



Nurse & Midwife
Support

Your health matters



Mark Aitken RN

Consultant & Stakeholder Engagement
Manager



From 8th March 2017

Australian nurses, midwives, students, educators, managers and those concerned about the welfare of a nurse , midwife or student who may be experiencing a health issue or are at risk of a health issue have access to national, 24 hour, 7 day a week support.



Nurse & Midwife
Support

Your health matters

nl

lents



1800 667 877

nmsupport.org.au



**Nurse & Midwife
Support**

Your health matters

1800 667 877
nmsupport.org.au



1800 667 877

nmsupport.org.au



Important elements of the Nurse & Midwife Support service

- Phone support is provided via a nurse & midwife lead service with the focus on brief intervention counselling and referral pathways
- Support is available 24/7 no matter where you are in Australia
- Support is anonymous, confidential and free
- Nurse & Midwife Support is funded by the NMBA and run independently by Turning Point (addiction medicine experts)
- Support is available to nurses, midwives, students or anyone concerned about the welfare of a nurse, midwife or student



“It’s a great moment for the nursing & midwifery professions in Australia”

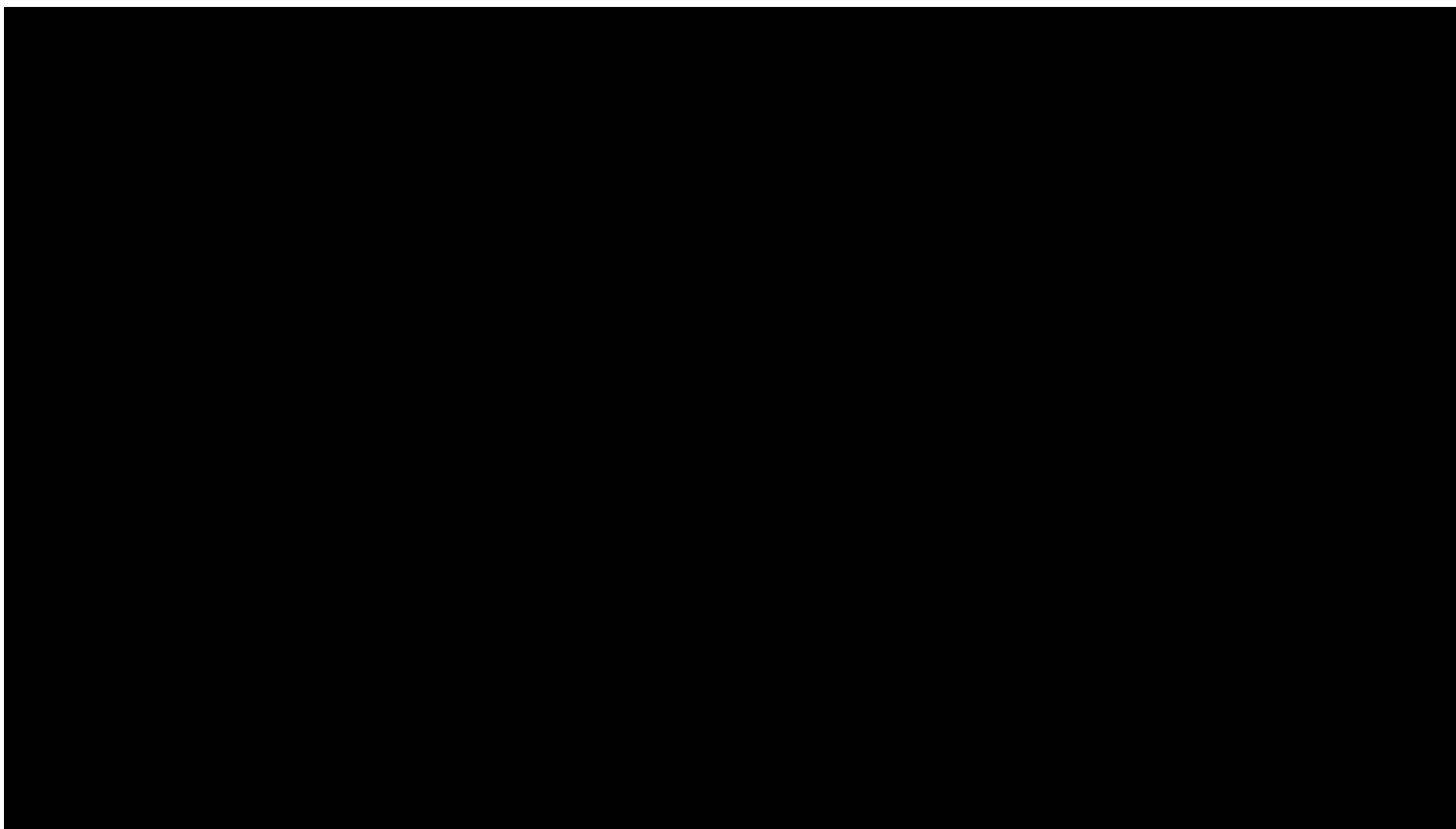
Associate Professor Lynette Cusack RN
Chair, Nursing and Midwifery Board of Australia





