

# Support and wellbeing framework for healthcare workers

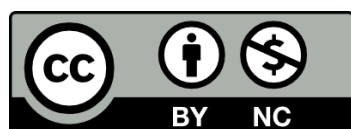
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**Queensland**  
Government

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## Introduction

The [Voluntary Assisted Dying Act 2021](#) (the Act) allows eligible people to access voluntary assisted dying as an additional end-of-life option in Queensland from 1 January 2023.

The Act sets out a legal process for people who are suffering and dying from an advanced and progressive life-limiting condition the right to choose the timing and circumstances of their death. There are strict eligibility criteria for accessing voluntary assisted dying.

More information about voluntary assisted dying is available on the [Queensland Health website](#).

## Acknowledgment of Country

Queensland Health acknowledges the Traditional and Cultural custodians of the lands, waters, and seas across Queensland, pay our respects to Elders past and present, and recognise the role of current and emerging leaders in shaping a better health system. We recognise the First Nations peoples in Queensland are both Aboriginal peoples and Torres Strait Islander peoples, and support the cultural knowledge, determination, and commitment of Aboriginal and Torres Strait Islander communities in caring for the health and wellbeing of our peoples for millennia.

## Purpose

This framework outlines a holistic approach to supporting healthcare workers who are involved in the provision of voluntary assisted dying services. It has been developed for all healthcare workers (clinical and non-clinical) who are involved, in any capacity, in providing voluntary assisted dying services.

## Acknowledgement of co-design

Queensland Health acknowledges the significant contributions of all stakeholders who have contributed to the development of the *Support and wellbeing framework for healthcare workers*. This includes doctors, nurses, pharmacists, psychologists, allied health professionals, consumers and content experts from across Queensland. The authors extend their sincere thanks to these contributors for generously providing their advice and feedback.



## Overview

Voluntary assisted dying gives people who are suffering and dying, and who meet eligibility criteria, the option of requesting medical assistance to end their lives. Voluntary assisted dying is a multidisciplinary model of service delivery.

The [Voluntary Assisted Dying Act 2021](#) (the Act) identifies specific roles and responsibilities for medical practitioners, nurse practitioners, registered nurses and pharmacists. Many other healthcare workers, as members of multidisciplinary teams, will also provide support and assistance to people accessing voluntary assisted dying. This includes both clinical and non-clinical healthcare workers.

Healthcare workers provide the best care to people and their family, carers and friends when they are experiencing their own optimal health and wellbeing. Caring for people at the end-of-life can be extremely rewarding, but it can also be emotionally challenging. Discussions about voluntary assisted dying can be sensitive, with many people holding deeply personal views for reasons that are important to them.

Deciding whether to participate in voluntary assisted dying, and if so, the extent of participation, can be ethically and emotionally complex. A healthcare worker's involvement in voluntary assisted dying may be impacted by the position of their employer or workplace. For example, some organisations may have faith-based or in-principle objections to participation in voluntary assisted dying.

Healthcare workers must manage the needs and expectations of people accessing voluntary assisted dying and their family, carers and friends, and colleagues. Professional demands, workload pressures, and accumulated grief can cause stress and personal distress, which can escalate to burnout and compassion fatigue.

## Development of the Support and Wellbeing Framework

Ensuring the health and wellbeing of healthcare workers who provide voluntary assisted dying services or care for people who request information about or access voluntary assisted dying requires a holistic approach. Queensland Health has surveyed healthcare workers in Queensland regarding their anticipated support needs with respect to voluntary assisted dying.<sup>1</sup> The views of healthcare workers in Queensland were consistent with other research<sup>2</sup> and suggested that support frameworks should include:

- the provision of legal and procedural guidelines

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<sup>1</sup> Voluntary assisted dying: healthcare worker survey. 2022 (unpublished). As part of this survey, responses from 5513 healthcare workers (clinical and non-clinical) were analysed. All respondents were employed in Queensland across a range of settings including public hospitals, community health services, Queensland Ambulance Service, private hospitals, aged care providers (residential and community-based), general practice, Aboriginal and Torres Strait Islander health services, NGOs, hospices and private practice.

