SUPPORT and WELLBEING

Northern Health is committed to the wellbeing of ALL staff. A happy, healthy workforce is better for everyone – staff and patients! Being a doctor is hard, both work and outside work stressors affect us, our wellbeing and ultimately also patient care. There are MANY different ways to seek support. Everyone is different and every situation is different, so below are a variety of people and resources that you can contact at any point.

Please do seek support, and encourage colleagues to do the same. At Northern Health we don’t just say this, we mean it…

**Practical advice on how to find the right supports for you:**

Sometimes it is just good to talk to someone to find out confidentially what avenues of support are available to you. Come and talk to us at Medical Education and we can provide direction for you.

We are on Level 2 in the NCHER building, call x80758 or email [medicaleducationunit@nh.org.au](mailto:medicaleducationunit@nh.org.au)

**In hospital supports:**

|  |  |  |
| --- | --- | --- |
| Support | Phone | Email / website |
| Friends and Colleagues |  |  |
| JMSA Wellbeing Officers |  | [JMSA@nh.org.au](mailto:JMSA@nh.org.au) |
| Pastoral Care | x58005 |  |
| OH&S & Wellbeing  Workforce Wellbeing Coordinator | x58468 | [ohswb@nh.org.au](mailto:ohswb@nh.org.au) |
| Medical Education Team | x80758 | [Susie.Sangas@nh.org.au](mailto:Susie.Sangas@nh.org.au)  [Keith.Amarakone@nh.org.au](mailto:Keith.Amarakone@nh.org.au) |
| Northern Doctors workforce unit | x58276 | [northerndoctorsworkforce@nh.org.au](mailto:northerndoctorsworkforce@nh.org.au) |
| Divisional Directors, Unit Heads,  Clinical supervisors,  Term supervisors, training supervisors |  | <https://northerndoctors.org.au/supervision/>  (password: NorthernDoctors) |
| EAP Converge | 1300 687 327 | [www.convergeinternational.com.au](http://www.convergeinternational.com.au/)  Username: northernhealth; Password: eap |

**External Supports:**

|  |  |  |
| --- | --- | --- |
| Support | Phone | Email / Website |
| Your GP |  |  |
| Victorian Doctors Health Program | 9495 6011 | vdhp.org.au |
| PMCV | 9670 1066 | pmcv.com.au |
| AMA Vic Peer Support Service | 1300 853 338 | amavic.com.au |
| Beyond Blue | 1300224636 | beyondblue.org.au |
| Lifeline | 131114 | lifeline.org.au |
| Your Medical Indemnity Organisation |  | Via websites |
| Your Training College |  | Via Websites |

**EAP- Converge** C:\Users\sangass\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\2DQZPQQ0\768px-Red_Phone_Font-Awesome.svg[1].png **1300 687 327** [www.convergeinternational.com.au](http://www.convergeinternational.com.au/)

Username: northernhealth; Password: eap

Northern Health's Employee Assistance Program (EAP) is a professional counselling service that offers confidential, short-term support for a variety of work-related and personal problems that may be affecting staff at work or at home. EAP gives staff access to qualified professionals including psychologists, social workers and management coaches.

Employee Assistance Program is:

* a free, confidential service
* available to all employees, contractors and immediate family members
* available for up to 6 sessions per year
* a service that operates 24 hours, seven days per week, 365 days of the year
* Via phone, face to face and online.

**AMA – Australian Medical Association** 768px-Red_Phone_Font-Awesome **9280 8722** [www.amavic.com.au](http://www.amavic.com.au)

AMA is an independent organisation that exists to promote and protect the professional interest of doctors and the health care needs of patients and communities. They provide general advocacy for all doctors - junior to senior - in areas including career development, health care policy, wages, working conditions etc.