Nurse & Midwife
Support

Your health matters





“Early action is the key to ensure that nurses and midwives are supported to receive the treatment they need, so that matters don’t end up with the NMBA”

Debra Thoms



How did the service evolve?

- referral/notification, assessment, treatment, monitoring and rehabilitation for health practitioners with a health impairment
- the role the regulator may play in supporting national health programs giving consideration to the National Law as in force in each state and territory





Nurse & Midwife
Support

Your health matters



**Nurse & Midwife
Support**

Your health matters

ACIL ALLEN findings:

ACIL ALLEN CONSULTING

REPORT TO
NURSING AND MIDWIFERY BOARD OF AUSTRALIA

MAY 2015

NATIONAL HEALTH IMPAIRMENT

REFERRAL, TREATMENT AND REHABILITATION
SERVICES FOR REGULATED HEALTH
PRACTITIONERS WITH AN IMPAIRMENT
FINAL REPORT

- impairment in nurses and midwives is a significant issue
- the identification of impaired nurses and midwives tends to occur late when problems are entrenched
- nurses and midwives do not have a clear understanding of the impairment process, including their obligations upon being notified as well as the broader role of the regulator

ACIL ALLEN
CONSULTING



NATIONAL HEALTH IMPAIRMENT

REFERRAL, TREATMENT AND REHABILITATION
SERVICES FOR REGULATED HEALTH
PRACTITIONERS WITH AN IMPAIRMENT
FINAL REPORT

ACIL ALLEN findings cont.

- nurses and midwives are uncertain about where and how to seek support when they self identify they have an impairment, identify an impairment in their colleagues, or are notified that they have been reported as having an impairment
- self referral often leads to better outcomes for those with health impairment



**Nurse & Midwife
Support**

Your health matters

What did AHPRA & NMBA do with the results?

ACIL ALLEN CONSULTING

REPORT TO
NURSING AND MIDWIFERY BOARD OF AUSTRALIA

MAY 2015

NATIONAL HEALTH IMPAIRMENT

REFERRAL, TREATMENT AND REHABILITATION
SERVICES FOR REGULATED HEALTH
PRACTITIONERS WITH AN IMPAIRMENT
FINAL REPORT

Midwifery
Australia

Australia
Health Practitioner
Regulation Agency



The brief – in summary

- Encourage nurses and midwives to seek help sooner
- Promote professional and safe nursing and midwifery practice

Through:



providing highly accessible professional, confidential, compassionate and individualised support

