**CONTACTS, HELP SERVICES and WEBSITES**

**If you or a colleague are experiencing difficulties in either your professional or personal life there are many people you can turn to for advice or support. Get to know where your local support and where it can be found. The following list is by no means exhaustive but does provide some useful contacts.**

**SUPPORT, REFERRALS and COUNSELLING**

1. **Victorian Doctors Health Program: +61 3 9495 6011**

A confidential 24 hour service is available to all doctors and medical students who have health concerns including stress & anxiety problems, substance use disorders, mental health disorders, any other health problems.

Further information VDH website: [**www.vdhp.org.au**](http://www.vdhp.org.au)**.**

1. **Australian Medical Association (AMAVIC) - Peer Support Service: 1300 853 338**

An anonymous and confidential peer support service for doctors by doctors over the telephone available from 8.00am to 11.00pm every day. Volunteers are trained in Lifeline model of telephone counselling. Further information AMA Victoria website: [**http://amavic.com.au/page/Member\_Services/Peer\_Support/**](http://amavic.com.au/page/Member_Services/Peer_Support/)

**3. *beyondblue:* 1300 224 636**

*beyondblue* aims to reduce the impact of anxiety, depression and suicide in the community by raising awareness and understanding, empowering people to seek help, and supporting recovery, management and resilience.

A 24 hour phone service is available: Call 1300 224 636. There are a range of fact sheets (e.g. covering depression, anxiety, suicide prevention, pregnancy and early parenting) available on *t*he *beyondblue* website: <http://www.beyondblue.org.au/about-us>

**4. APS Find a Psychologist Service**

Further information from the APS website: <https://www.psychology.org.au/FindaPsychologist/>

Telephone referrals: +61 3 8662 3300 (Melbourne); Toll Free 1800 33 497 (outside Melbourne)

Email referrals: [contactus@psychology.org.au](mailto:contactus@psychology.org.au)

**HEALTH SERVICE CONTACTS**

1. **Supervisor of Intern Training /Director of Clinical Training/Director of Postgraduate Education and Training**

The Supervisor of Intern Training and/or the Director of Clinical Training at a health service are normally available to discuss any personal or work related concerns.

1. **Medical Administration/Medical Education Officer support**

You may be able to discuss your issue with a member of the medical administration team, your Medical Education Officer or Medical Clinical Educator at your health service.

1. **Your registrar**
2. **Health Service - Employee Assistance Program (EAP)**

Access to a professional and confidential counselling service is usually available at your health service. Check with Medical Workforce Unit or your Supervisor of Training or your Medical Education Officer or mentor (if you have one).

**DO YOU HAVE A GENERAL PRACTITIONER (GP)?**

It is advisable for all medical students and prevocational doctors to have their own GP. Your health service may be able to assist you if you do not have your own GP.

**REFERRAL TO A MEDICAL PRACTITIONER**

**Victorian Doctors Health Program**

The Victorian Doctors Health Program (VDHP) (refer above) can provide details of doctors who are willing to treat other doctors.

If you are working away from your normal place of residence (e.g. on a rural rotation), many rural health services have an arrangement with a local GP who is willing to treat a doctor who may be experiencing difficulties.

**Victorian Medical Directory**

The Victorian Medical Directory (formerly known by doctors as ‘The Blue Book’ is accessible via the AMA Victoria website with AMA Victoria member login/password, or by subscription. It is a directory for doctors to make referrals to other medical practitioners across the state. Further information from the AMA Victoria website: <https://amavic.com.au/page/Member_Services/Medical_Practice_Resources/Victorian_Medical_Directory/>

**The Medical Benevolent Association**

Phone: +61 3 9496 4295. The Medical Benevolent Association assists medical practitioners and their families in circumstances of financial hardship.

**RURAL HEALTH SERVICE SUPPORTS**

**Bush Support Line**

Phone: 1800 805 391.

A confidential, free 24-hour, nation-wide telephone service that is staffed by 9 registered psychologists who have experience working in remote and rural areas. Topics include – self-care and prevention, stress and burnout and post-traumatic stress disorder, bullying and conflict in the workplace.

website: <https://kidshelpline.com.au/kids/service/bush-support-line-formerly-bush-crisis-line/>

**Rural Health Continuing Education (RHCE)**

The RHCE Stream One program funded by the Commonwealth Department of Health awards both individual and project grants. Individual grants assist specialists with accessing existing Continuing Professional Development (CPD) activities. Project grants develop and deliver CPD activities for specialists and multi-disciplinary teams.

website: <http://rhce.ruralspecialist.org.au/>

**Australian College or Rural and Remote Medicine (ACRRM)**

website: [www.acrrm.org.au](http://www.acrrm.org.au)

**Rural Family Medical Network**

Victoria: +61 03 8610 6318

The Rural Medical Family Network assists the spouses and families of doctors and medical students when moving to rural locations in NSW, Queensland, Victoria and WA.

