



# FIFO For Christmas

FIFO, or “Fly-In, Fly-Out,” refers to a work arrangement where employees travel to remote work sites, returning home for rest. While FIFO offers great opportunities it also creates significant challenges for workers and their families especially during the holiday season. Extended time away and missing important holiday events can lead to feelings of isolation and disconnection, impacting family dynamics and relationships over time.

Families of FIFO workers face unique challenges too, as they navigate life’s ups and downs without the regular physical presence of their partner or parent. To overcome these challenges, it’s essential for FIFO workers and their families to prioritise mental health. Some strategies include: Develop effective communication strategies; set a regular time for phone calls and face times during the holiday period. Schedule some dates to celebrate

when you are at home so that you all have something to look forward to. Practice some self care. Whether it is your favourite snack or watching a good bad, Christmas movie - do something nice for yourself. Remember that it is ok to feel sad or disappointed, talk to a friend or someone you trust. Be kind to yourself and take time to reflect on some of the wonderful things in your life. BSS offers assistance for FIFO workers and their

families to help manage the pressures of this demanding lifestyle either through our EAP or our [FIFO Preparedness Program](#). We have also put together a video for more tips on how to not just survive but thrive throughout this festive season whether you are at home or working away. Click the image or visit our [website](#).



## 2024 - WHAT A YEAR IT'S BEEN

2024 has been a very busy yet rewarding year for BSS and our team. We kicked off the new year with over 100 of our clients at our Conflict Management training expo in Perth, Mackay and Brisbane.



Next was our office move. After 25 years in West Perth, we consolidated four buildings into one new light and bright location in Osborne Park. It was no small task but it has received overwhelmingly positive feedback from our team and clients alike. This year also saw our team grow once again by over 20%, adding 12 Clinicians and 4 Support Services staff to our BSS family. This then resulted in a change to the leadership structure to keep up with the evolving EAP space, introducing an Executive Team, two new Management roles, and an additional Clinical Service Lead. (For more information about our Management Team restructure and the new appointments visit **Our Team** page on our website).

BSS also received valuable recognition, winning two awards at the Work Health and Safety Awards and were key presenters and sponsors at the recent Shiftwork, Rostering and Fatigue Conference in Melbourne.

Looking ahead to 2025, we are once again committed to maintaining our service excellence to both our organisational and individual clients and are always looking at ways to provide value to them. Thanks to your feedback, the following new programs and training will be introduced to our already comprehensive suite:

- FIFO Preparedness
- Shiftwork, Sleep and Fatigue Training
- Managing Difficult Workplace Behaviour Training
- Respect at Work Training
- Conflict Management Training

We are looking forward to a busy, exciting new year and continuing to support your efforts in creating safer workplaces and protecting the mental health of your teams at work and at home.

## BSS WINS TWO FROM TWO AT THE WORK HEALTH AND SAFETY AWARDS



We are proud to announce two of our programs have won the Work Health And Wellness awards at 2024 Work Health and Safety Awards, held in Perth recently. The awards recognise and reward individual and organisational efforts and achievements to improve health and safety in the workplace.

Our first program was submitted in partnership with Chevron Australia for the Chevron Responder Support Program. The Chevron Australia Responders’ Program, developed with BSS, seeks to provide a risk management strategy in response to the natural risk of vicarious or secondary trauma faced by Chevron Australia employees who are actively involved in the support of other employees who have experienced traumatic events. Our second initiative was done in partnership Rio Tinto Iron Ore around our shared commitment to Onsite Support Services. Together, BSS and RTIO crafted a visionary plan to enhance the wellbeing of employees by offering onsite support. This initiative not only aimed to provide additional value but also sought to dismantle stigmas and create more accessible opportunities for RTIO employees to receive the help they need, right where they work.

Both programs centre around delivering excellence in onsite support and facilitating positive relationships. Congratulations to our BSS team, and our valued clients.

Please call 1800 30 30 90 (AUS) or 0800 820 035 (NZ)  
to book a face-to-face, on-site, telephone or  
video counselling session



# Shiftwork, rostering and fatigue. What does the data tell us?

BSS in partnership with Gryphon Psychology was proud to sponsor and present at the recent Rostering, Shift work & Fatigue Risk Management Conference in Melbourne. The Conference addressed challenges of shift work to mental and physical health and explored strategies of fatigue management and effective rostering.

BSS presenters Peter Simpson & Isobel Boylan drew on their 20 years experience in this space with detailed data from over 80,000 employees across various industries on what causes them to be fatigued at work. The data was derived from our Fatigue Management Program, conducted in every Australia state and territory, in Asia, Africa, South and North America and Europe. Participants were both shift workers and employees working regular hours and span a variety of industries including mining, manufacturing, oil and gas, aviation, road transport, rail as well as from office environments. The data provided a compelling picture of the causes of fatigue and clear priorities to guide efforts to address these. BSS Operations Manager, Monique Cox attended the Conference and said "It was a great opportunity to hear from various industry leaders on how fatigue and rostering impact shift working teams and the strategies to combat this and keep them safe."



**Ready To Book Fatigue Training?**  
Simply call 1800 30 30 90 or email our Training team [training@bsspsych.com.au](mailto:training@bsspsych.com.au)

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## MEET THE BSS TEAM - CHRISTINA

Meet our new EAP Manager Christina. Having been in the newly created role only a few short weeks, Christina brings a wealth of experience and expertise to managing client relationships. A typical workday starts with checking in with her team, attending to emails scheduling client meetings and ensuring we are meeting client company needs by problem solving, active listening and open communication. As the main point of contact for all external EAP stakeholders/ client companies, Christina's attention to detail ensures she is responsive, and across all their specific contractual requirements. "Approaching each client with a personalised, supportive and understanding attitude normally alleviates any challenges" she says. Christina lists her passions as her family, dancing, and making the most out of every day. A supportive, personalised, team approach is what initially attracted her to BSS as well as a leadership opportunity which empowers other women to pursue careers and encourages them to look after their mental health and well-being. Christina's goal for 2025 is to increase her industry knowledge, exercise more and worry less.



## HOLIDAY SEASON OPENING HOURS

For critical matters, our team is here 24/7.  
For non urgent counselling appointments, our offices will be closed on the following public holidays:  
Wednesday 25 December 2024, Thursday 26 December 2024 and Wednesday 1 January 2025.



## ONLINE PRESENTATIONS

Each session runs for 30-60 minutes and will be uploaded at 10am Australian Western Standard Time on the date stated and will be available for 5 business days. These sessions are available at no cost.

[CLICK HERE](#) A Vimeo link will take you to the current presentation that is available for viewing or simply search BSS Psychology.

MONDAY 02 DEC THE SILLINESS OF THE SILLY SEASON

THURSDAY 05 DEC A HEALTHIER RELATIONSHIP WITH ALCOHOL

MONDAY 09 DEC POSITIVE WORKPLACE CULTURE

THURSDAY 12 DEC WHAT IS GRIEF AND LOSS

MONDAY 30 DEC LOOK WHAT YOU MADE ME DO! WORKING WITH ANGER

MONDAY 13 JAN EMOTIONAL REGULATION

THURSDAY 23 JAN WHEN THEY HAVE GONE

MONDAY 27 JAN VICARIOUS TRAUMA

THURSDAY 30 JAN FIFO AND RELATIONSHIPS

## BSS ON LINKEDIN

Keep up to date with the latest BSS Psychology news, updates on our programs and helpful videos and tips. Click the LinkedIn icon above or search BSS Psychology.

