

A Multi-Agency Peer Program – how would that work?

Emergency Services Foundation Mental Health Showcase

29 March 2022



Multi-Agency Peer Programs | The Tasmanian Context

- Overview of the Tasmanian Emergency Services Environment
- History
- Current Approach
- Multi-Agency Peer Program Response to the Hillcrest Primary School Tragedy

Tasmanian Emergency Services | Context

Headcount as at 16/6/21	Staff
State Service Employees	1060
Emergency Service Responders	8,188
• Ambulance Tasmania	
• State Emergency Service	
• Tasmania Fire Service	
• Tasmania Police	
Total	9,248

- Department of Police, Fire and Emergency Management
- Department of Health

Tasmanian Emergency Services | Context

- 1988
 - Tasmanian Emergency Services Critical Incident Stress Management Program
- 2017
 - Joint funding submission
- 2019
 - Creation of Wellbeing Support

Wellbeing Support | Organisational Structure

Wellbeing Leaders Group

Service	Represented by
Ambulance Tasmania	<ul style="list-style-type: none">• Chief Executive
State Emergency Service	<ul style="list-style-type: none">• Director
Tasmania Fire Service	<ul style="list-style-type: none">• Chief Officer
Tasmania Police	<ul style="list-style-type: none">• Commissioner• Deputy Commissioner
Department	<ul style="list-style-type: none">• Secretary• Deputy Secretary• Director, People & Culture• Director, Wellbeing Support



Tasmanian Emergency Services | What our Leaders Say

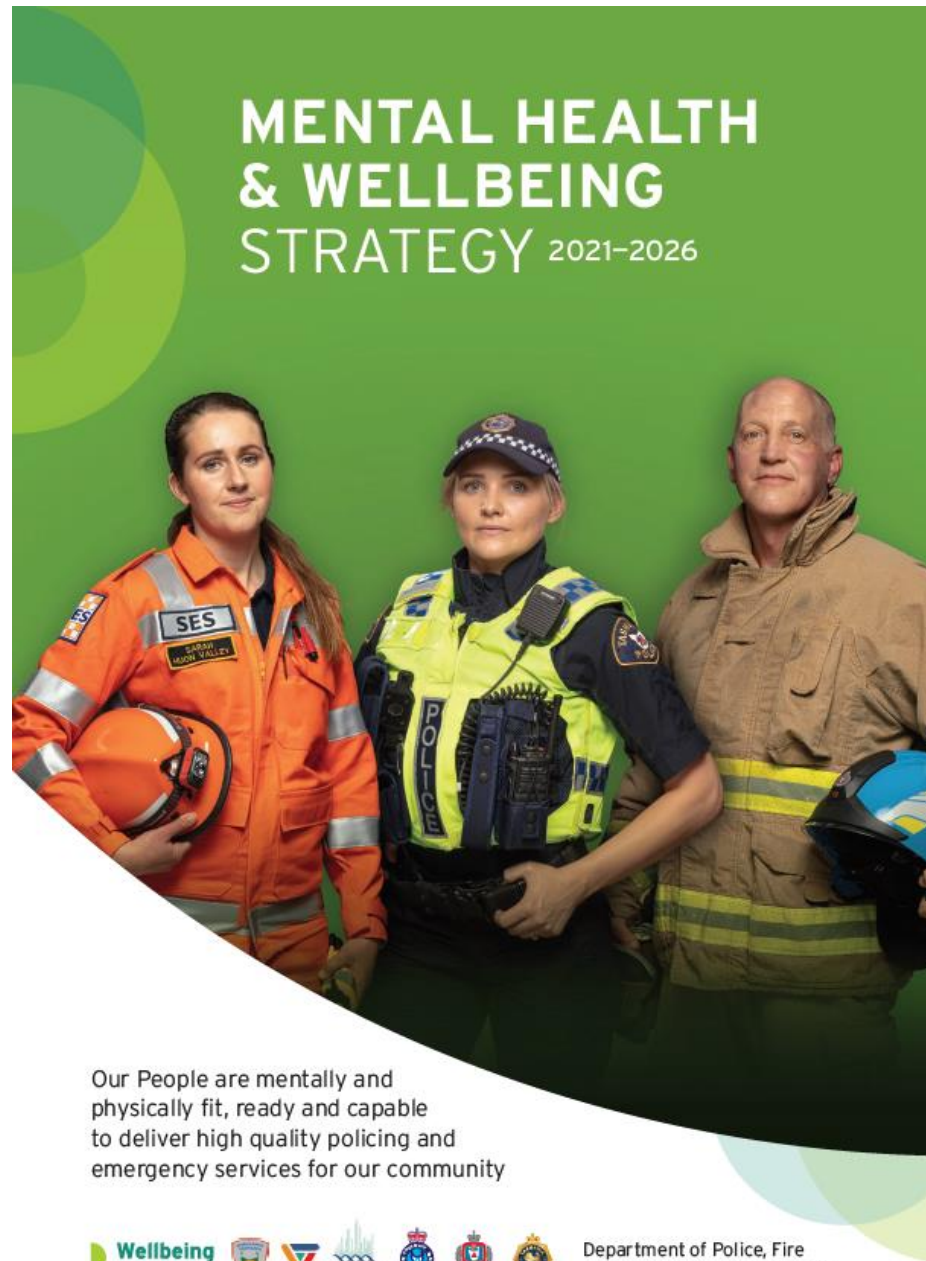
<https://www.mypulse.com.au/resources/wellbeing-support-lived-experience-what-our-leaders-say>