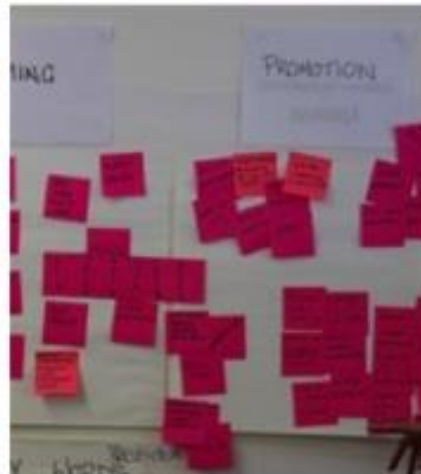
addressing health issues from a nursing and midwifery perspective

providing support to employers, managers, students, educators and concerned others



Nurse & Midwife Support

Your health matters



Expert Advisory Committee



- Council of Deans of Nursing and Midwifery
- Australian Nursing & Midwifery Federation
- Drug and Alcohol Nurses Association Australia
- Australian College of Mental Health Nurses
- Chief Nurse & Midwife representation
- Congress of Aboriginal and Torres Strait Islander Nurses & Midwives (CATSINaM)
- Self Help Addiction Resource Centre (SHARC)
- Australian College of Nursing
- Australian College of Midwives
- CRANA
- Student representative



Developing the service identity



SARAH'S BIGGEST FEAR IS THE LOSS OF STATUS WITHIN THE RURAL COMMUNITY IN WHICH SHE ALREADY FEELS LIKE AN OUTSIDER. FOR HER, ANONYMITY AND TRUST IN THE SUPPORT SERVICE IS VITAL.

Three years ago, 24 year old Sarah left her inner city life to start her nursing career in a small town four hours west of Sydney. From early on Sarah struggled with the pressures of nursing in a busy regional hospital and has never quite connected to the local community.

Desperate to keep up with work demands, Sarah started to dabble with 'Ice'. Initially it made her feel more alert and capable, but quickly moved to a dependency, taking over her life, and creating more isolation. Three months ago she over-medicated a patient, causing a cardiac arrest. Sarah successfully covered up her mistake, however the guilt has spiraled her further into her addiction.

At work colleagues have started to comment about her behaviour – constantly arriving late for shifts in a disheveled and unstable state. She has considered seeking help from the local GP but quickly dismissed it out of fear of being exposed. She is concerned about the effect this will have on her career, which has lead to deeper denial and despair.

A recent visit from a college friend, surprised by the change in her physical condition prompts her into action.



**Nurse & Midwife
Support**

Your health matters

Values

Excellence
Resourceful
Integrity
Accessible
Care

Personality

Respected
Approachable
Wise
Problem Solver
Engaging



Values

Excellence Resourceful Integrity Accessible Care

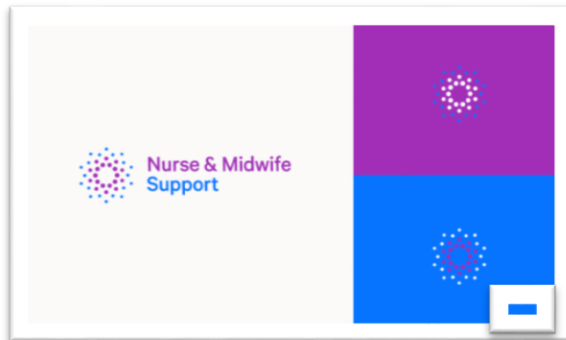
EXCELLENCE

We commit to ensuring excellence in everything we do. The quality of our service. The integrity of our experience. The value we provide to our community.



Nurse & Midwife Support

Your health matters



Nurse & Midwife Support

Your health matters
A 24/7 national support service for nurses and midwives.

1800 667 877 nmsupport.org.au

Support for nurses and midwives is only a phone call or a click away, no matter where you are in Australia.

We understand that nurses, midwives and students can have health issues that could affect their capacity to work.

When you need support we offer confidential advice, assistance and referral. This service assists, supports and cares for nurses and midwives.

Nurse & Midwife Support contributes to better health and wellbeing for nurses and midwives, and safer care for the public.

It is the first national telephone and online service of its kind in Australia.

