

Miners' Promise



Miners' Promise
your family our family

We'll take care of your
people and their families

A Partnership About People

At Miners' Promise, we recognise that the resources industry's number one priority is the safety, health and wellbeing of its people. We recognise that your people are your most valuable asset and their health and safety is our greatest responsibility.

As an industry, we want to provide the best possible health and wellbeing programs.

Isolation from family and friends, shift work, fly-in/fly-out and drive-in/drive-out rosters, relationship or financial stresses, job insecurity, and environmental

extremes can all contribute to compromised mental health.

Miners' Promise is working to ensure that all resources sector employees have access to our services so that no person feels alone or unsupported.

Let us work with you and your team to support your employees and provide them with the powerful knowledge that should a crisis occur, Miners' Promise will be right there beside them.



About Us

Miners' Promise has been taking care of resources sector employees and their families since 2010. We're an independent not-for-profit organisation and registered charity here to assist all employees working in the resources sector and their immediate family when impacted by a non-workplace or workplace crisis, including but not limited to a significant accident, illness or death.

Miners' Promise is a confidential and trusted advisor providing bespoke support in times of crisis and recovery. We're not an insurer and not an Employee Assistance Program (EAP). We are completely unique and here to provide your employees and their families with immediate support specifically tailored to the crisis they're experiencing. Whilst we often provide financial support, we also deliver tailored practical and emotional support in various forms. The intensity and scope of our support varies over the short and long term depending on the nature of the crisis. We utilise a companion-model and walk alongside

your employees to provide the best possible care.

If a crisis is work-related, Miners' Promise will work closely with you their employer and provide support complementary to any services that are provided through Workers Compensation, EAP and insurances ensuring every possible opportunity for assistance is accessible to your employees. We provide ongoing employee liaison and deliver you effective communication.

Our support plans are carefully explored and agreed with you, your employee and their family ensuring that the plan

meets the needs and expectations of the affected person (or their beneficiary), and by way of necessity, remains adaptable and fluid in nature.

Miners' Promise exists to assist and support employees and their immediate families working in the Australian resources sector.

Through our professional relationships with industry and government, Miners' Promise is proud to be working to help all resources sector employees at a time when they need it most.

Our Partners

Our goal is that all resources sector employees and their immediate families are supported in times of crisis. Partner with us and, together, let's provide your people with the best possible health and wellbeing program.

BHP

BHP values its partnership with Miners' Promise and the invaluable service it provides our people and their families during their greatest time of need.

At BHP we put the safety and wellbeing of our people and their families before all else and are committed to partnering with an organisation that share our common values and culture of care. Miners' Promise is also the recipient of BHP's matched giving program which doubles personal donations made by employees, meaning that for every dollar donated by an employee, BHP donates another two dollars.

Danielle van Kampen, Corporate Affairs Manager WA Communities, BHP

KCGM

KCGM understands how important it is to have an organisation such as Miners' Promise on hand to provide immediate emotional and financial support to our team members when impacted by a crisis – whether at home or at work.

With over 30 years of operations in the Goldfields region and with a residential workforce of approximately 1,000 people, we encourage our people to become members of Miners' Promise for the support it provides not only themselves and their immediate family - but also the broader industry.

Nicky Fletcher, Human Resources, KCGM

Norton Gold Fields Limited

Norton Gold Fields and Miners' Promise long-standing partnership provides all Norton employees and their families with access to Miners' Promise professional and practical support in the event they experience crisis.

Norton is extremely proud and values its partnership with Miners' Promise and sees it as an opportunity to provide extensive and diverse support to its employees. Our employees greatly value this partnership and, over the years, Miners' Promise has played an invaluable role in supporting the health and wellbeing of many of our people. Their support is swift, practical and bespoke and we are proud to provide this service to our employees. Miners' Promise fits with our holistic approach to managing our employees' health and wellbeing.

At Norton, we want our employees to know that they are well supported and should crisis affect them or their immediate family, that Norton and Miners' Promise will be there, walking beside them and helping them to get back on their feet.

