

Support services

The following services are available for managers, healthcare workers (workers) and healthcare consumers (consumers) to access if they require support following an occupational violence (OV) incident.

Emergency (crisis) 24/7 support services

Support services are available for an immediate, emergent response requirement. If a worker's life is not in immediate danger, managers can call the Access Mental Health team on 1800 629 354, Lifeline on 13 11 14, or the Suicide Call Back Service on 1300 659 467 for immediate support.

Service	Number
Police, Fire, Ambulance	000
Access Mental Health team <i>[Previously known as the Crisis Assessment and Treatment Team (CATT)]</i> Available 24 /7 to provide immediate help for those experiencing a mental health crisis. https://www.health.act.gov.au/services-and-programs/mental-health/mental-health-services	1800 629 354 Or (02) 6205 1065
Lifeline A national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services. Free and confidential support 24/7 Australia-wide.	13 11 14 0477 13 11 14
Lifeline - Text service 12.00pm to midnight text service	
Lifeline - Online chat service 7.00pm to midnight https://www.lifeline.org.au/crisis-chat/	
Suicide Call Back Service Free and confidential support 24/7 Australia-wide. Suicide Call Back Service - Online and Video chat https://www.suicidecallbackservice.org.au/ A website with resources and information to support individuals and health providers in relation to suicide prevention and support.	1300 659 467

Service	Number
Dedicated pages for health professionals: https://www.suicidecallbackservice.org.au/health-professionals/	

Emergency Domestic or Family Violence (DFV) Services

Service	Number
Domestic Violence Crisis Service 24/7 ACT-specific crisis line ACT-based services and resources including crisis support (phone), legal support and advocacy, support programs, safety planning, advice and information. https://dvcs.org.au/	(02) 6280 0900
1800 RESPECT 24/7 national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault. https://1800respect.org.au/ Dedicated website containing resources related to domestic violence as well as online web chat options and links to the 24/7 support services.	1800 737 732
DV Connect 24/7 crisis hotline for anyone affected by domestic or family violence. www.dvconnect.org	1800 811 811

Employee Assistance Program (EAP)

24/7, free, professional, and confidential counselling services for workers and their immediate family. Face to face, online or by phone ACT support services.

Manager's hotline - available from all providers, to help deal with critical incidents and workers issues.

The EAP Services are all staffed 24 hours a day, 365 days of the year.

Service	Provider	Contact
ACTHD CHS	Converge International	<p>Phone: 1300 687 327 (1300 OUR EAP)</p> <p>Email: info@convergeintl.com.au</p> <p>Website: https://www.convergeinternational.com.au/</p> <p>More information available on the ACTPS Employment Portal.</p>
CPHB	Life Works	<p>Phone: 1300 361 008</p> <p>Refer to informational posters located throughout CPHB sites.</p>

Canberra Health Services (CHS) support services

Service	Number/Link
<p>CHS Spiritual Support Services (SSS)</p> <p>CHS provide on-site emotional and spiritual support to workers (e.g., during an operational debrief). For workers across all CHS sites, Chaplains or Pastoral Care Practitioners are generally available at the Canberra Hospital campus during business hours.</p>	(02) 512 43849
<p>Memorial service</p> <p>Managers may request SSS to conduct an annual, non-religious, memorial service within their work area for workers to remember patients they have cared for during the year that have passed away and their families.</p>	(02) 512 43849
<p>Work Health Safety (WHS)</p> <p>Email: CHS.WorkHealthSafety@act.gov.au</p>	(02) 512 49410
<p>Workforce Relations</p> <p>Email: chs.wr@act.gov.au</p>	(02) 512 49610

Calvary Public Hospital Bruce (CPHB) Support Services

Service	Number/Link
Work Health and Safety Email: whs@calvary-act.com	(02) 6201 6750
Human resources operations Email: hr@calvary-act.com.au	(02) 6201 6395