Wellbeing Support | Access to Services

Wellbeing Service	Ambulance Tasmania	Business & Executive Services	Forensic Science Service Tasmania	State Emergency Service	Tasmania Fire Service	Tasmania Police
Critical Incident Stress Management	✓	✓	✓	✓	✓	✓
Psychological Services	✓	✓	✓	✓	✓	✓
Allied Health & Allied Mental Health Services	✓	✓	✓	✓	✓	✓
MyPulse	✓	✓	✓	✓	✓	✓
Wellbeing Support Officers & Peers	✓	✓	✓	✓	✓	✓
Advocacy	✓	✓	✓	✓	✓	✓
Ambulance Tasmania Peer Support Officers	✓					

Wellbeing Support | Current Priorities

Strategy 2021 – 2026



Wellbeing Support |



Helping normal people get over normal reactions to abnormal events.

CISM Peers are available 24/7 to all Tasmanian emergency services workers, both career and volunteer. CISM Peers provide assistance, advice and referral to emergency services workers who have been exposed to traumatic incidents.

SERVICES:

- Education and information sessions
- Defusing and on scene support
- Group and individual debriefing
- Follow-up assistance
- Advice to partners, families and friends

3 WAYS TO ACTIVATE THE TEAM:

- Contact your communications/control room and request the CISM Program
- Contact a Program member who is known to you
- Preferably call 0427 181 207 (do not text this number)

24 HOUR CONTACT 0427 181 207

**Critical Incident
STRESS MANAGEMENT**
Tasmanian Emergency Services

**Wellbeing
SUPPORT**

AT & DPFEM | GPO Box 308, Hobart TAS 7001 | Level 5, 111 Macquarie Street, Hobart TAS 7000
Phone (03) 6173 2274 | Email manager@cism.tas.gov.au | Web cism.tas.gov.au



Multi-Agency Peer Support Program | Tasmanian Context

CISM Program

Peers

19 Ambulance Tasmania
22 Tasmania Fire Service
32 Tasmania Police

Wellbeing Support

Wellbeing Support Officers

Wellbeing Support Peers

1 State Emergency Service
5 State Service Employees
2 Tasmania Fire Service
22 Tasmania Police

Ambulance Tasmania
Peer Support Officers 34

Wellbeing Support | [MyPulse.com.au](https://mypulse.com.au)

