



**Australian Government**  
**Department of Foreign Affairs and Trade**



## STAFF AND FAMILY SUPPORT OFFICE AND EMPLOYEE ASSISTANCE PROGRAM

### Staff and Family Support Office

The DFAT Staff and Family Support Office (SFO) provides free and confidential counselling support to all DFAT staff (including LES) as well as family members of staff posted overseas. Counselling can be accessed by phone, email or in person during post visits.

The SFO also provide management consultations, crisis support to post management and individuals, support to families, delivery of training and maintain an information hub of tip-sheets on various aspects of mental health and workplace effectiveness.

The SFO conducts scheduled visits to posts based on the general risk of psychological harm, the availability of local mental health support and input from post management.

The SFO operates Monday to Friday, business hours, Australian time and can be contacted on +61 2 6261 1239 or at [sfo@dfat.gov.au](mailto:sfo@dfat.gov.au)

In an emergency, and where a member of the SFO team is required after hours, please call +61 4 2158 8468. Please note that this is a diverted number and will not accept text messages.

### Employee Assistance Program

The employee assistance program (EAP) is an external organisation, funded by DFAT to provide free and confidential counselling to all DFAT staff (including LES) as well as family members of staff posted overseas. Counselling can be accessed by phone, or face-to-face in many post locations.

The DFAT employee assistance program is currently provided by Optum. Phone support is available 24/7, face-to-face counselling is by appointment.

Optum can be contacted on +61 3 9658 0025. Alternatively you can look up the local phone number for Optum in your country on their web site <https://www.livewell.optum.com/public/welcome.asp> by using the access code: DFATint.

### Staff from Attached Agencies

All staff at post are welcome to access the support from the SFO while staff from the SFO are at post. At other times staff from attached agencies can access support from their agency's Employee Assistance Program – please contact your HR area for more information.