<sup>2</sup> O'Connor M, et al. 2021. Australian health professionals' attitudes toward voluntary assisted dying: a cross-sectional survey. *Social Science*. 10; 429.

- education, training and professional development
- debriefing opportunities
- peer support
- counselling and psychological support
- clinical supervision.

The views of healthcare workers in Queensland, along with the relevant evidence base, have been taken into account in the development of this support and wellbeing framework.

In Queensland, the following mechanisms are available to holistically support the health and wellbeing of all healthcare workers who are involved in voluntary assisted dying:

- clear and easily accessible [guidelines](#) for practitioners to facilitate understanding of their roles and responsibilities, support compliance with the Act and assist them to respond to requests for information about voluntary assisted dying
- formal [education and training](#) about voluntary assisted dying
- [communities of practice](#) for practitioners who are providing voluntary assisted dying services or involved in supporting people who are accessing voluntary assisted dying
- prioritising and [supporting self-care](#) for all healthcare workers involved in voluntary assisted dying.

This framework provides a staged approach to supporting healthcare workers, from simple steps such as accessing publicly available information about voluntary assisted dying to more targeted education and training and formal programmes for supporting professional development and mitigating emotional distress.

## Guidelines on voluntary assisted dying

### Resources for healthcare workers

Healthcare workers in Queensland have indicated that having easy access to clear and comprehensive guidelines regarding voluntary assisted dying will support them to:

- ensure their practice complies with the Act
- effectively and compassionately support people and their family, carers and friends
- understand their scope of practice with respect to voluntary assisted dying, and
- gain professional confidence.<sup>3</sup>

A number of resources have been developed to support healthcare workers to understand their roles and responsibilities in relation to voluntary assisted dying, including:

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<sup>3</sup> Voluntary assisted dying: healthcare worker survey, 2022 (unpublished).

- [Queensland Health website - Voluntary Assisted Dying in Queensland](#): this website contains extensive information for healthcare workers and members of the public regarding the implementation of voluntary assisted dying in Queensland, legal obligations for practitioners, roles and responsibilities of practitioners, becoming an authorised voluntary assisted dying practitioner, voluntary assisted dying substances and access for people in rural and remote areas.
- [Queensland Voluntary Assisted Dying Handbook](#): the Handbook is intended for medical practitioners, nurse practitioners and registered nurses who provide voluntary assisted dying services and may also be used by other healthcare workers who provide care and support for people who may seek information about, or access, voluntary assisted dying or healthcare workers who conscientiously object to participating in voluntary assisted dying.
- Conversation guides have been developed to support healthcare workers to respond to requests for information from people who have questions about, or wish to access, voluntary assisted dying. These have been made available to Hospital and Health Services and other clinical settings and may be adapted for use depending on the needs of a particular service.
- Hospital and Health Services and private entities may also develop resources to support their staff to provide safe and effective care for people accessing voluntary assisted dying.

## Resources for people and their family, carers and friends

Healthcare workers in Queensland have indicated that ensuring people and their family, carers and friends can access information about voluntary assisted dying will support them in their clinical practice.<sup>4</sup>

A range of resources have been developed to ensure that people who have questions about, or are considering accessing, voluntary assisted dying can easily access information about the process in Queensland and where they can find support. This information is available on the [Queensland Health website](#).

People and their family, carers and friends can also contact the Queensland Voluntary Dying Support Service (QVAD-Support) for personal advice and assistance.

***QVAD-Support is the statewide support service for anyone who requires information about voluntary assisted dying and can be contacted at [QVADSupport@health.qld.gov.au](mailto:QVADSupport@health.qld.gov.au) and on 1800 431 371 (Mon-Fri, 08.30-16.00, excluding public holidays – available from 1 January 2023).***

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<sup>4</sup> Voluntary assisted dying: healthcare worker survey, 2022 (unpublished).

