Managing the Mental Health of Health Professionals and First Responders

WHAT CAUSES WORKPLACE DISTRESS?

Health professionals and first responders face many unique workplace challenges that can negatively impact mental health or make it more challenging to manage existing mental health problems. Shift work, balancing workload demands, competency pressures, and role ambiguity can have a cumulative effect on mental wellbeing. Additionally, exposure to death, violence, deliberate self-harm, suicide, or restraint practices can be traumatic. These intense situational and interpersonal events require health professionals to constantly engage in self-regulatory processes, causing emotional labour. Burnout and mental health problems can lead to days out of role, job dissatisfaction, increased use of alcohol and other substances, and can even affect physical health and wellbeing.

HOW CAN DIGITAL MENTAL HEALTH HELP?

Digital mental health interventions offer a discreet, reliable, free or low cost, and convenient option for busy health professionals. Digital interventions can be used in additional to existing workplace resources, clinical supervision, team building and mental health referral pathways.

Scan to download a free PDF version from the eMHPrac Website

Crisis Support

Suicide Call Back Service (15 yrs +)
Phone and online counselling for people at risk of suicide or those bereaved by suicide.
http://www.suicidecallbackservice.org.au/
1300 659 467

Beyond Blue Support Service
Telephone, online and email counselling for people going through a tough time.
http://www.beyondblue.org.au/getsupport/get-immediate-support
1800 224 636

Mensline Australia
24hr telephone, online and video counselling for men with family and relationship concerns.
ww.mensline.org.au/
1300 78 99 78

Lifeline
24/7 phone counselling and online crisis support chat available each evening.
https://www.lifeline.org.au/crisis-chat/
13 11 14

Digital Mental Health Gateway

Head to Health
A website that links Australians to online and phone mental health services, information and resources.
headtohealth.gov.au

Information Websites

Keeping the Doctor Alive
E-book for medical professionals containing self-assessment tools and practical worksheets.
https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20resources/Keeping-the-doctor-alive.pdf

Pandemic Kindness Movement
Information and referral site to support the wellbeing of health workers during the pandemic.
https://www.aci.health.nsw.gov.au/covid-19/kindness

Heads Up
Information guide and action plan for health services, first responders, and small businesses on creating mentally healthy workplaces.
https://www.headsup.org.au/healthy-workplaces/information-for-health-services

Nursing and Midwifery Health Program Victoria
Independent support service for nurses, midwives and students experiencing mental health or substance use problems. Phone referral service for nurses in Victoria.
https://nmhp.org.au/

Phoenix Australia
Guide to moral injury in health care workers, dealing with trauma tool and tips for healthcare workers during COVID-19.
https://www.phoenixaustralia.org/

Insight
Learning resources to promote the wellbeing of workers in AOD services.
https://insight.qld.edu.au/toolkits/worker-well-being/detail

Phone Services

Drs4Drs
Independent, supportive, confidential referral and mental health telehealth service promoting the health and wellbeing of doctors and medical students.
https://www.drs4drs.com.au/
1300 374 377 (Crisis support)

StandBy Support After Suicide
Support for anyone bereaved or impacted by suicide, including first responders and service providers.
https://standbysupport.com.au/#Support
1300 727 247

Aged Care Grief and Bereavement Service
Free grief and trauma support for those living, working and caring in the aged care sector who have been impacted by COVID-19.
https://aged.grief.org.au/
1800 222 200 (9am-5pm AEDT Monday to Friday)

Nurse & Midwife Support
A 24/7 national support service for nurses, midwives and students providing access to confidential advice and referral.
https://www.nmsupport.org.au/
1800 667 877

CRANAplus
Tools to support the mental health of remote and rural health workers. Maintains a "Bush Support Line" for the rural and remote health workforce.
https://crana.org.au/
1800 805 391

Dental Practitioner Support
Phone support for all dental practitioners and students experiencing wellbeing issues. Tips on staying healthy, supporting others, and asking for help.
https://www.dpsupport.org.au/
1800 377 700

Support for Pharmacists
Phone support for pharmacists, pharmacy interns and students by trained pharmacists. The focus of the service is support, empowerment, information provision and referral.
https://supportforpharmacists.org.au/
1300 244 910

Australasian Doctor's Health Network
Phone advocacy and referral service manned by doctors to assist doctors who are concerned about a colleague or their own wellbeing. Online screening tools with links to other supports.
http://www.adhm.org.au/
See website for state specific phone services

Apps

The Essentials Network
Quick, easy and confidential support for health professionals, designed by health professionals. Mental health screening, resources and person-to-person support.
https://www.blackdoginstitute.org.au/the-essential-network/
Available on the App Store and Google Play

RMHive
App developed to improve work connectedness and wellbeing amongst hospital staff during COVID-19.
Available on the App Store and Google Play

Online Programs

Peak Fortem
Support for the mental health and wellbeing of first responders and their families providing practical lifestyle tools to maintain mental fitness.
https://peakfortem.fortemaustralia.org.au/

THIS WAY UP
Online, self-guided CBT programs for a range of mental health conditions and wellbeing issues. Own clinician assisted option available.
https://thiswayup.org.au/

Counselling Online
Online, text-based services to communicate with a professional counsellor about your alcohol or drug use, or that of a loved one.
http://www.counsellingonline.org.au/
1800 888 236

MindSpot
Free, national service for Australian adults with anxiety or depression. Therapist supported or self guided treatment courses available.
https://www.mindspot.org.au/