Nursing and Midwifery Union

Providers	Number
Australian Nursing and Midwifery Federation The ANMF is Australia's largest national union and professional nursing and midwifery organisation with over 300 000 members. The ANMF represents members in the workplace - protecting and advocating for the industrial and professional interests of Nurses, Midwives and Assistants in Nursing. Email: anmfact@anmfact.org.au Website: https://www.anmfact.org.au/	(02) 6282 9455

ACT healthcare system support services

Providers	Number
Next Step, Catholic Care A free, confidential, and evidence-based psychological support service which aims to improve access to treatment for people experiencing anxiety and/or depression. Website: https://catholiccare.cg.org.au/services/next-step/	(02) 6162 6100
Respect Equity and Diversity (RED) contact officers Provides confidential support and information on options available to Workers who are experiencing unreasonable behaviours in the workplace. RED Framework Website: https://www.cmtedd.act.gov.au/employment-framework/workplace-behaviours/the-respect,-equity-and-diversity-red-framework	See Healthhub (intranet) for more details

Providers	Number
<p>Safe Haven</p> <p>A community service, pilot program, funded by the ACT Government Safe Haven until mid-year 2022 for people who are experiencing emotional distress.</p> <p>Safe Haven is a place where people can access support outside of a hospital setting where anyone over the age of 16, including carers, is welcome to drop in.</p> <ul style="list-style-type: none"> • Located at the Belconnen Community Health Centre. • Open from 4:30pm to 9pm, Tuesday to Saturday. 	(02) 5124 9977
<p>Workplace resolution and support service</p> <p>Provides independent support and advice to employees experiencing serious workplace issues and unreasonable workplace behaviours.</p>	(02) 5124 3656
<p>WorkSafe ACT</p> <p>WorkSafe ACT are the industry regulators setting health and safety standards for workplaces in ACT.</p> <p>They provide health and safety advice, including resources and guidelines to support best practice, aimed at promoting and achieving safe work environments.</p> <p>If a serious event or dangerous incident (notifiable incident) occurs, the workplace or whoever is in control must notify WorkSafe ACT. They will then determine whether an investigation of the incident is required to be undertaken.</p> <p>Website: https://www.worksafe.act.gov.au/</p>	<p>Business hours:</p> <p>(02) 6207 3000</p> <p>After hours:</p> <p>0419 120 028</p>

National support services, resources, and websites

Service/Link	Number
<p>Beyond Blue</p> <p>24/7 national support service to listen, provide information and advice, and connect individuals with resources and services that support anxiety and depression.</p> <p><i>Beyond Blue – online chat</i></p> <p>Operates daily 3.00pm to midnight.</p> <p>A dedicated online service providing information and advice about anxiety and depression and connecting people with services and resources.</p> <p>https://online.beyondblue.org.au/#/chat/start</p>	1300 22 4636

Service/Link	Number
<p>Beyond Blue – email</p> <p>An online form/email for non-urgent support. Typically replies within 24 hours.</p> <p>https://online.beyondblue.org.au/email/#/send</p>	
<p>Beyond Blue - website</p> <p>Website dedicated to the provision of information and resources to support people’s mental health.</p> <p>https://www.beyondblue.org.au/</p>	
<p>Black Dog Institute</p> <p>A national medical research institute investigating mental health across the lifespan. The institute translates research into education programs, digital tools and apps, clinical services, and public resources addressing symptoms, treatment and prevention of depression and bipolar disorder.</p> <p>https://www.blackdoginstitute.org.au/</p>	
<p>TEN – The Essential Network for Health Professionals</p> <p>A dedicated repository of information and resources for healthcare workers to help manage burnout and maintain good mental health. Designed by health professionals for health professionals.</p> <p>https://www.blackdoginstitute.org.au/the-essential-network/</p>	
<p>Dental practitioner support service</p> <p>A 24/7 national support service for dental practitioners providing access to confidential advice.</p> <p>Website: https://www.dpsupport.org.au/</p>	<p>1800 377 700</p>
<p>Doctor’s health advisory service -ACT and NSW service</p> <p>A telephone call-back help line providing independent and confidential advice for practitioners and students facing difficulties, and for colleagues and family members in NSW and the ACT.</p> <p>Website: http://www.dhas.org.au/</p> <p>Resources and content to support doctors, dentists, veterinarians, or students in these professions.</p>	<p>(02) 9437 6552</p>
<p>Fair Work Ombudsman</p> <p>Web pages dedicated to workplace dispute resolution.</p> <p>https://www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/resolving-disputes-with-our-help</p>	

