



ADF TOTAL WORKFORCE MODEL

RESERVE ASSISTANCE PROGRAM

FACT SHEET

Introduction

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 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 to discuss an issue. An additional four 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.

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).

Reservists rendering Continuous Full-Time Service (CFTS) 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.