Rural Medical Family Network services vary according to state and include:

* Family and kids programs at CPD conferences
* Grants to facilitate face-to-face networking of medical spouses, partners and families
* Spouse retraining and/or education grants
* Newsletters
* Crisis assistance for rural doctors and their families who are stressed or ill
* Gatherings to lessen feelings of loneliness and isolation

**Rural Doctors Association of Australia**

website: <http://www.rdaa.com.au/>

**National Rural Health Students Network**

The National Rural Health Student Network is a multi-disciplinary health network comprising of 28 rural health clubs located at universities around Australia.

Website: <https://www.nrhsn.org.au/>

**MEDICAL INDEMNITY AGENCIES**

There is a range of medical indemnity agencies across Australia and New Zealand that provide support services and counselling programs to their members.

Avant helpline, 24/7, Contact: 1800 128 268

website: <http://www.avant.org.au/>

MDA National, 24/7, contact 1800  011 255

website: <https://www.mdanational.com.au>

Medical Indemnity Protection Society,  contact: 1800 021 223 (Clinical legal support); 1800 061 113 (General Enquiries)  
website: <https://www.mips.com.au/home/professional-indemnity-insurance-policy>

Medical Insurance Group Australia, 24/7, contact: 1800 777 156

website: <https://www.miga.com.au/>

**HEALTH, WELLBEING AND RESILIENCE**

It is important that you manage your day so that whist at work you are able to eat, drink, and go to the toilet. When you find it difficult to take a break at work, keep some food handy and re-energise yourself. If you are sick, stay at home but make sure you contact your registrar or medical administration to let them know you are not coming in to work. Try to keep active and get some exercise. Plan so that you are able to spend time with family, friends and peers. Make sure you look after your health and find a GP to obtain care and medical treatment, including prescriptions and referrals.

**Managing fatigue**

The AMA has produced a fact sheet to assist in managing fatigue in general practice of relevance to General Practitioners and GP Registrars, which includes general advice and a fatigue checklist.

Further information from AMA website: <https://ama.com.au/article/managing-risks-fatigue-general-practice-gps-and-gp-registrars>

**Resilience**

R-Cubed provides GP Registrars, medical students and prevocational doctors with strategies to build resilience in busy times. It is an initiative set up by General Practice Registrars Australia (GPRA) in direct response to feedback from GP Registrars and Medical Students about the pressure they are often under and the need to be able to manage this effectively and stay well. Further information: <http://www.rcubed.org.au/>

**Are you Okay?**

This website promotes the health and wellbeing of junior doctors and enable you to access a range of self-assessment tools (such as PRoQOL, Kessler 10) and to view short vignettes of relevance to junior doctors (such as rural placements, night shift, relationships, anxiety, depression, bullying by seniors, drugs and alcohol, compulsive obsessive disorder and eating disorders.

<http://www.jmohealth.org.au/>

**Australian and New Zealand College of Anaesthetists**

ANZCA has a list of resources covering topics and strategies for maintaining physical and mental health which have been developed for anaesthetics trainees but are also applicable for all trainees.

<http://www.anzca.edu.au/fellows/special-interest-groups/welfare-of-anaesthetists/introduction.html#resources>

**The Royal College of General Practitioners**

RACGP has developed a publication, *Keeping the Doctor Alive: A self-care guidebook for medical practitioners.*

It is available from RACGP: <https://www.ranzcp.org/Files/Branches/Victoria/Keeping_the_Doctor_Alive-pdf.aspx>

**Medical students and wellbeing resources**

The Australian Medical Students’ Association has a range of resources to assist medical students in maintaining their health and wellbeing.

<https://www.amsa.org.au/initiatives/community-and-wellbeing/> .

*Keeping Your Grass Greener* is user-friendly guide to assist medical students in maintaining their health and wellbeing throughout their time at medical school.

<https://www.amsa.org.au/initiatives/community-and-wellbeing/keeping-your-grass-greener/>

**HELP LINES AND WEBSITE RESOURCES**

**Addiction:**

**Alcoholics Anonymous**

Helpline 1800 22 22 22 (national number which will be routed to the nearest AA office or contact)

[http://www.aa.org.au/contact-aa-phone-helplines.ph**p**](http://www.aa.org.au/contact-aa-phone-helplines.php)

**Al-Anon**

Support for relatives and friends of alcoholics

1300 ALANON or 1300 252 666 (for the cost of a local call)

**Narcotics Anonymous Victoria**

Victoria +61 3 9525 2833 (anytime).