Nurses and midwives who call the telephone service will have 24/7 access to an experienced team who can assist with a wide range of health and wellbeing-related issues that may be affecting their practice.

The website has been designed specifically for nurses and midwives so that they can easily find health services, information and access online support.

The service also provides support to nursing and midwifery students, educators, employers and concerned family members.

Nurse & Midwife Support is a Nursing and Midwifery Board of Australia initiative run independently by Turning Point, a leading addiction treatment, research and education organisation.

Nurse & Midwife Support does not:

- Advise on legal processes such as reporting complaints and/or concerns to AHPRA/NMBA.
- Provide ongoing crisis management, case management or ongoing counselling/treatment.
- Manage formal networks or face-to-face services.

Nurse & Midwife Support

Your health matters
1800 667 877
nmsupport.org.au

Your health matters
A 24/7 national support service for nurses and midwives.

Nurse & Midwife Support

- Professional, anonymous, compassionate and flexible
- Addresses health issues from a nursing and midwifery perspective
- Promotes support and understanding and normalises help-seeking
- Supports the individual with a health issue or potential issue and those seeking advice on behalf of others
- Assists employers by providing information and support
- Promotes safe practice and workforce retention

We provide

- Telephone and online help
- Telephone consultations can provide brief intervention counselling and referral to appropriate services
- Interactive website with:
 - self-help resources, including self-assessment tools
 - educational materials and information about treatment options
 - directory of services for referral and
 - information on the responsibilities for nurses and midwives with health-related issues at work

Service Access

- Available to regional, rural, remote and urban colleagues
- Operates 24 hours a day, 7 days a week, nationwide
- An experienced clinician will listen to your concerns and support you to initiate the next steps in addressing your health issue.

1800 667 877
nmsupport.org.au

1800 667 877

nmsupport.org.au



Nurse & Midwife
Support

Your health matters

nmsupport.org.au

The screenshot shows the homepage of the Nurse & Midwife Support website. At the top, there is a navigation bar with the logo, a menu icon, a search bar, a 'Get help now' button, and the phone number 1800 667 877. The main content area has a purple background on the left with the text 'Your health matters' and a description of the service. On the right, there is a photograph of two healthcare professionals in blue scrubs and hairnets, one of whom is placing a hand on the shoulder of a person in a red shirt. Below the photograph, there are four blue boxes, each with a title, a brief description, and a 'Learn more' link with a right-pointing arrow icon.

Your health matters
A 24/7 national support service for nurses & midwives providing access to confidential advice and referral.

Tips for staying healthy
Looking after your health is just as important as looking after your patients. Find out how.
[Learn more](#)

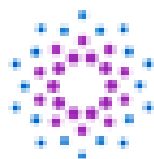
It's ok to ask for help
Sometimes it can be difficult to ask for help, but we all need a helping hand sometimes. Nurse & Midwife Support is here for you.
[Learn more](#)

Referral to support services
Looking for help with a health issue? Try our service finder, there are lots of support available.
[Learn more](#)

Advice for managers & employers
Concerned about the health of a nurse, midwife or student? Support and advice is available.
[Learn more](#)

