



**PHOENIX**  
AUSTRALIA

Centre for  
Posttraumatic  
Mental Health

# Workplace trauma

## Protecting your staff

EMERGENCY SERVICES



Phoenix Australia is the national centre of excellence in posttraumatic mental health.

Our acclaimed research and our international networks are the foundation of our work.

We partner with and guide organisations, communities and individuals to reduce the effects of trauma.

At Phoenix Australia, the breadth of our experience and our integrated approach across Research and Evaluation, Policy and Service Development, and Education and Training, means that your organisation will receive the highest quality advice and support.



# Phoenix Australia can help you manage the impact of trauma

It is a fact of life that workers in the emergency services are at risk of being exposed to potentially traumatic incidents. These traumatic experiences may involve confronting threats to life, or witnessing or experiencing serious injury.

Emergency services workers are generally resilient and accept that these experiences come with the job. It's what they trained for, and the job itself brings many rewards and great satisfaction. However, for some people, the impact of traumatic experiences can take a toll. Whether it be from a particularly distressing event, or from the cumulative impact of many events over time.

We understand that the health and safety of your workers is a high priority for you. The duty of care that emergency services organisations have towards protecting the physical and mental health of their employees and others under the Workplace Health and Safety (WHS) and Occupational Health and Safety (OHS) legislation is something that is taken very seriously. Phoenix Australia can assist you to implement best practice approaches to recognising trauma, and minimising its impact.

Phoenix Australia has an established track record working with high risk industries such as Defence, police, and other emergency services.

## Phoenix Australia can help you manage your WHS and OHS obligations with regard to trauma at work

Organisations have a responsibility to ensure that they employ best practice approaches to:

- recognising psychological hazards in the workplace
- minimising the risk of staff exposure
- managing potential impacts on staff

Trauma-related stress claims are the most expensive area of workers' compensation.

This is due to the complex impacts that trauma can have on individual employees and the costs associated with long periods away from work.

It makes good financial sense for organisations to ensure they have best practice approaches to managing and mitigating the impacts of trauma.

## Tailored solutions: From policy advice to implementation

Phoenix Australia can work with your organisation to develop a tailored solution to suit your needs.

Our services include:

- benchmarking your organisation's policies and procedures against international, industry-specific best practices
- undertaking research to improve the understanding of the issues facing your workplace
- implementing policy and practice improvement
- training staff to ensure they have the knowledge, skills and confidence to implement best practice in trauma management
- evaluating the effectiveness of policy and training initiatives
- providing advice on evidence-based interventions
- assisting with procuring the best employee support and health treatment services

Phoenix Australia works with organisations whose staff may be exposed to trauma as part of their work.

For more information about the range of services that Phoenix Australia offers contact **Dr Andrea Phelps**, Deputy Director on 03 9035 5599

[www.phoenixaustralia.org](http://www.phoenixaustralia.org)

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