

A family portrait featuring a man with glasses and a dark blue polo shirt, a woman with dark hair wearing a floral patterned top, a young boy with dark hair in a white and orange striped shirt, and a baby in a white shirt. They are all smiling and looking towards the camera. The background shows a stone wall and some greenery.

# RURAL HEALTH WEST

## Health and Wellbeing

A resource providing information on access to personal, clinical and professional support services.

Proudly funded by



Government of Western Australia  
WA Country Health Service

Message from

## Professor Geoffrey Riley AM



Caring for others is a demanding job requiring responsible and reliable behaviour. This makes it potentially stressful; all the more so if you are worrying about a personal issue. The usual recommendation is to 'get better balance' between work and home, but it's easier said than done.

Fifty years of research into stress at work can be summarised in one concept 'demand/control imbalance'. It refers to the balance between demands made on you, and the sense of control or lack thereof, that you have over that demand.

Surveys of doctors consistently identify intensity of demand or time pressure as major sources of stress. Others include lack of appreciation, external interference, medico-legal threat, excessively demanding patients, and so on, but time pressure always comes out on top. It is often described as overwhelming and impossibly difficult to change, so practitioners feel they have no control over this fundamental source of imbalance in their lives.

Your ability to change this situation is influenced by factors such as the circumstances of your employment, your position, your colleagues and your location – isolation adds particular difficulty. Regardless, you need to take action and the solution needs to be a permanent rebalancing of demands on your time. You need to be able to keep fit physically and mentally, recreate with family, and do so routinely.

Take control! It's not incompatible with reliable and responsible professionalism or healthy altruism. If necessary, seek expert help, it might save your life and also make you a better health professional.

I commend this resource to you.

A handwritten signature in black ink, appearing to read "Geoffrey Riley".

**Geoffrey Riley**



Rural Health West has developed this resource to assist medical and health professionals, their families and patients living in rural and remote areas of Western Australia. Provided in this booklet are contact details for a range of support organisations.

## Professional assistance

### Bush Support Services (delivered by CRANA plus)

Confidential telephone service for health workers and their families in remote and isolated locations. This service is staffed by psychologists with remote and cross-cultural experience.

W [crana.org.au](http://crana.org.au)

T 1800 805 391

### Royal Australian College of General Practitioners (RACGP)

The GP Support Program is a free counselling service available to all Australian RACGP members who are registered medical practitioners. RACGP has partnered with Optum Health & Technology to deliver this service.

W [www.racgp.org.au](http://www.racgp.org.au)

T 1300 361 008 (Telephone counselling 8:30am to 6:00pm Monday to Friday)

T 1300 361 008 (Traumatic incidents or crisis counselling 24/7)

### Doctors Health Advisory Service WA

Provides personal advice to practitioners and students facing difficulties.

W [www.dhas.org.au](http://www.dhas.org.au)

T 08 9321 3098 (24/7)

### Nurse and Midwife Support

National support service for nurses and midwives providing access to confidential advice and referral.

W [nmsupport.org.au](http://nmsupport.org.au)

T 1800 667 877



## Individual and family assistance

### EMERGENCY SERVICES

#### Ambulance/Fire/Police

**T 000** for life threatening emergencies

#### Alcohol and Drug Support Line

A confidential, non-judgmental telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use. The service is available 24/7 via telephone.

**W** [www.mhc.wa.gov.au](http://www.mhc.wa.gov.au)

**T** 1800 198 024

#### Australian Men's Shed Association

The peak body representing more than 930 Men's Sheds in Australia by providing practical support, specialised services and resources. The Men's Shed movement is a powerful tool in addressing health and wellbeing and helping men to become valued and productive members of their community.

**W** [mensshed.org](http://mensshed.org)

**T** 1300 550 009

#### beyondblue

A national, independent, not-for-profit organisation working to address issues associated with depression, anxiety and related disorders.

**W** [www.beyondblue.org.au](http://www.beyondblue.org.au)

**T** 1300 224 636 (24/7)

#### Black Dog Institute

Information on symptoms, treatment and prevention of depression and bipolar disorder.

**W** [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

#### Carers Australia WA

Short-term counselling, emotional and psychological support services for carers and their families.

**W** [www.carerswa.asn.au](http://www.carerswa.asn.au)

**T** 1300 227 377

#### Country Women's Association of WA (Inc)

A proud and active women's organisation working to improve the welfare and wellbeing of people everywhere, especially in country areas. The Country Women's Association of WA (Inc) provides community service, support networks, welfare in time of need, education opportunities, friendship, fun and a great deal more.

**W** [www.cwaofwa.asn.au](http://www.cwaofwa.asn.au)

**T** 08 9321 6041

#### Crisis Care Helpline

Crisis counselling and referral across a range of issues.

**W** [www.dcp.wa.gov.au](http://www.dcp.wa.gov.au)

**T** 1800 199 008 (country free call. 24/7)

#### eheadspace

eheadspace provides online and telephone support to young people aged 12 to 25 and their family and friends.

**W** [www.eheadspace.org.au](http://www.eheadspace.org.au)

**T** 1800 650 890

## Embrace Multicultural Mental Health

Access to mental health resources, services and information in a culturally accessible format.

W [mhima.org.au](http://mhima.org.au)

## Family Relationships Online

Provides families (whether together or separated) with access to information about services available to assist them to manage family relationship issues, ranging from building better relationships to dispute resolution.