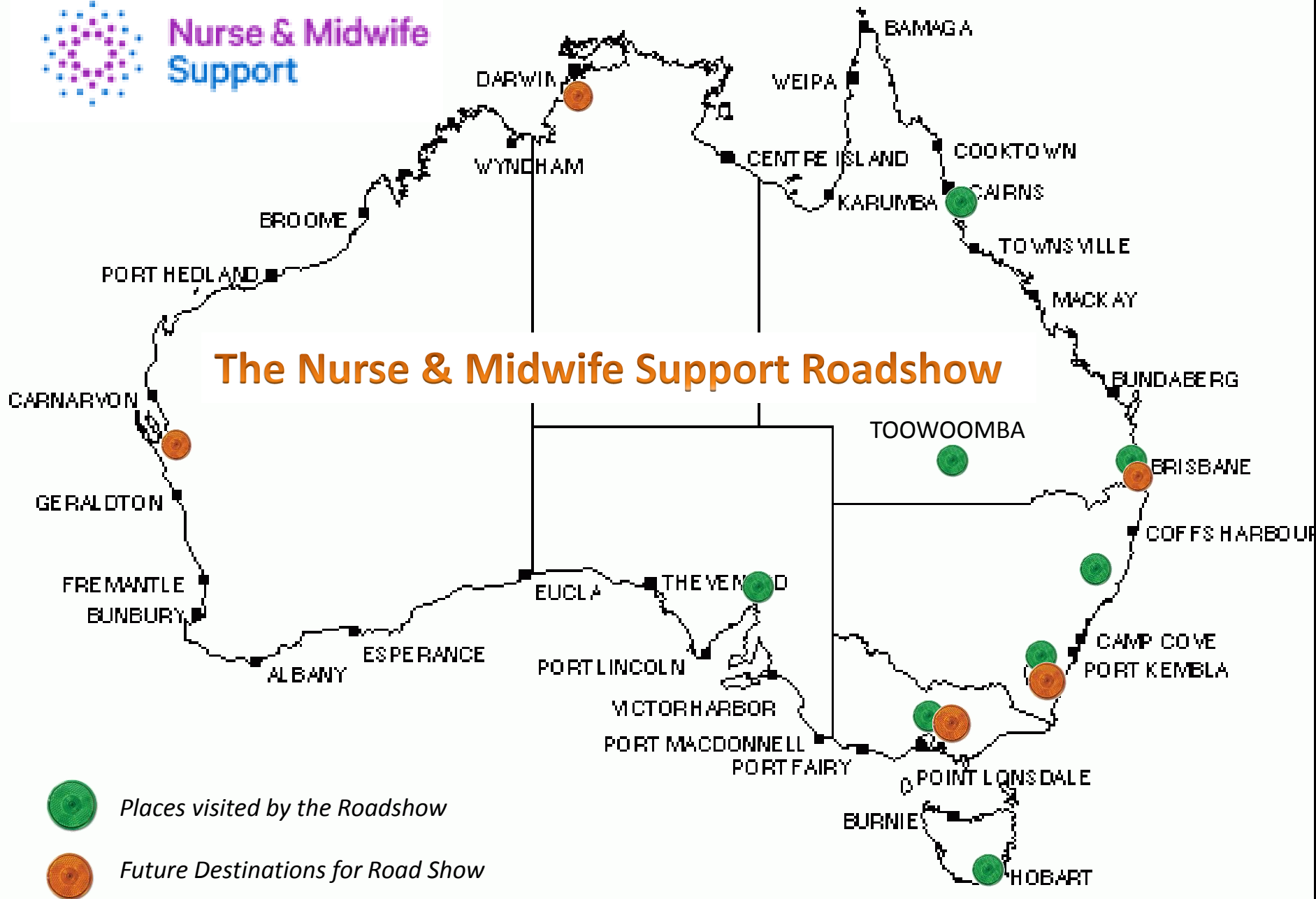
1800 667 877

nmsupport.org.au



**Nurse & Midwife
Support**

The Nurse & Midwife Support Roadshow





Why is this service important?



Nurses, midwives and students are vital members of a well-functioning, dynamic and responsive health care system in Australia.

Nationwide there are over 380,000 registered & enrolled nurses, midwives, and students

Each one of these people have a story...



**Nurse & Midwife
Support**

Your health matters

Please help us connect with nurses and midwives that you know

We are interested to know how we can
connect with nurses and midwives in your
network?





Nurse & Midwife
Support

Your health matters

*24/7 Support for nurses and midwives is only a phone
call or a click away, no matter where you are in
Australia*



1800 667 877

nmsupport.org.au



**Nurse & Midwife
Support**

Your health matters



1800 667 877

nmsupport.org.au



**Nurse & Midwife
Support**

Your health matters

