

## What I Need to Know

- **FireCare** is the employee assistance program for the QFRS. QFRS has a duty of care for the mental health of its staff and volunteers (*Workplace Health and Safety Act*, general obligations Sections 22 or 28).
- Volunteers and their families are able to access counselling only if it is required as a direct result of stress from an incident they attended as a brigade member.
- FireCare allows volunteer members and their families access to:
  - confidential, professional counselling services;
  - critical incident stress defusing and debriefing;
  - peer support;
  - 24-hour confidential telephone counselling service. (Phone 1800 805 980 – a counsellor will return your call.)
- Counselling services are available free of charge for the first three visits. A user-pays policy applies after this.

## How I do it

- For one-on-one support, volunteers may refer themselves or family members for counselling or request the services of a Peer Support Officer. Staff and other brigade members may refer a volunteer only with the permission of that person.
- These services are confidential and may be reached by:
  - contacting a local Peer Support Officer
  - contacting FireCare direct on (07) 3006 4584
  - or phoning 1800 805 980 for 24-hour crisis counselling
- After a critical incident (as defined by Incident Directives/FireCare Activation), the Incident Controller/Area Director is required to notify a local Peer Support Officer who will make an assessment (in consultation with the manager and crew) as to the need for a defuse, debrief or one-on-one counselling.

## Reference Materials

- Area Reference Manual - Business Rule: C2.4 Facilitate Access to FireCare
- Operations Doctrine - INCDIR 16.1 FireCare Activation
- *Workplace Health and Safety Act*