## Education and training

Recent research has identified the importance of appropriate education and training for healthcare workers in raising awareness of voluntary assisted dying and improving clinical practice in what will be a new area of practice for most healthcare workers in Queensland.<sup>5</sup>

Healthcare workers in Queensland identified education and professional development as a need in relation to their involvement in the care and treatment of people who are accessing voluntary assisted dying, in particular with respect to providing clinical support to people and their family, carers and friends, understanding the voluntary assisted dying process and being familiar with their legal obligations under the Act.<sup>6</sup>

### Mandatory training for authorised practitioners

Medical practitioners, nurse practitioners and registered nurses have specific roles under the Act and are required to complete mandatory training to participate in voluntary assisted dying as authorised practitioners. This training is only accessible to medical practitioners, nurse practitioners and registered nurses who are eligible and apply to be authorised voluntary assisted dying practitioners. It is not accessible to other healthcare workers.

Building on existing clinical skills, the mandatory training:

- introduces practitioners to the legal framework for voluntary assisted dying in Queensland
- provides the core knowledge required to participate in voluntary assisted dying
- consists of:
  - nine modules of content
  - an assessment component
  - acknowledging receipt and understanding of the *Queensland Voluntary Assisted Dying Prescription and Administration Protocols*.

The importance of self-care for practitioners has been embedded in the mandatory training. The mandatory training clearly reflects the significance of self-care for practitioners by:

- positioning the self-care module early in the training (the second module)
- acknowledging the importance of self-care when participating in voluntary assisted dying
- outlining the range of experiences and emotions that may arise when participating in voluntary assisted dying

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<sup>5</sup> O'Connor M, et al. 2021. Australian health professionals' attitudes toward voluntary assisted dying: a cross-sectional survey. *Social Science*. 10; 429.

<sup>6</sup> Voluntary assisted dying: healthcare worker survey. 2022 (unpublished).



- promoting the identification of ways to foster self-care and signposting to resources for support
- explaining the role of QVAD-Support in supporting those involved in the voluntary assisted dying process
- describing the scope of the Queensland voluntary assisted dying community of practice for voluntary assisted dying practitioners.

Authorised voluntary assisted dying practitioners will initially be authorised for three years. After three years, authorisation will need to be renewed, and this will involve refresher training.

Healthcare workers in Queensland have indicated that they consider regular training updates to be an important component of education and training for practitioners involved in voluntary assisted dying.<sup>7</sup>

## Voluntary assisted dying education module for healthcare workers

An online education resource has been developed to build the knowledge of healthcare workers who are either ineligible or unwilling to undertake the mandatory training. It is accessible to healthcare workers internal to Queensland Health via [iLearn](#) and healthcare workers external to Queensland Health via the [Queensland Health website](#).

This education is suited to any healthcare worker, including:

- registered health practitioners (for example, medical practitioners, registered nurses, psychologists, paramedics, Aboriginal and Torres Strait Islander health practitioners, pharmacists)
- providers of healthcare services who are not registered health practitioners (for example, speech pathologists, social workers, Aboriginal and Torres Strait Islander healthcare workers)
- providers of personal care services who are not registered health practitioners (for example, aged care workers, disability care workers)
- non-clinical healthcare workers (for example, administration professionals, catering staff, housekeepers and wardspersons).

The education may also be relevant to others involved in providing support to people accessing voluntary assisted dying, such as interpreters and spiritual carers.

The education module for all healthcare workers provides a general overview of voluntary assisted dying legislation in Queensland and has three parts:

- **voluntary assisted dying in context:** what voluntary assisted dying is; where it is currently legal in Australia; and how it relates to other end-of-life choices

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<sup>7</sup> Voluntary assisted dying: healthcare worker survey. 2022 (unpublished).

- **overview of the voluntary assisted dying process in Queensland:** who is eligible; how the request and assessment process operates; methods by which voluntary assisted dying may be provided; and legislative safeguards
- **healthcare worker participation in voluntary assisted dying:** roles of healthcare workers in the voluntary assisted dying process; discussing voluntary assisted dying with people and their family, carers and friends; key services; conscientious objection; and institutional participation.

## Other resources

Some professional organisations, such as specialist medical colleges, may have developed specific guidance and training around voluntary assisted dying. Healthcare workers should check with their professional associations and familiarise themselves with any guidance or training that is relevant to their profession.

Healthcare workers should also familiarise themselves with any models of care, policies and procedures related to voluntary assisted dying in their own organisation or at facilities where they provide professional services. Healthcare workers are encouraged to check with the relevant organisation to see if local education and training is available.

