



1300 309 508



## Counselling

FESSN CareFULL Leader services help you with:

- caring for your people
- building a safer and more resilient workforce
- increasing performance, motivation and wellbeing
- staff or volunteer retention/reduced absenteeism
- improved work environment and work relationships.

### Remember:

- No approval needed to access counselling
- Counselling is completely voluntary and has the same confidentiality as seeing a GP
- All staff and volunteers and their family – FOUR FREE sessions.

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

[www.qfes.qld.gov.au/fessn](http://www.qfes.qld.gov.au/fessn)

**24/7 Telephone Counselling: 1800 805 980**

## Peer Support Officers (PSOs)

Peer Support Officers (PSOs) are selected staff or volunteers trained to assist and support fellow workers with work or personal difficulties. They can help with:

- understanding and acceptance of feelings and experiences
- referral to professional counselling, if required.

One of the key roles of the PSO is to provide leaders with local support and action in supporting their team.

Contact a PSO via:

[www.qfes.qld.gov.au/fessn/](http://www.qfes.qld.gov.au/fessn/)

## Critical Incident Responses

Direction for leaders and professional support for staff before, during and following confronting incidents.

**Activate the Critical Incident Response Management through FireCom or the State Watch Desk.**

## CareFULL Leaders

CareFULL Leaders is a suite of services that FESSN provides to leaders and managers to help them support their teams. As a leader, you can access help and support including:

### Leader advice services

- Access brief telephone support services to provide direction for your best course of action.

### Training

- Access training on issues such as mental toughness, resilience, flexible problem-solving, communicating through conflict, leading through critical times and more.

### Coaching and consultation with management

- Leadership behaviours are the best predictors of coping and performance in a work team.
- Issues such as duty of care and discrimination regarding mental health and wellbeing require leaders to understand how to respond.
- A leading cause of stress for leaders is feeling a lack of the right skills to manage unfamiliar processes.

**CareFULL Leaders: call 1300 309 508**

# FESSN

## Fire & Emergency Services Support Network

### FOR LEADERS



**Website**  
[www.qfes.qld.gov.au/fessn](http://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](mailto:FESSN@qfes.qld.gov.au)



1300 309 508

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## FESSN CareFULL Leader services

In a leadership role, you have the responsibility of managing, directing and showing support for staff or volunteers who are experiencing difficulties impacting on their performance, whether they are of a personal or work-related nature.

It is often difficult for people to accept that certain problems are affecting their attitude and/or performance.

Frequently, QFES workers who have persistent performance or attendance problems are found to have underlying difficulties.

Good leadership provides a positive work culture and FESSN can assist to provide solutions.

Many leaders feel apprehensive and unsure about addressing a troubled individual.

Some are uncomfortable with the possible response (resistance, defensiveness, hostility); others can find it difficult to display objectivity in the face of the many disruptions a person might have caused.

However, if left unaddressed, these issues can become greater challenges for the individual and the leader.

**FESSN CareFULL Leaders** can benefit you through developing the strategies and confidence to become a skilled people manager.

It can particularly help you to effectively manage issues involving emotional responses and wellbeing.

Contact FESSN on 1300 309 508 to learn more.

## Response Triage

- Potential/actual life-threatening injury to QFES worker

- 1 Notify Police / Ambulance – 000
- 2 Notify FireCom / Watchdesk
- 3 Identify and inform PSOs

- Mental health concerns
- Significant non-life threatening experience
- Excessive leave

- Raise concerns with individual and recommend FESSN
- Consider PSO involvement
- Consider getting Leader Advice on an action plan – 1300 309 508
- Engage FESSN – 1300 309 508
- Follow up within a week

- Ongoing major work stressors
- Conflict at work or home
- Moderate wellbeing concerns

- Maintain communications with the individual about the issue
- Recommend FESSN
- Consider PSO involvement
- Consider leader advice services
- Use FESSN resources [www.qfes.qld.gov.au/fessn](http://www.qfes.qld.gov.au/fessn)

- Normal busy times
- Excessive downtime
- Low morale

- Make it a team discussion point at meetings, etc
- Consider Leader Advice services

### How to prepare

Make it normal to talk about wellbeing by asking regularly – for example: “how are you travelling?”

Be available and accessible and encourage your team to drop in – not just when you’re concerned about someone.

Make FESSN a front-line tool for getting on top of challenges – not a last resort.

Know your Peer Support Officers (PSOs) well and engage regularly.

### What to look for

Sudden performance shift/reduced work quality	<input type="checkbox"/>
Frequent absence from work	<input type="checkbox"/>
Loss of sense of humour	<input type="checkbox"/>
Emotional outbursts	<input type="checkbox"/>
Becoming aggressive or irritable	<input type="checkbox"/>
Obvious signs of stress and anxiety	<input type="checkbox"/>
Difficulty with decision-making/concentrating	<input type="checkbox"/>
Lack of interest in work or life in general	<input type="checkbox"/>
Erratic behaviour, mood swings or changes	<input type="checkbox"/>
Becoming withdrawn	<input type="checkbox"/>
Conflict with co-workers	<input type="checkbox"/>
Unrealistic standards for self and/or others	<input type="checkbox"/>
Increased drinking, smoking, drugs	<input type="checkbox"/>

### What to do

Approach the person soon after you notice an issue.

Arrange a time and suitable location for a private meeting.

Take time to prepare yourself. This includes mentally rehearsing your approach and being clear on the individual’s work performance history; having clearly defined work expectations; and establishing your desired outcomes.

If appropriate, consult with HR to ensure the meeting is consistent with policies and procedures.

Invite your staff member to contact FESSN and offer your support for the program if you can.

### Counselling

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

All staff and volunteers and their family members can access **an initial four free sessions\*** provided by a select network of psychologists and counsellors in private practice across the state.

*\* Additional sessions are approved as appropriate.*

