


Referral guide: Support and other services

Sharing your experiences of bullying, racism, discrimination, sexual harassment and sexual assault within the workforce may be distressing, and it can help to have access to experienced support services.

This referral guide is intended to help current and former New South Wales Police Force employees who have experienced bullying, racism, discrimination, sexual harassment and sexual assault within the workforce find the support they need.

NSW Police Force Employees Support services

Peer Support Officers	Peer Support Officers undergo a selection process and are specifically trained to offer empathetic support by listening and understanding various situations and guiding employees to appropriate support services as needed.	Email #HSW-PSO
Physical Training Instructors	Qualified fitness instructors providing health and fitness expertise to employees, as well as mobility, flexibility, and stability assessments through Functional Movement Screening.	Email #HSW-PTI
Mental Health Clinicians	Embedded, on-the-ground mental health professionals focused on the enhancement of physical and psychological wellbeing to staff of all levels, providing short-term, solution-focused support including advice, strategies, education, and referrals to internal and external services.	Email #HSW-MHSUPPORT
Early Access Treatment Initiative	Confidential reimbursement plan for external psychology sessions under a Mental Health Treatment Plan, independent to Workers Compensation.	Email #HSW-EATI
Police Psychologists	Provide advice or psychoeducation on specific topics to address issues or concerns, conduct WellChecks (psychological monitoring for employees in high-risk duty types), and assessment and referral into the Alcohol, Pharmaceutical Drugs and Gambling Counselling service.	Email #HSW-PSYCHOLOGY
Treatment & Recovery Unit	In-house rehabilitation and treatment services for employees with work-related psychological and/or physical injuries.	Email #HSW-TREATINGPSYCH for psychological treatment or #HSW-RECON for physical treatment
Periodic Health Assessments	A holistic health review by NSW Police Force nurses and PTIs that assesses key health metrics as well as a functional movement screen.	Email: #HEALTHPERFORMANCE
Career Transition	Career Transition Officers offer vocational guidance, support and access to resources and programs to ensure employees successfully transition to life after NSW Police Force and are afforded a dignified exit.	hswcareertransition@police.nsw.gov.au
Dietitians	In-house dietetic services available to all NSW Police Force employees, offering individual consultations and group presentations to support nutritional health and workforce wellbeing.	Email #HSW-DIETITIANS
Career Planning	Comprehensive support and guidance to all NSW Police Force employees, offering personalised advice and resources to aid in career development.	Email #PCC-CAREERS
Recover at Work Unit	Workplace rehabilitation framework for employees following a work or non-work related injury or illness, that	Email #HSW-INJURYCLAIMS

	optimises their recovery and ensures a timely, safe and durable return to work.	
Incident Support	Psychological first aid available 24/7 to all employees for any deemed critical or other potentially traumatic events that may cause undue distress.	1300 667 197 and press 1
Manager Support	6 management consulting telephone sessions or video link every 2 years for people managers/supervisors/team leaders.	1300 667 197 and ask for Manager Support
Black Dog Institute National Emergency Worker Support Service	Free, confidential, and evidence-based mental health support, through mental health checks, educational resources, and up to 12 telehealth or face-to-face sessions with trauma-informed clinicians.	

NSW Police Force Employees and Immediate Families Support services

Family Support	Assistance for employees and their families, including information, guidance and the coordination of support services and attendance at Family Connect Days.	1800 803 040 or hsw-familysupport@police.nsw.gov.au
Chaplaincy	Chaplains offer pastoral support and guidance to NSWPF employees and their immediate families during challenging times, significant incidents, and in times of personal need.	(02) 9285 3555
Employee Assistance Program through Converge International	Services include free confidential short-term counselling across a range of areas for NSWPF employees and their immediate families. Other available services include Financial Coaching, Conflict Support, Career Coaching, Legal Support, Nutrition and Lifestyle plus a variety of Specialist Helplines. <ul style="list-style-type: none"> • First Nations Helpline 1300 287 432 • LGBTQIA+ Helpline 1300 542 874 • Domestic & Family Violence Helpline 1300 338 465 • Aged Care Support Helpline 1300 035 337 • Disability & Carers Helpline 1300 243 543 • Young People & Young Adults Helpline 1300 687 399 • Spiritual & Pastoral Care Helpline 1300 772 435 	1300 667 197 hsw-wellbeing@police.nsw.gov.au
Family Connect	Family Connect events are held by commands to welcome Probationary Constables and their families to the 'policing family'.	hsw-familysupport@police.nsw.gov.au
Fitness Passport	Gym membership and access to over 950 gyms and recreation/leisure centres at a discounted rate, available to NSW Police Force employees and families.	NSWPoliceForce@fitnesspassport.com.au
Osara Health	Personalised support for NSW Police Force employees and immediate family living with cancer and cancer caregivers.	hsw-familysupport@police.nsw.gov.au

Support services – These organisations can provide counselling and other support.

1800 Respect	24-hour National Sexual Assault and Domestic Violence Counselling and Support Service	1800 737 732 1800respect.org.au
Beyond Blue	24-hour free information and support to help people work through mental health issues	1300 224 636 beyondblue.org.au

NSW Sexual Violence Helpline	24-hour telephone and online crisis counselling for anyone in NSW who has experienced or is at risk of sexual violence, family or domestic violence and their non-offending supporters.	1800 424 017
Full Stop Australia	24-hour specialist counselling, information and referrals for anyone who has been impacted by sexual, domestic or family violence, and the people supporting them	1800 385 578 fullstop.org.au
13YARN	24-hour, confidential and culturally safe support service for Aboriginal and Torres Strait Islander people	13 92 76 13yarn.org.au
Lifeline	24-hour Telephone Crisis Support for mental health support and emotional assistance	13 11 14 lifeline.org.au
Mensline	A national phone and online support service for men that includes video counselling	1300 789 978 mensline.org.au
Rainbow Sexual, Domestic and Family Violence Helpline	Counselling, information and referrals for anyone who is from LGBTQ+ communities who has experienced sexual, domestic or family violence	1800 497 212
WIRE	Free support, referral and information for Victorian women, nonbinary and gender-diverse people	1300 134 130 wire.org.au

Other services - You can also contact these organisations for help and advice on your workplace rights.

Please call 000 if you have been assaulted or need emergency help.

Australian Human Rights Commission	Investigates national complaints about discrimination and human rights breaches	1300 656 419 humanrights.gov.au
Australian Centre for Disability Law	Assistance for people with a disability experiencing domestic, family and sexual violence, and legal advice on disability discrimination	1800 800 708 disabilitylaw.org.au or National Relay Service: accesshub.gov.au
Fair Work Commission	Deals with workplace relations matters, including anti-bullying claims	1300 799 675 fwc.gov.au
Fair Work Ombudsman	Support to understand workplace rights and responsibilities in Australia	13 13 94 fairwork.gov.au
NSW Independent Commission Against Corruption (ICAC)	Investigates serious corruption in the NSW Public Sector	1800 463 909 02 8281 5999 icac.nsw.gov.au
Law Enforcement Conduct Commission	Investigates allegations of serious misconduct and reviews the way misconduct allegations about the NSW Police and NSW Crime Commission are handled	(02) 9321 6700 lecc.nsw.gov.au
SafeWork NSW	Regulates workplace bullying in NSW	13 10 50 safework.nsw.gov.au
Police Association of NSW	Provides members access to services including welfare and legal services	(02) 9265 6777 pansw.org.au
NSW Police Legacy	Provides care and ongoing support to the families of police officers who have suffered a loss	(02) 9264 1311 policelegacynsw.org.au