



WHAT YOU NEED TO KNOW

Finding help & support

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If you have any questions with regards to the information contained in this document or related to Finding help & support, please contact our Workplace Relations team on 9439 8822 or via workplace@amansw.com.au



Finding Help

Doctors-in-training regularly move between departments and hospitals, which can make it difficult to know where to go for help. Here's your guide to finding resources inside and outside the hospital.

INSIDE THE HOSPITAL

Medical Workforce Unit

The Medical Workforce Unit can provide you with support for all workplace and administrative functions, including payroll and rostering. Your JMO Manager can help you with your training needs, offer career support and provide personal support and/or leave advice.

Director of Prevocational Education and Training (DPET)

For interns and residents, your DPET is another great support. Your DPET is your advocate within the hospital and can assist you with both professional and personal issues. If you have concerns with your team or managing your workload, contacting your DPET is a good option.

Senior Medical Staff and Directors of Training

Senior medical staff can provide support to you in difficult situations. Finding a mentor or a senior who you connect with can be instrumental in assisting you throughout your medical training. Remember these staff have been in your shoes and their insight and support can be invaluable.

Director of Medical Services

If you have an issue that you would like to escalate through the hospital system, you may like to make an appointment with the Director of Medical Services. All hospitals will have one and they can assist in making change at the highest hospital level.

The Resident Medical Officers' Association (RMOA)

The RMOA is a voluntary committee of doctors aimed at supporting junior doctors. The RMOA in your hospital provides network opportunities with other interns, RMOs, registrars and new fellows and is there to support you through adjusting to your new role and your new working environment.

OUTSIDE THE HOSPITAL

Employee Assistance Program (EAP)

This is a free and confidential service. EAP provides staff with professional counselling to assist them in resolving issues that may be work related or of a personal nature. Contact 1800 818 728.

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The Doctors Health Advisory Service (DHAS)

This service offers a confidential telephone call-back help line for practitioners, and their colleagues and even family members. No problem is too trivial or too serious, you can call about almost anything. The service receives calls about stress and mental illness, drug and alcohol problems, personal and financial difficulties. Call the NSW & ACT Help Line on 02 9437 6552 or visit their Website [here](#).

JMO Support Line

The Support Line is part of the NSW Health Respectful Culture in Medicine initiative. It has been developed to provide a specialised, free and confidential support service to all junior medical staff in NSW Health. Support is provided by Senior Medical Officers working in hospitals around NSW who understand your situation. Support Officers will be in a different District or Network to you and be from a different speciality to ensure your anonymity. Call 1300 JMO 321.

The Medical Benevolent Association of NSW (MBANSW)

The MBANSW is a registered charity run by doctors for doctors. MBANSW provides counselling and financial assistance during times of crisis, illness, mental health, sickness and loss to help doctors and their families in NSW and ACT. Visit MBANSW [here](#).

Beyond Blue

Beyond Blue provides information and support for those who may be suffering from depression, anxiety and related disorders. Their comprehensive [website](#) provides FAQs on conditions, treatment options and where to get the support you need or how to support others. Beyond Blue also provide an online chat service, online forums as well as email. You can also call 1300 224 636, 24 hours a day, 7 days a week.

Anti-Bullying Advice Line (ABAL)

ABAL is a free, confidential, state-wide telephone advice line for NSW Health staff. Advisors can answer your questions about the process for managing bullying complaints, or what you can do to make the bullying behaviour stop. Call 1300 416 088.

DRS 4 DRS

DRS 4 DRS are an independently operated national program that helps doctors navigate the many services that are available to support their physical and mental wellbeing in Australia. Visit [their website](#) for more information.

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LIFELINE

Lifeline provide 24/7 crisis support and suicide prevention services. You can call lifeline 24 hours per day on 13 11 14.

COLLEGE WELLBEING OFFICER

If you're an accredited trainee, it's likely that your College will have a wellbeing officer. We recommend finding out who they are at the beginning of your training, so that you can easily access their contact details in the event you need to contact them.

YOUR OWN GP

Having your own GP is important for your health and well-being. AMA (NSW)'s Doctors for Colleagues [page](#) lists GPs throughout NSW who are happy to take on colleagues as patients.

AMA NSW

As an AMA (NSW) Member, you have access to a team of workplace relations and industrial experts, who can provide individual support to assist you with all your workplace matters, such as issues relating to pay, rostering, leave, bullying, training and registration. [Email](#) or call 02 9439 8822 or 1800 813 423 (outside Sydney) for assistance.



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This information is for general guidance only and should not be used as a substitute for obtaining specific assistance or advice.
AMA (NSW) will not be liable for any decision made or action taken in reliance on the information in this document.



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