W [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

T 1800 050 321

## Headspace

Free online and telephone service designed to help friends and family of young people aged between 12 and 25 going through a tough time.

W [www.headspace.org.au](http://www.headspace.org.au)

T 1800 650 890

## Kids Helpline

A free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.

W [kidshelpline.com.au](http://kidshelpline.com.au)

T 1800 551 800 (24/7)

## Lifeline

Provides services in suicide prevention, domestic and family violence, crisis support and mental health support.

W [www.lifeline.org.au](http://www.lifeline.org.au)

T 13 11 14 (24/7)

## MensLine Australia

Professional telephone and online support, information and referral service, helping men deal with relationship problems in a practical and effective way.

W [www.mensline.org.au](http://www.mensline.org.au)

T 1300 789 978 (24/7)



## Head to Health

Links to trusted Australian mental health online and telephone support, resources and treatment options. Supported by the Australian Government.

**W** [www.headtohealth.gov.au](http://www.headtohealth.gov.au)

## Multilingual Phone Service

The Australian Government Department of Human Services operates a national multilingual phone service for customers receiving Centrelink payments and services.

**T** 13 12 02 (8.00am-5.00pm Monday-Friday)

## National Centre for Farmer Health

Providing resources addressing farmer's health, wellbeing and safety issues.

**W** [www.farmerhealth.org.au](http://www.farmerhealth.org.au)

## National Sexual Assault, Domestic Family Violence Counselling Service

Access to qualified experienced counsellors, support, information and referral.

**W** [www.1800respect.org.au](http://www.1800respect.org.au)

**T** 1800 737 732 (24/7)

## Parent and Family Drug Support Line

A confidential, non-judgmental telephone counselling, information and referral service for families and carers concerned about a loved one's alcohol or drug use.

**W** [www.mhc.wa.gov.au](http://www.mhc.wa.gov.au)

**T** 1800 653 203 (24/7)

## Perinatal Anxiety and Depression Australia

PANDA's telephone information, support and referral service is staffed by trained volunteers, professional counsellors and supervising staff. In keeping with PANDA's Mutual Support Self Help principles, most volunteers on the helpline have experienced perinatal (post and antenatal) depression and anxiety.

**W** [www.panda.org.au](http://www.panda.org.au)

**T** 1300 726 306 (9.00am-7.30pm AEST Monday-Friday)

## QLife

Anonymous and free LGBTI peer support and referral for people regarding sexuality, identity, gender, bodies, feelings or relationships.

**W** [www.qlife.org.au](http://www qlife.org.au)

**T** 1800 184 527

## ReachOut

A mental health organisation for young people, providing practical tools and support to help them get through everything from everyday issues to tough times.

**W** [au.reachout.com](http://au.reachout.com)

## Relationships Australia WA

Provides a diverse range of innovative counselling, mediation, community education and professional development services for individuals, families and communities.

**W** [www.relationshipswa.org.au](http://www.relationshipswa.org.au)

**T** 1300 364 277





### RuralLink

A specialist after-hours mental health telephone service for the rural communities of Western Australia.

**W** [www.mhc.wa.gov.au](http://www.mhc.wa.gov.au)

**T** 1800 552 002 (4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays)

During business hours you will be connected to your local community mental health clinic.

### Samaritans Crisis Line

Confidential, non-religious and non-judgmental telephone support.

**W** [www.thesamaritans.org.au](http://www.thesamaritans.org.au)

**T** 13 52 47

### SANE Australia

Everything you need to know about mental health and illness including treatments, support and how you can help yourself.

**W** [www.sane.org](http://www.sane.org)

**T** 1800 187 263

### Support after Suicide

Information, resources, counselling and group support to those bereaved by suicide. Education and professional development to health, welfare and education professionals.

**W** [www.supportaftersuicide.org.au](http://www.supportaftersuicide.org.au)

### Suicide Call Back Service

Provides free telephone, video and online counselling for anyone affected by suicide. Expert counsellors call you, at a time that suits you, and provide support through up to six 50 minute counselling sessions.

W [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

T 1300 659 467

### Trauma and Grief Network

The Trauma and Grief Network (TGN) connects families, carers and members of the community to resources focused on the care of children and adolescents affected by the impact of trauma, loss and grief.

W [tgn.anu.edu.au](http://tgn.anu.edu.au)

### Working Away Alcohol and Drug Support Line

A confidential, anonymous, non-judgmental telephone counselling, information and referral service to support the health and wellbeing of working away from home communities. The service is available 24/7 via telephone.

W [www.nmsupport.org.au](http://www.nmsupport.org.au)

T 1800 721 997

### Translating and Interpreting Service (TIS National)

If you need an interpreter to help you get in touch with any of the above services.

T 13 14 50

Rural Health West proudly supports rural doctors and health professionals to ensure that **everyone, everywhere, every day** has access to quality healthcare.



# RURAL HEALTH WEST

For further information on available services  
and how we may assist you please contact:

**T** 08 6389 4500

**F** 08 6389 4501

**E** [familysupport@ruralhealthwest.com.au](mailto:familysupport@ruralhealthwest.com.au)

**W** [www.ruralhealthwest.com.au](http://www.ruralhealthwest.com.au)