## Communities of practice

Connecting with other healthcare workers who are providing voluntary assisted dying services and supporting people and their family, carers and friends can help manage the challenging aspects of voluntary assisted dying. QVAD-Support facilitates the QVAD communities of practice. These are inclusive forums, which offer practical and emotional support for authorised voluntary assisted dying practitioners and other healthcare workers.

Healthcare workers in Queensland have indicated that education and training, professional development, peer support, clinical supervision and psychological support will be important aspects of support for practitioners who are involved in voluntary assisted dying and the communities of practice are designed to meet these needs.<sup>8</sup>

## Authorised voluntary assisted dying practitioner community of practice

Authorised voluntary assisted dying practitioners are invited to join a dedicated community of practice once they receive final approval as an authorised practitioner. This community of practice supports authorised practitioners in a number of ways:

- a 'Welcome Pack' containing:
  - information about the community of practice
  - photo ID card

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<sup>8</sup> Voluntary assisted dying: healthcare worker survey, 2022 (unpublished).

- information about support available to people who wish to access voluntary assisted dying
- bi-monthly meetings using a secure, safe and confidential Queensland Health Microsoft Teams guest account
- opportunities for interactive case-based discussions
- structured education and training
- debriefing and psychological support on request
- qualified counselling support on request
- shadowing opportunities with experienced voluntary assisted dying practitioners
- links to peer mentors
- the Teams guest account which provides access to community of practice meetings will also allow access to files containing useful information about voluntary assisted dying, an announcement channel, a frequently asked questions channel, a notice board where practitioners can post issues in real time and receive feedback and assistance and a newsletter.

## Healthcare worker community of practice

All healthcare workers (clinical and non-clinical) who may be involved in voluntary assisted dying (for example, community nurses, allied health professionals, Aboriginal and Torres Strait Islander health workers and practitioners, administration professionals, catering staff) will be invited to attend the healthcare worker community of practice. Meetings will be held quarterly via Teams. Members will receive updates regarding voluntary assisted dying in Queensland and be encouraged to engage in collaboration and support.

## Primary Health Networks

Primary Health Networks will host quarterly or half-yearly events on a rotating basis. These events will be open to eligible healthcare workers with an interest in voluntary assisted dying as well as authorised practitioners.

Healthcare workers can find more information about Primary Health Networks, including links to their local network and information about their planned events, on the [Australian Government Department of Health and Aged Care website](#).

## Trans-Tasman Community of Practice

A trans-Tasman Community of Practice has been established, which is known as VADANZ (Voluntary Assisted Dying Australia and New Zealand). Queensland practitioners seeking advice and assistance concerning the practice of voluntary assisted dying may also contact this forum - [Home - VADANZ](#).

## Self-care

Professional organisations that support healthcare workers encourage their members to take care of their own physical, mental, emotional and social health and seek support when required.<sup>9</sup> Self-care has been broadly defined as “a proactive and holistic approach to promoting personal health and wellbeing to support social and professional roles.”<sup>10</sup> Self-care may encompass:

- accessing informative resources such as guidelines and formal education to guide best clinical practice
- strategies and opportunities to reflect on clinical experiences and develop clinical practice, and
- seeking individual support from appropriate networks, organisations and professionals.

Self-care is an essential part of participating in the voluntary assisted dying process. Even in jurisdictions where it has been legalised for several years, voluntary assisted dying is a relatively uncommon practice and due to its nature, healthcare workers are potentially at increased risk of professional isolation.

There may also be additional workplace stressors in navigating various viewpoints around voluntary assisted dying. Different organisations may provide varying levels of support. Practitioners in rural and remote areas may be further isolated. All practitioners who provide voluntary assisted dying services must also navigate their own reactions to, and experiences of, supporting a planned death.

For healthcare workers who are involved in voluntary assisted dying, in any capacity, it is essential to prioritise self-care. Being aware of available support, developing a plan for self-care, and engaging in protective behaviours can reduce the likelihood and severity of any potential negative impacts.

Self-care for healthcare workers involved in voluntary assisted dying in Queensland is prioritised and promoted through the mandatory training for authorised practitioners, the education module available for all healthcare workers and signposting to resources to support health and wellbeing. It is also acknowledged that all healthcare workers have a professional responsibility to take care of their own health and wellbeing and access appropriate support as necessary.