Sherry Wang, Human Resources Manager, Norton Gold Fields Limited

Mount Gibson Iron

Mount Gibson recently partnered with Miners' Promise and we cannot overstate the value and peace of mind that this relationship provides.

After one of our workers' families suffered a tragic loss, we contacted Miners' Promise and within 24 hours they had mobilised an experienced counsellor and provided hands-on practical support for the grieving family.

In the weeks and months that followed, the assistance provided was immeasurable, helping the family in difficult circumstances with care and sensitivity. The family is incredibly appreciative of the support provided by Miners' Promise.

We recommend Miners' Promise to all organisations involved in the mining sector. Should tragedy occur, Miners' Promise provides specialist personnel who have first-hand experience in dealing with affected families and liaising with the mining organisation concerned.

Peter Kerr, Chief Executive Officer Mount Gibson Iron

Support

Every crisis is unique, and every crisis and every person requires different support. Our priority is to meet the emotional, financial and practical needs of the person in crisis and this makes our support extremely diverse.

Here are a few examples of ways that we assist your employees and their families:

- a. Assistance with the short-term payment of utilities, rent or mortgages;
- b. Flights, accommodation, car hire and travel expenses;
- c. Emotional support;
- d. Sourcing and arranging services, for example; hiring cleaners, maintenance

workers, meal services and other daily living support deemed necessary;

- e. Funds for funeral and memorial expenses, as well as assisting with coordination where required;
- f. Advocacy and liaison with other agencies including lawyers, financial institutions, superannuation funds, insurance companies and others as required.

Crisis support and follow-up is provided by a Miners' Promise Family Support Advisor

(FSA). Our FSA's primary role is to connect with the employee or their family following a crisis, with the objective of providing customised welfare assistance, in order to help them through the emotional and practical challenges they face.

Our FSAs have tertiary qualifications in Allied Health (Psychology and Social Work) and have extensive experience in psychosocial welfare support and in mental health.

Partnership Options

Miners' Promise offers a range of partnerships to meet the needs of all companies in the resources sector.

Promoting Employer Partnership

Our Promoting Employer partnership is purely promotional and simply involves promoting Miners' Promise to your employees. This partnership comes with no financial commitment from you the employer, but provides you with the incredible knowledge and peace of mind that should your employees experience crisis, we'll be there to support them.

Fee For Service Partnership

Our Fee for Service partnership provides all your employees with access to Miners' Promise support when they need it. You, the employer, pay a small annual retainer (based on employee numbers) and only pay for our services when crisis occurs, and your employees need our help.

This partnership offers employers a significant level of control as all cases must be referred to Miners' Promise by you the employer.

Contributing Employer Partnership

Our Contributing Employer partnership provides all your employees with access to Miners' Promise support and assistance when they need it most and the cost of their membership is paid to Miners' Promise by you the employer.



Employee Discount & Benefits Program

Miners' Promise core benefit is to support your employees and their families in the event of crisis however, we're also committed to supporting the wellbeing of your people year-round.

Miners' Promise Employee Discount and Benefits Program can assist with employee retention, recognising the important role your employees play, rewarding employees and providing some great employee benefits.

Employees will have access to our extensive range of discounts and benefits 24 hours a day, 7 days a week and most offers are both physical and digital so if your employees are heading to the movies on Sunday, they can simply buy their voucher online and show it at the cinema on their phone.

There's something for everyone!



DISCOUNTS INCLUDE

- up to **48%ff** Cinema Vouchers
- 20%ff** Goldfields Oasis Gold & Aquatic Memberships
- up to **19%ff** Rottnest Ferry Transport
- up to **20%ff** Captain Cook Cruises
- up to **33%ff** Theme Parks

and so much more!

How Important is Miners' Promise to Your Employees?

These small excerpts from families who we've supported through crisis, give some insight into how important Miners' Promise is to your people. For full stories and hundreds of testimonials visit www.minerspromise.org.au



Brentyn Pettingill

When I was diagnosed with Lung Cancer, Miners' Promise provided me with incredible support unique to my needs. They took the time to explore and plan with me what the road from diagnosis to recovery would look like and how they could best assist me.

