

HOW IS THE SERVICE DELIVERED?

The Family Support Coordinator role is flexible and will aim to provide a service that best meets your needs. The position is based in Sydney so this may be a combination of:

- In person
- Over the phone
- Emails

HOW DO I ACCESS THE SERVICE?

Family members can contact the Family Support Coordinator directly on 02 9285 3848 or 0455 358 324 and through email at familysupport@police.nsw.gov.au

Staff within commands can also refer families, with their consent, using the same contact details.



CONTACT US
FAMILY SUPPORT COORDINATOR
02 9285 3848
0455 358 324
familysupport@police.nsw.gov.au



FAMILY SUPPORT COORDINATOR

- ✓ SPONSORED BY HUMAN RESOURCES COMMAND
- ✓ PRACTICAL ASSISTANCE AND SUPPORT FOR FAMILIES OF ILL OR INJURED NSW POLICE FORCE EMPLOYEES
- ✓ PRIVATE AND CONFIDENTIAL



ALL INFORMATION GATHERED WILL REMAIN PRIVATE AND CONFIDENTIAL

WHAT IS THE ROLE OF THE FAMILY SUPPORT COORDINATOR?

The Family Support Coordinator provides information and coordinates support services for family members of ill or injured employees of the NSW Police Force, both police and administrative employees. The injury may be physical or psychological, work or non-work related.

The primary role of the Family Support Coordinator is to support the family that are in turn supporting the employee in their recovery process.

The Family Support Coordinator can help families to access:

- Employee Assistance Program
- Police Chaplains
- Peer Support Officers
- Police Association services available to its members
- Police Legacy programs and support
- Information on the workers compensation process, and
- Appropriate community support.

In addition, the Family Support Coordinator can:

- Assist commands in supporting family of new employees as they commence their careers, and
- Provide brief support, information and referrals to families going through stressful times not necessarily related to an illness or injury.



WHO CAN ACCESS FAMILY SUPPORT?

Partners, spouses, parents, children and siblings of ill or injured NSWPF employees are entitled to family support.

Whatever issue the family is experiencing, the Family Support Coordinator will assist in accessing the most appropriate information or service.

IS IT CONFIDENTIAL?

Conversations with the family support coordinator are confidential unless there is threat of harm to self or others. In some cases, the NSW Police Force employee will be asked to sign a consent form to enable the family support coordinator to talk to family members about their health condition.