All organisations developing policies, procedures and resources regarding voluntary assisted dying are encouraged to prioritise information about self-care for healthcare workers.

## Clinical supervision and self-care

Clinical supervision is a “formally structured professional arrangement between a supervisor and one or more supervisees. It is a purposely constructed regular meeting that provides for critical

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<sup>9</sup> For example, see the [Royal Australian College of General Practitioners Self-care and mental health resources](#), [Royal Australian College of Physicians Wellbeing resources](#) and [Australian College of Nursing Self-care resources](#).

<sup>10</sup> Mills J, Wand T, Fraser, JA. ‘Exploring the meaning and practice of self-care among palliative care nurses and doctors: A qualitative study.’ BMC Palliative Care. 2018. 17; 63.

reflection on the work issues brought to that space by the supervisee(s). It is a confidential relationship within the ethical and legal parameters of clinical practice. Clinical Supervision facilitates development of reflective practice and the professional skills of the supervisee(s) through increased awareness and understanding of the complex human and ethical issues within their workplace.”<sup>11</sup> Clinical supervision is recommended as a core component of clinical practice by most professional organisations that represent healthcare workers.

Clinical supervision can form an important component of an individual self-care plan and many professional bodies provide recommendations for their members regarding participation in clinical supervision. Healthcare workers in Queensland have indicated that clinical supervision will be an important way to support their involvement in voluntary assisted dying.<sup>12</sup> Reflective and reflexive practice, which is facilitated via the clinical supervision process, can help to reduce moral distress and improve clinical practice.<sup>13</sup>

Healthcare workers are encouraged to consult their professional bodies regarding best practice in relation to clinical supervision. Organisations that employ healthcare workers who are involved in voluntary assisted dying should support and promote clinical supervision through appropriate policies, procedures and workplace culture.

## Self-care and supporting colleagues

It is important for all practitioners to recognise that other healthcare workers who are involved in caring for a person who is accessing voluntary assisted dying may also be affected by the process. In addition to attending to their own self-care needs, healthcare workers involved in voluntary assisted dying also have a responsibility to understand how involvement in voluntary assisted dying may impact on their colleagues (in both clinical and non-clinical roles) and support them to maintain their own health and wellbeing.

Healthcare workers may support their colleagues in a number of ways, including:

- making time to sensitively listen to colleagues’ experiences or directing them to another colleague who may be able to assist
- signposting to information resources about voluntary assisted dying
- suggesting that colleagues access workplace support services, QVAD-Support, professional associations, cultural support in their community, and other organisations that can provide assistance (see Tables 1, 2 and 3 below)

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<sup>11</sup> Position statement: clinical supervision for nurses and midwives. 2019. Australian College of Mental Health Nurses, Australian College of Midwives and Australian College of Nursing.

<sup>12</sup> Voluntary assisted dying: healthcare worker survey. 2022 (unpublished).

<sup>13</sup> O’Connor M, et al. 2021. Australian health professionals’ attitudes toward voluntary assisted dying: a cross-sectional survey. *Social Science*. 10; 429.



# Resources to support self-care for healthcare workers

## Resources for medical practitioners<sup>14</sup>

**Table 1:** Resources for medical practitioners

Organisation	Resources
<b>Australian College of Rural and Remote Medicine (ACRRM) Practitioner Health and Wellbeing resources</b>	The <a href="#">ACRRM website</a> provides a number of external resources for physical and mental health and other concerns. ACRRM's Employee Assistance Program can provide 24/7 support by calling 1800 818 728.
<b>Australian and New Zealand College of Anaesthetists and Faculty of Pain Medicine (ANZCA)</b>	The <a href="#">ANZCA website</a> provides a number of resources to support the health and wellbeing of fellows, trainees, specialist international medical graduates and immediate family members.
<b>Doctors' Health in Queensland</b>	The Doctors' Health in Queensland, Queensland Doctors' Health Programme provides confidential advice and support for medical practitioners in Queensland. Call (07) 3833 4352 to access support and advice 24/7. They also provide information and further resources on health and common problems medical practitioners face. Further information can be found online from <a href="#">Doctors' Health in Queensland</a> .
<b>DRS4DRS</b>	Doctors' Health Services maintains a website, DRS4DRS, which contains useful general resources related to the health and wellbeing of doctors. <a href="#">Access these resources</a> .
<b>Employee Assistance Programs</b>	Doctors employed by Queensland Health can access the <a href="#">Employee Assistance Service</a> for free, confidential counselling. You can access this service 24/7. Visit the <a href="#">Queensland Health Employee Support and Counselling website</a> to obtain the phone number for the Employee Assistance Program in the district where you live. If you are not employed by Queensland Health, contact your employer to find out what employee assistance program they offer.