Their practical support was invaluable, and I will forever treasure their emotional support. They have been there for me throughout my entire recovery and I urge all companies and individuals to enter into a crisis support partnership with Miners' Promise. The support they offer is second to none, invaluable and irreplaceable.

Brentyn Pettingill

The Late David Hooper

My brother David and his wife Diana both very sadly passed away. The support we received from Miners' Promise provided enormous peace of mind for both David and Di whilst they were ill and for all the family. The support was vast and all encompassing. Alongside the emotional care, Miners' Promise provided meals, house cleaning, advocacy with other agencies, assistance to secure David's superannuation claim, flights for family and ultimately paying for both funerals.

Things would have been so much harder without Miners' Promise and my hope is that everyone experiencing a crisis like this has Miners' Promise beside them.

David Hooper's Family

The Late Andy Van Dijk

It's hard to put into such a short amount of words what Miners' Promise has done for our family or to explain the impact it had on us after dad passed away unexpectedly from a heart attack. They took such a weight off our shoulders and helped us stay on our feet during the whole process. My mother often mentions how lucky we were to have someone like Miners' Promise assisting us and thank goodness that dad had this support set up. We would not be where we are today without them and it is something we will never forget and be forever grateful for.

Family of the Late Andy Van Dijk

The Late Daniel Burvill

Our son Daniel took his own life 17 days before his 22nd birthday. When we contacted Miners' Promise, we had raw emotions, confusion, sadness and we were in the unknown. Within a day, Miners' Promise came into our home, our life and our family. Words cannot describe the days of just blur. I cannot express enough the intimate, connected support and services Miners' Promise brought to our family.

Being there for direction and providing us with a path to follow and with emotional support, counselling, financial assistance and helping us with the processes required with the death of a loved one.

Our family will recover from the tragic changes to our lives. We will push forward the amazing empowerment from having Miners' Promise with us in the most devastating time and get through to find a future with our families.

Burvill Family

Katie Smith & Mitch Herbert

My partner was in a substantial accident and needed to be flown from Kalgoorlie to Perth for surgery. I was 6½ months pregnant. Miners' Promise stepped in and immediately organised my flight to Perth to be by Mitch's side and my accommodation and meals, and made sure I was okay.

My partner was in a straight leg brace when we got back to Kalgoorlie. Miners' Promise organised regular house cleaning, transport and so much more – I don't know what we would have done without them. I was scared and alone when my partner was flown to Perth. Miners' Promise was there for me the entire time, comforting and reassuring, and there any time for me to call. They are a godsend! I encourage everyone to partner with them – we would have been lost without them.

Katie Smith & Mitch Herbert

Benefits for you the Employer

We work in conjunction with you and your team and build upon any services you offer your employees following a crisis event.

Benefits of a partnership with Miners' Promise include:

- We work alongside you, your team and your EAP;
- We provide support and advice to your HR and senior management;
- The opportunity to incorporate Miners' Promise as a part of your Employer of Choice strategy;
- The opportunity to include Miners' Promise support as a benefit in employee packages;
- All your employees would be eligible regardless of role;
- Our service is not limited to site or work-related matters; if the crisis is site or work related, there may be a reluctance to work with your teams directly and we can step in and work beside you;
- You are providing your employees and their families with tremendous peace of mind and the added protection of Miners' Promise;
- We can provide your employees with tools, guides and tips to assist with managing stress including self-help strategies, triggers, risk factors and control measures;
- You'll know that your employees will be fully supported at a time they need it the most.



Other Ways to Support Miners' Promise

Workplace Giving Program

Include Miners' Promise in your workplace giving program and give your employees the option of giving to Miners' Promise alongside your other nominated charities.

Miners' Promise is a registered charity with Deductible Gift Recipient (DGR) status.

Matched Giving

Some partners also offer matched giving and match the donations made by their employees to Miners' Promise.

Donations

All donations to Miners' Promise over \$2 are tax deductible. We welcome donations of all shapes and sizes.

Become a Sponsor

We're always delighted to welcome new sponsors on board, and we would love to discuss this with you if you would like to support us in this way.



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