**AMA – VIC Peer Support Service** 768px-Red_Phone_Font-Awesome **1300 853 338**

**Victorian Doctors Health Program** C:\Users\sangass\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\2DQZPQQ0\768px-Red_Phone_Font-Awesome.svg[1].png**92808712** [www.vdhp.org.au](http://www.vdhp.org.au)

The Victorian Doctors Health Program (VDHP) is a confidential service for doctors and medical students who have health concerns such as stress, mental health problems, substance use problems or any other health issues. Sensitive to the needs of doctors and medical students, they are a non-judgmental service dedicated to improving the health and wellbeing of those within the medical profession.

**Mentoring**

Medical Education Unit facilitates a mentoring program at Northern Health. All Interns are assigned a consultant mentor. For HMO 2s and 3s interested in accessing this program, please contact the Medical Education Unit 768px-Red_Phone_Font-Awesome**8468 0758** and we will facilitate arranging a mentor for you in an area of interest.

**Bullying / Harassment /Discrimination**

Northern Health is committed to providing a workplace free from bullying and harassment in any form and has “zero tolerance”. It expects staff members to behave in a professional manner, live our values through our behaviours and to treat each other with dignity and respect. Northern Health encourages members to report bullying and harassment promptly, so appropriate measures can be taken. When reported, it will be viewed as a serious matter and will be investigated in a timely matter.

**Workplace bullying** is the “repeated unreasonable behaviour directed towards an employee, or a group of employees that creates a risk to health and safety” as defined by Worksafe Victoria. Examples of behaviour that could constitute bullying include:

* Excluding someone from workplace activities or interaction
* Giving someone the majority of unpleasant tasks
* Imposing impossible deadlines
* Verbal abuse
* Humiliating through sarcasm or insults
* Intimidation
* Changing rosters with the intent of inconveniencing a particular staff member.

**Harassment** is unwelcome physical or verbal conduct. Harassment in the workplace can take many forms such as:

* Imitating someone’s accent
* Spreading rumours
* Offensive jokes or innuendo
* Threats or insults
* Name calling
* The use of language that is not suitable in the workplace
* Pushing, shoving or jostling.

**Diversity**

At Northern Health, we pride ourselves in being a diverse, safe and inclusive health service.  We see diversity as strength.  Northern Health wants everyone to feel safe and included with respect to:

* Ethnicity
* Cultural background
* Faith
* Sexuality
* Marital status
* Gender
* Age
* Ability
* Citizen status

Cultural safety means feeling welcome and being free from discrimination.

Northern Health supports safety and inclusion through a governance structure called the *Diversity and Inclusion Committee*.  The Committee has five working groups which promote equity of disadvantaged groups.



The Northern Health Intranet has information and resources:

<https://intranet.nh.org.au/departments-and-services/diversity/about-us/>.

If you have questions/concerns, please email [NH-DiversityEnquiries@nh.org.au](mailto:NH-DiversityEnquiries@nh.org.au).

**Victoria: Equal Opportunity Act 2010 (VIC)**

Discrimination on the basis of age, breastfeeding, disability, employment activity, gender identity, industrial activity, lawful sexual activity, marital status, parental status or status as a carer, physical features, political belief or activity, pregnancy, race (including colour, nationality, ethnicity and ethnic origin), religious belief or activity, sex, sexual orientation, and personal association with someone who has, or is assumed to have, any of these personal characteristics. Sexual harassment is also prohibited under this Act. Engaging in bullying, harassment or discrimination will lead to disciplinary action and can result in termination of employment.

***If you believe you are being bullied, harassed or discriminated against please seek advice from one of your supports as listed above who will assist and escalate the matter appropriately.***

**Appeals, Grievances and Complaints**

There is a hospital policy specifically for junior medical staff that provides information regarding grounds for appeal for performance (as identified through training assessments), rostering, and interpersonal issues. There are also hospital wide policies that address grievances and complaints on PROMPT:

* HR- Junior Medical Workforce.
* HR - Grievance Procedure
* HR - Staff Complaints & Internal Investigation

For more information: Medical Education Unit C:\Users\sangass\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\2DQZPQQ0\768px-Red_Phone_Font-Awesome.svg[1].png**8468 0758** or [medicaleducationunit@nh.org.au](mailto:medicaleducationunit@nh.org.au) .