



NSW RURAL FIRE SERVICE

MEMBER MENTAL WELLBEING SUPPORT SERVICES - EAP



NSW RURAL FIRE SERVICE

Postal address

NSW Rural Fire Service
Locked Bag 17
GRANVILLE NSW 2142

Street address

NSW Rural Fire Service
4 Murray Rose Avenue
Sydney Olympic Park NSW 2127

CISS Team

1800 049 933

E Mental.Wellbeing@rfs.nsw.gov.au

www.rfs.nsw.gov.au

The Employee Assistance Program (EAP) is a confidential counselling, coaching and wellbeing service free for all NSW Rural Fire Service staff AND volunteers, as well as their immediate family members. The service can help you achieve lifestyle, work, personal and family goals and assist you with managing work and life experiences, issues or concerns that arise from time to time. A total of six free sessions are available per person at no cost. After your sixth session, your Benestar contact may refer you to another service provider for additional sessions or support at your own cost.

What does EAP offer?

Our EAP service is provided by Benestar, and allows you access to professional face-to-face counselling, telephone support, Live Chat support and a vast library of online health and wellbeing resources.

How do I access EAP?



Call Benestar on **1300 360 364**
(When calling please ensure you notify whether you are a volunteer or staff member)



Create a **BeneHub** account using details above*



Visit **www.benestar.com** and click on the **BeneHub Login** button.

*Benehub account details:

Staff

ID: RURALFIRENSW
Token: RURALFIRENSW01

Volunteers

ID: NSWRFV
Token: NSWRFV01

Then provide a few details and choose your own password. Every time you visit BeneHub after you register you can login directly with the details you chose. There is also a free app for iOS and Android.

For more information and help logging in, see the Benestar Portal Information Flyer on the Intranet and MyRFS.

Confidentiality

All consultations are strictly confidential. Benestar will not share information about you with NSW Rural Fire Service unless you authorise for them to do so.

When making appointments, you may be asked for information on your organisation and some demographic questions. This information may be used towards high level reporting on trends and utilisation rates.

Contacts (available 24/7)

	CISS TEAM	BENESTAR EAP
	1800 049 933 <small>Ask for the CISS Duty Officer to be paged.</small>	1300 360 364 <small>Counselling and support for all NSW RFS members and their immediate families.</small>

Senior Chaplains and family support are also available.

Content by **Benestar**