



## Speaker notes

### Information for Commanders and Managers

Defence recognises that life challenges are indiscriminate and broad ranging. Defence is committed to supporting the well-being of all of our people and their families. The program provides eligible Reservists and their families with access to mental health and wellbeing support to address both service related challenges and challenges in their personal lives that may impact upon an ADF member's service life.

The Reserve Assistance Program (RAP) is a confidential, cost free, professional counselling service that can provide practical assistance to Reservists who are rendering service and their immediate family. Highly experienced, professionally qualified psychologists or social workers can provide counselling face-to-face, by telephone, via email or over the internet. The RAP is easy to access, is voluntary and can provide support on a range of personal and work related issues such as:

- Maximising performance
- Relationships and marital problems
- Workplace conflict and communication
- Career Path
- Retirement
- Grief and bereavement
- Balancing family and work responsibilities
- Concerns about children or family members
- Changes at work or home
- Depression, anxiety
- Stress management
- Elder care issues
- Eating disorders
- Addictions

### Access

Reservists who render service, and their immediate family, can access the Reserve Assistance Program on 1300 687 327 for confidential, independent and free counselling.

### Reserve members' entitlements under the Reserve Assistance Program

Defence will fund up to four counselling sessions for a Reserve member or their immediate family member per issue. Additional

sessions may be approved as necessary to support the resolution of the issue.

Reserve members are entitled to attend the first counselling session when on duty, if they so choose. Any remaining sessions they attend will be in their own time and will not be remunerable.

## Resources for Managers and Supervisors

The Managers Hotline is designed to assist managers and supervisors of Reserve personnel. The hotline available through the RAP provides guidance and strategies to help manage issues that are impacting on the workplace.

The RAP service provider *Converge International* can also provide a range of awareness programs exclusively designed to enhance the well-being of your members:

### Awareness Sessions

- One hour awareness sessions developed and delivered by qualified *Converge International* psychologists.
- The topics are specifically designed and developed based on those issues identified as the main causes of concern for personnel.
- Broadly categorised into three areas: personal, professional and psychological.
- The sessions are standard presentations but can be tailored to a specific audience.
- A minimum of 15 attendees, with the majority of attendees being APS, and an appropriate venue are necessary.
- *Converge International* requires 30 days notice to arrange a psychologist to deliver the presentation.

If you would like to organise one of these sessions, please email [health.wellbeing@defence.gov.au](mailto:health.wellbeing@defence.gov.au) with the information below. Work Health and Safety Branch will contact *Converge International* on your behalf.

### Additional resources

Veterans may be eligible for alternative support through Veterans and Veterans Families Counselling Service (VVFCS) on 1800 011 046 (where an identifiable, diagnosable condition has arisen from duty).

SERVOP C Reservists and Permanent ADF members should seek assistance through their local garrison health facility. For advice on access to services after hours, these members can contact 1800 IMSICK.