MYPULSE

How To Log On About Us FAQs Get Help Now Contact Us

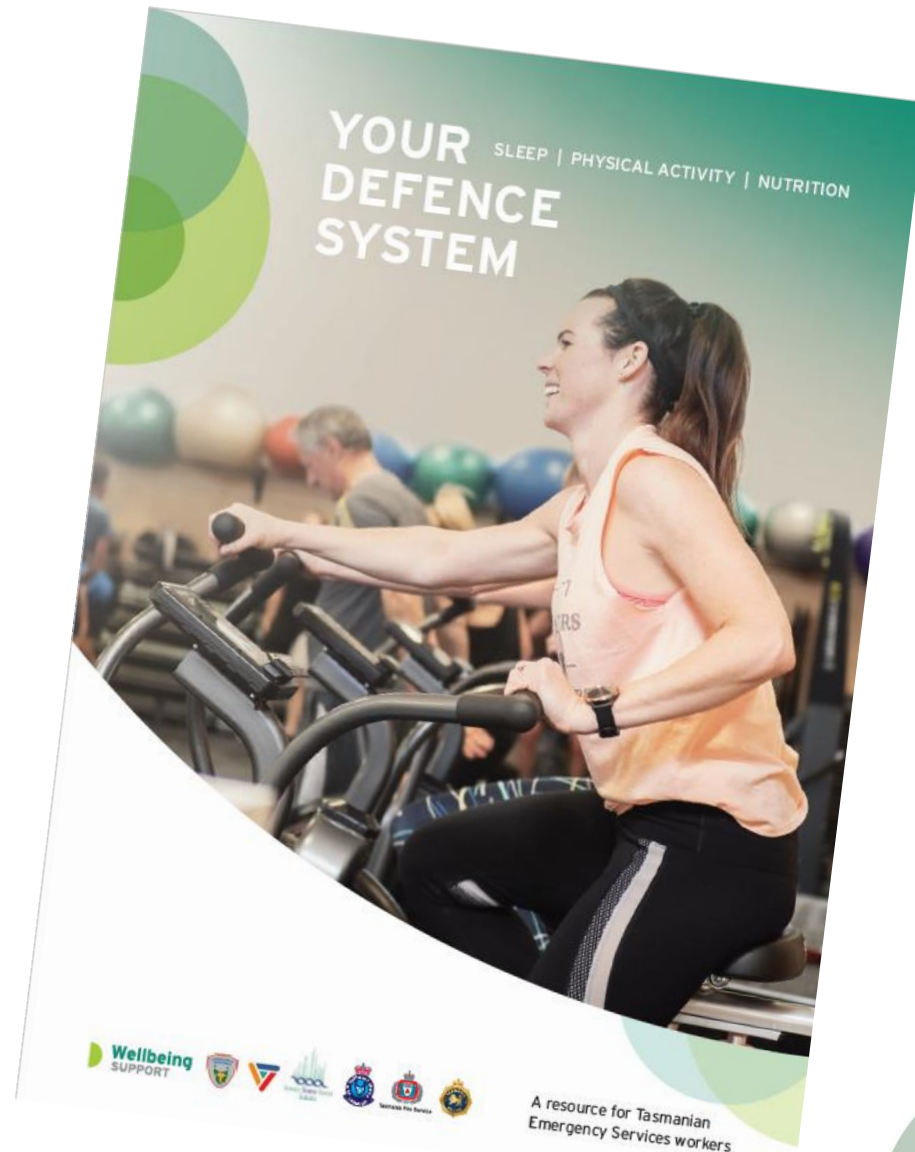
Ambulance Tasmania

Department of Police, Fire and Emergency Management

Family, friends and others that care

Wellbeing Support | Engagement Strategy

- Ready for Response
- Three Campaigns
 - Make Yourself the Priority
 - Look out for your colleagues
 - Know your people



MAKE YOURSELF THE PRIORITY



Get help now
You can access a range of confidential services which are designed specifically for the Tasmanian emergency services community.

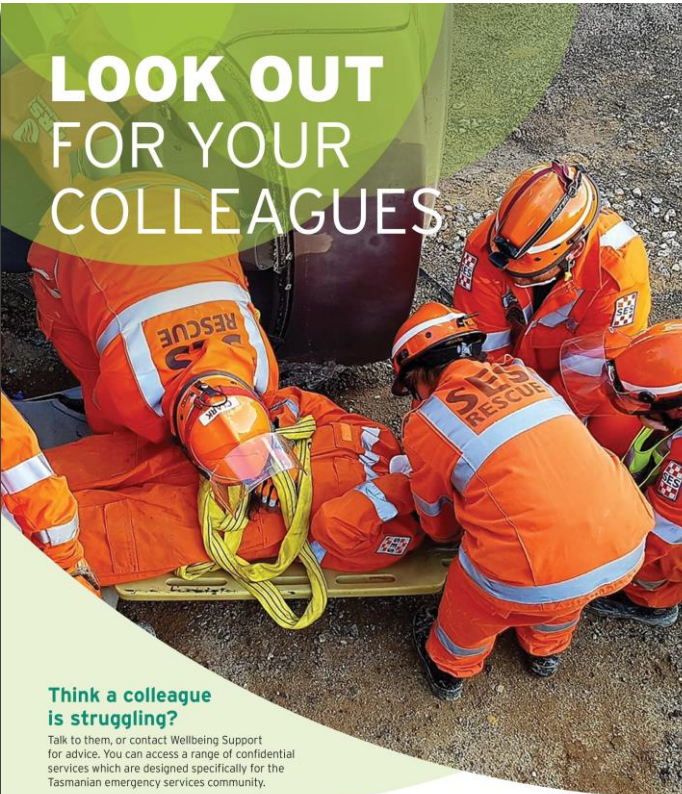
24 Hour Wellbeing Support: 6173 2873 • wellbeing@dpfem.tas.gov.au
Ambulance Tasmania Peer Support: 6166 1994 | CISM: 0427 181 207 • manager@cism.tas.gov.au
 Further information is available at mypulse.com.au | Printed fact sheets are available from wellbeing@dpfem.tas.gov.au