<sup>14</sup> Adapted from the voluntary assisted dying mandatory training produced by the Australian Centre for Health Law Research, QUT

<b>Royal Australian College of General Practitioners (RACGP) Support Program</b>	<p><a href="#">The GP Support Program</a> is a free service available to all RACGP members. It provides professional advice and support with managing a range of issues including conflict, grief and loss, anxiety and depression, and substance use.</p> <p>Call 1300 361 008 during business hours to make an appointment.</p> <p><a href="#">See additional support resources for GPs</a>, including the factsheet <i>Self-care and mental health resources for general practitioners</i>.</p>
<b>Royal Australasian College of Physicians (RACP) Resources</b>	<p>The <a href="#">RACP website</a> provides a compilation of external resources for physical and mental health and other concerns.</p> <p>The RACP also offer a professional and confidential counselling service. The contact details for these services can be accessed on the <a href="#">RACP website</a>.</p> <p>The RACP has a position statement on self-care: <a href="#">Health of Doctors Position Statement (2017)</a>.</p>
<b>Royal Australian and New Zealand College of Psychiatrists (RANZCP) Wellbeing Support</b>	<p>The <a href="#">RANZCP website</a> provides a number of external resources for physical health, mental health and other concerns.</p> <p>Confidential advice is also available to all members of RANZCP through its Member Welfare Support Line.</p>

## Resources for nurse practitioners and registered nurses<sup>15</sup>

**Table 2:** Resources for nurse practitioners and registered nurses

Organisation	Resources
<b>Australian College of Nurse Practitioners Peer Support</b>	<p>The Australian College of Nurse Practitioners will provide all nurse practitioners involved in voluntary assisted dying with mentors and/or peer support.</p> <p>Contact <a href="mailto:admin@acnp.org.au">admin@acnp.org.au</a> for more information.</p>
<b>Australian College of Nursing (ACN)</b>	<p>The ACN advocates on behalf of the nursing profession and <a href="#">provides a range of self-care resources</a>.</p>

<sup>15</sup> Adapted from the voluntary assisted dying mandatory training produced by the Australian Centre for Health Law Research, QUT

<b>Australian Primary Care Nurses Association (APNA) Nurse Support</b>	<p>APNA runs a Nurse Support Line which provides professional support, guidance, and referrals for APNA members.</p> <p>Operates Monday to Friday, 9am to 5pm.</p> <p>Call: 1300 303 184 (or 03 9322 9598).</p> <p>Email: <a href="mailto:nursesupport@apna.asn.au">nursesupport@apna.asn.au</a></p> <p><i>APNA suggests its members contact Nurse and Midwife Support (see Nursing and Midwifery Board of Australia Nurse and Midwife Support below) if they need ongoing counselling.</i></p>
<b>CareSearch Palliative Care Knowledge Network</b>	<p><a href="#">CareSearch Palliative Care Knowledge Network</a> is a website which provides information about self-care strategies and protective practices for those who work in palliative care or end-of-life care. It includes a self-care training module and self-care plan template.</p>
<b>Cancer Nurses Society of Australia Nurse Practitioner Specialist Practice Network</b>	<p>The <a href="#">Cancer Nurse Practitioners Specialist Practice Network</a> provides networking opportunities and support from peers working at a senior clinical level to nurse practitioners who are members.</p>
<b>Employee Assistance Programs</b>	<p>Nurses and nurse practitioners employed by Queensland Health can access the <a href="#">Employee Assistance Service</a> for free, confidential counselling. You can access this service 24/7.</p> <p>Visit the <a href="#">Queensland Health Employee Support and Counselling website</a> to obtain the phone number for the Employee Assistance Program in the district where you live.</p> <p>If you are not employed by Queensland Health, contact your employer to find out what employee assistance program they offer.</p>
<b>Nursing and Midwifery Board of Australia Nurse and Midwife Support</b>	<p>The national Nurse and Midwife Support organisation, supported by the Nursing and Midwifery Board of Australia, provides a number of resources for health and wellbeing.</p> <p>Support is available 24/7 by calling 1800 667877 or visiting the <a href="#">Nurse &amp; Midwife Support website</a>.</p>

