



OPERATIONAL CIRCULAR 24/2020

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April 2020

Interim Wellness Branch Arrangements for Station and BGU Visits

Key Message

Due to the COVID-19 pandemic, Wellness Branch visits to Stations, Brigades, Groups and Units (BGU) are temporarily suspended. Our primary aim is to provide support for Volunteers, DFES employees, operational staff and their families. We are now offering services through the Microsoft Teams platform.

What is happening?

The COVID-19 pandemic has brought far-reaching implications including stress, anxiety, financial strains and health concerns. Traditional mechanisms people have previously used to cope with difficult situations such as recreational activities and spending time with loved ones, friends and colleagues may no longer be available.

The Wellness Branch is available to listen to concerns, offer advice and provide help if required. It is also timely to remind everyone to proactively manage their mental and physical health during this challenging period by engaging in healthy lifestyle behaviours and remaining connected with others.

Government restrictions on gatherings and the limitations imposed regarding the number of personnel allowed in a given area has presented a challenge for Wellness to physically perform visits.

to comply with these restrictions, Wellness Branch have decided to temporarily suspend all visits to individuals, stations and BGUs.

How will Wellness provide its services during the COVID-19 pandemic?

Wellness will use Microsoft Teams to provide services during the COVID-19 pandemic.

Who is this available to?

These services are available to volunteers and DFES employees. A private meeting can also be arranged through Microsoft Teams.

A station or BGU may want to conduct a group discussion or open forum. This is available by request through your Officer in Charge (Captain, Commander, Manager or Station Officer).

What about privacy?

Confidentiality is critical to the Wellness Branch and every meeting will be conducted with the utmost discretion and professionalism. Meeting protocols will be consistent and sessions will not be recorded under any circumstances.

Target Audience: All operational personnel				
A	B	C	D	Vol
O.I.C. is to communicate content to all relevant personnel under their command, discuss implications, and sign appropriate box above. Once completed Circulars shall be filed on station and forwarded to Information Resources at the end of each financial year.				
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How do we setup a meeting?

Access the Wellness Branch team members contact details on either the Intranet or Volunteer Hub and call or email to request a meeting:

Intranet: <https://intranet.dfes.wa.gov.au/commands/corporate-services/Human-Resources/wellness/Pages/default.aspx>

Volunteer Hub: <https://volunteerhub.dfes.wa.gov.au/home/support/mental-health-and-wellness/contacts>

Wellness will send an email invitation to participate in a meeting for an agreed day and time. This email will contain a link to join the scheduled meeting.

Microsoft Teams will work as a web application (through an internet browser), or the free Desktop App is available for [download here](#). It is also available through your app store with your mobile device or tablet. For more information on using Microsoft teams refer to this [quick start guide](#).

Other Services Available

Please be aware that the Employee Assistance Program (EAP) is still available and you can contact our providers directly:

- People Sense on (08) 9388 900
- Martinovich Psychological Services on (08) 9433 6559

DFES supports our volunteers and employees in this time of the COVID-19 pandemic. We encourage you to take this opportunity to remain connected with each other and the Wellness Branch.

Stay safe and well.

CRAIG WATERS
DEPUTY COMMISSIONER OPERATIONS

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