Service/Link	Number
<p>Headspace – eheadspace</p> <p>Provides free online and telephone support and counselling to young people 12 – 25 and their families and friends. If you’re based in Australia and going through a tough time, eheadspace can help.</p> <p>eHeadspace website: https://headspace.org.au/eheadspace/</p> <p>General website: https://headspace.org.au/</p> <p>The National Youth Mental Health Foundation providing early intervention mental health services to 12–25-year-olds. Specialising in services that address mental health, physical health (including sexual health), alcohol and other drug services, and work and study support through online resources, <i>eheadspace</i> and dedicated services centres.</p>	<p>1800 650 890</p>
<p>Griefline</p> <p>6am to midnight, free daily phone counselling service.</p> <p>National service providing early intervention and prevention of mental health difficulties as well as resources and connections to services.</p> <p>Website: www.griefline.org.au</p>	<p>1300 845 745</p>
<p>Kids Help Line</p> <p>24/7 national free, private, and confidential, telephone and online counselling service for young people aged between 5-25.</p> <p>Website: https://kidshelpline.com.au/</p> <p>Dedicated website linking young people aged 5-25 with resources and dedicated free, private, and confidential, telephone and online counselling services.</p>	<p>1800 551 800</p>
<p>Mensline Australia</p> <p>A 24/7 telephone and online support and information service for Australian men and boys who are dealing with family and relationship difficulties.</p> <p>Website: https://mensline.org.au/</p> <p>Dedicated website with resources and tools to support men and boys dealing with family and relationship difficulties.</p>	<p>1300 789 978</p>
<p>Men's referral service</p> <p>24/7 national phone support service offering assistance, information and counselling to help men who use family violence.</p>	<p>1300 766 491</p>

Mindspot **1800 614 434**

8am to 8pm Monday to Friday, 8am to 6pm Sat – phone contact.
24/7 online assessment.

A free, anonymous national service assessment and treatment for adults experiencing stress, anxiety, depression, OCD, PTSD, and chronic pain.

Website: www.mindspot.org.au

Nurse and Midwife Support **1800 667 877**

Free and confidential support 24/7, to nurses, midwives and students Australia wide.

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

A dedicated repository for resources and information pertinent to supporting the health and wellbeing of nurses and midwives.

Dedicated resources for managers: <https://www.nmsupport.org.au/managers-employers-and-educators>

Pharmacists support service **1300 244 910**

Daily service, 8.00am to 11.00pm

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

A dedicated support service for pharmacists in Australia, provided by volunteer pharmacists. Offering support related to the work requirements for pharmacists.

QLife **1800 184 527**

Daily 3.00om to midnight

(Phone line + web chat)

Website: <https://qlife.org.au/>

Anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings, or relationships including online chat, resources and a dedicated support line.

R U OK?

A national support targeting suicide prevention through communication. Resources are available to support starting and continuing communication with people in need of support.

<https://www.ruok.org.au/about-us>

Stand By (Support after suicide) **0421 725 180**

24/7 contact via the ACT Coordinator (to connect to local services).

A dedicated website with relatable resources to support anyone who has been bereaved or impacted by suicide at any stage in their life. The website has contact details for local coordinators.

<https://standbysupport.com.au/>

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

ACCESSIBILITY

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.health.act.gov.au/accessibility

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