
Exercise or gym	
Take time out	
Think things through	
Spend quality time with friends and family	
Spend time with animals or nature	
Put things into perspective	
Ask for help or advice	
Problem-solve	
Practice a hobby	
Talk with someone who you trust	
Consult a health professional	
Do something to switch off (read, listen to music, etc)	
Do something fun that makes you smile	
Try to resolve or change the situation	

Composure, mindfulness, relaxation strategies

	<input type="checkbox"/>
Do something relaxing or calming	
Adopt a positive attitude (motto or saying)	
Meditate, be mindful, visualise	
Deep breathing exercises	
'Reframe' the situation	

Boundaries & self-care

- 1 Identify** boundary issues in your role – such as time, role-clarity, can't switch off, confidentiality, neutrality, professional behavior, realistic expectations, limits, etc.
- 2 Talk** with your mates and family about how to manage these boundaries proactively.
- 3 Create an action plan** and **check-in** with a buddy to help you apply boundaries and maintain self-care.

My self-care strategies

Who would you talk to for support?

- A friend
- A family member or partner
- Manager/supervisor
- Peer Support Officer
- FESSN Counsellor
- A coach or mentor