Helpline 1300 652 820

website: <http://www.navic.net.au/>

**Counselling Online (alcohol and drug concerns)**

Counselling Online is a 24/7 online service where you can communicate with a professional counsellor about an alcohol or drug related concern, using test-interaction.

website: <http://www.counsellingonline.org.au/>

**MENTAL HEALTH RELATED**

**Anxiety and depression**

***Anxiety Disorders Australia***

The Anxiety Disorders Association of Victoria (ADVIC) provides arrange of services including   
Phone and Email support, information and referral, Facebook support, weekly support group meetings, Information sessions, seminars, and workshops, Professional development events, Social Events & Outings and referrals to therapists specialising in anxiety and depression

ADVIC website: <https://www.adavic.org.au/>

***beyondblue (Depression /Anxiety)***

A 24 hour phone service is available: Call 1300 224 636. There are a range of fact sheets (e.g. covering depression, anxiety, suicide prevention, pregnancy and early parenting) available on *t*he *beyondblue* website: <http://www.beyondblue.org.au/about-us>

***Blueboard***

BlueBoard is an online community for people suffering from depression or anxiety, their friends and carers, and for those who are concerned that they may have depression or anxiety and want some support.

website: <https://blueboard.anu.edu.au/>

***dNet - Depression***

The purpose of dNet is to empower '*people”* to make informed choices & find solutions to the challenges of living with depression.

The website provides a comprehensive resource for information, help to access professionals, treatments, tools, etc throughout Australia, and peer support via the messageboard and chat rooms.

website: <http://depressionet.org.au>

**Eating Disorders**

Eating Disorders Victoria (EDV) provides a comprehensive support and information service on all aspects of eating disorders.

website**:** [**www.eatingdisorders.org.au**](http://www.eatingdisorders.org.au)

**SANE**

The SANE Helpline provides information about symptoms and treatments related to mental illness, where to go for support, help for carers, and how to look after yourself.

<http://www.sane.org/information/helpline>

SANE Helpline: 18 SANE (7263)

SANE provides information about mental health and illness including treatments, support and how you can help yourself.

SANE website: <https://www.sane.org/mental-health-and-illness>

**Crisis support/Suicide prevention:**

**Lifeline**

Call: 13 11 14

Lifeline website: <https://lifeline.org.au>)

**Suicide prevention provides i**nformation only, not medical or psychological assessment, advice or treatment.

Go to website**:** [www.suicideprevention.com.au](http://www.suicideprevention.com.au)

**Hold on to Life** @the Australian Suicide Foundation (available 24/7) – 1800 HOLDON (1800 465 366)

**Suicide Callback**: 1300 659 467 (available 24/7)

A 24/7 crisis counselling for people at risk of suicide, people caring for someone who is suicidal, people bereaved by suicide, and health.

**ReachOut.com**

Au.reach.com is Australia's leading online youth mental health service, providing help, information and support.

Website: <http://au.reachout.com/>

**RELATIONSHIPS AND FAMILY COUNSELLING**

### **MensLine**

MensLine Australia is the national telephone (24/7) and online (3pm to 8.30pm daily) support, information and referral service for men with family and relationship concerns. Call: 1300 78 9978

website: <http://www.mensline.org.au/>

**Relationships Australia**

Call: 1300 364 277

website: <http://www.relationshipsvictoria.com.au/>

**Relatewell**

**Family Relationships Institute Inc. (FRI)** is a not-for-profit community educational organisation providing a range of family and relationship support services including relationship and parenting education courses; individual, couple and family counselling (including children); and mediation at significant life stages.

website: <http://relatewell.org.au/>

**Lifeworks**

LifeWorks provides relationship support services including couple and individual family counselling, [relationship skills courses](http://www.lifeworks.com.au/shop/category/relationship-programs),  [parenting programs](http://www.lifeworks.com.au/shop/category/relationship-programs-parenting-programs) and [marriage preparation](http://www.lifeworks.com.au/shop/category/relationship-programs-pre-marriage-education), [family and property mediation](http://www.lifeworks.com.au/dispute-resolution.html) as well as [Employee Assistance Programs (EAP)](http://www.lifeworks.com.au/eap.html) in Melbourne, Geelong and throughout Victoria, and a Corporate Services team specialising in investigations, mediations and [workplace training](http://www.lifeworks.com.au/about-us1.html).

Website: <http://www.lifeworks.com.au/>

**Sexual assault (Crisis Line)**

The Sexual Assault Crisis Line Victoria (SACL) offers after hours confidential telephone counselling weeknights between the hours of 5.00pm and 9.00am the following day.

Crisis line: 1800 806 292 (Freecall Victoria, Australia only)

website: <http://www.sacl.com.au/>

**Domestic Violence**

**1800 RESPECT**

1800 737 732 - 1800 RESPECT is the national sexual assault, domestic and family violence counselling service for people living in Australia.

Website: <https://www.1800respect.org.au/>