## General resources for mental health and wellbeing<sup>16</sup>

**Table 3:** General resources for mental health and wellbeing

Organisation	Resources
<b>13YARN</b>	24/7 crisis support provided by Aboriginal and Torres Strait Islander crisis supporters. Call 13 92 76 or visit the <a href="#">13YARN website</a> .

<sup>16</sup> Adapted from the voluntary assisted dying mandatory training produced by the Australian Centre for Health Law Research, QUT

<b>Australian Centre for Grief and Bereavement</b>	<p>Provides support, advice and recommendations for practitioners, to enhance their capacity to provide support to people experiencing bereavement, which may be useful for people accessing voluntary assisted dying and for their families (fees apply).</p> <p>Call 1800 642 066 or visit the <a href="#">Australian Centre for Grief and Bereavement website</a>.</p>
<b>BeyondBlue</b>	<p>Information and support to help individuals experiencing anxiety and depression.</p> <p>Call 1300 224 636 or visit the <a href="#">BeyondBlue website</a>.</p>
<b>CRANA plus Bush Support Line</b>	<p>A free telephone counselling and support service for health workers (and their families) in rural and remote areas.</p> <p>Call 1800 805 391 or visit the <a href="#">CRANA plus website</a>.</p>
<b>Lifeline</b>	<p>24/7 crisis support and suicide prevention.</p> <p>Call 13 11 14 or visit the <a href="#">Lifeline website</a>.</p>
<b>Palliative Care Australia Self-Care Matters</b>	<p>A <a href="#">resource</a> to support health professionals providing palliative care, including the <i>Self-Care Matters planning tool</i> and mindfulness and meditation exercises.</p>
<b>Queensland Ambulance Service (QAS) Staff Support</b>	<p>QAS staff can access support through the <b>Priority One Staff Support Program</b> or through <b>LifeWorks Employee Assistance Program</b>.</p> <p><b>Priority One</b> is an internal unit within QAS who provide a range of counselling services, peer support and chaplaincy for staff and their immediate dependent family members.</p> <p>Call 1800 805 980 for free confidential counselling or access a list of local contacts and other information through the <a href="#">Priority One portal page</a>.</p> <p><b>LifeWorks</b> is an external agency which is also available for all QAS employees or their immediate family members.</p> <p>Call 1800 604 640 or visit <a href="#">LifeWorks Australia's website</a>.</p>
<b>ReachOut.com Developing a Self-Care Plan</b>	<p><a href="#">Resources</a> for developing a self-care plan, including a template.</p>
<b>TEN – The Essential Network for Health Professionals (Black Dog Institute)</b>	<p>A range of resources for health professionals, including <a href="#">mental health self-assessment</a>, <a href="#">confidential online courses</a>, <a href="#">resources for managing burnout</a>, and <a href="#">professional peer support and mentoring</a>.</p>

## Review

Voluntary assisted dying will be available in Queensland from 1 January 2023. This support and wellbeing framework is intended to provide an overview of the support mechanisms that will be available for healthcare workers who are involved in providing voluntary assisted dying services from 1 January 2023. It is acknowledged that healthcare workers' support needs may evolve quickly once the voluntary assisted dying scheme is in operation and the extent and nature of the support mechanisms required will need to be reviewed at an early stage of the scheme's implementation.

This framework will be reviewed as soon as practicable after 30 June 2023 and will be updated, if necessary, to reflect the emerging needs of healthcare workers in Queensland in relation to voluntary assisted dying.