AT & DPfEM | GPO Box 308, Hobart TAS 7001
 Level 5, 111 Macquarie St, Hobart TAS 7000
 P 6173 2868 | E wellbeing@dpfem.tas.gov.au

Wellbeing SUPPORT




LOOK OUT FOR YOUR COLLEAGUES



Think a colleague is struggling?
Talk to them, or contact Wellbeing Support for advice. You can access a range of confidential services which are designed specifically for the Tasmanian emergency services community.

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KNOW YOUR PEOPLE, LISTEN AND LEAD BY EXAMPLE



Bring your lived experience to the table, be open, allow honesty and accept diversity.

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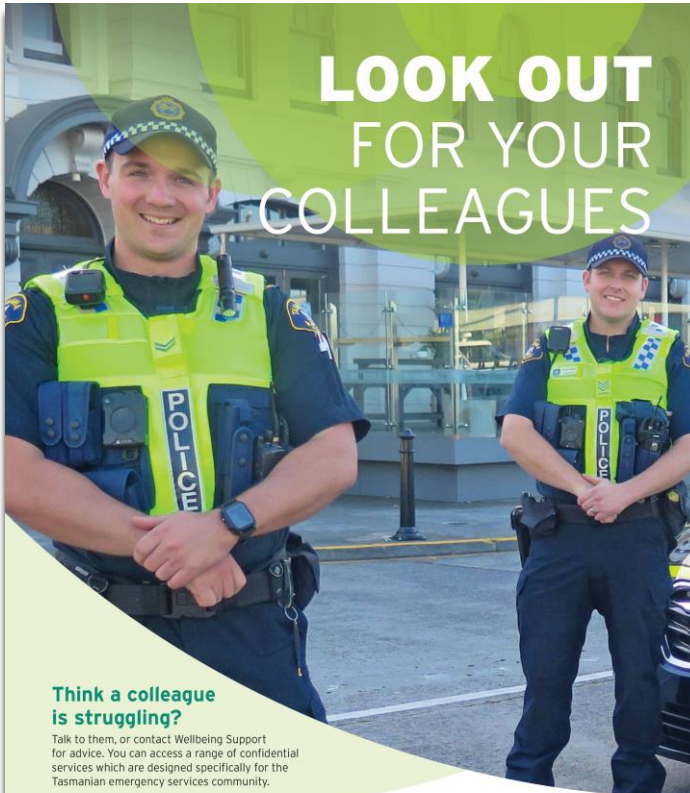
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Wellbeing Support | Multi-Agency Peer Program

- All aspects of our support framework are multi-agency
- Emergency service responders from all agencies are often side-by-side at incidents
- Being side-by-side in support makes complete sense to us
- Issues of concern may be better addressed by a peer from another agency
- Economies of scale - service delivery
- Peers train side-by-side
- Builds strong cross-service links



Wellbeing Support | Response Plan

- Police shooting
- Emergency Service Suicide
- Major Incidents
 - Hillcrest Primary School Tragedy
 - 173 emergency service responders – from all services
 - Structured response

Wellbeing Support | MyPulse

- 2017/18 Business Case finalised
- September 2019 MyPulse launched
- Volunteers February 2021 / State Service Employees January 2022
- Fact Sheets / Live Experience / General / Cancer Risk Assessment / Lung Function Tests / Health Clinics
- Screening Tools
- 909 have done at least 1 screen, 1477 screens completed
- Screen Results
- Coaching sessions – 1856 coaching sessions
- Morale / Union view

