

Frequently asked questions

Q. Is this a free service?

A. Yes. Three consultations are provided **free** to all RACGP members who are registered medical practitioners.*

Q. Is the service confidential?

A. Absolutely. Your situation is dealt with in the strictest confidence by IPS' registered psychologists.

Q. Who is eligible?

A. All RACGP members who are registered medical practitioners. To access the GP Support Program you will simply need to quote your RACGP member number.

Q. I'm a rural GP, is the service available to me?

A. Yes. The GP Support Program is available to rural, remote and regional general practitioners with face-to-face counselling available in over 200 rural and urban locations throughout Australia.

Q. I am interested, what's the next step?

A. All you have to do is call **1300 366 789** to make an appointment or to access telephone counselling.

To access counselling for traumatic incidents or crisis situations call **1800 451 138** (24 hours/7 days).

*For more information on consultations and a full list of locations visit www.racgp.org.au/gpsupport.

For additional information about the RACGP's Healthy Doctor initiatives visit www.racgp.org.au/healthydoctor.

GP Support Program can provide help to RACGP members with a wide range of issues, including:

- handling work pressures
- managing conflict
- grief and loss
- relationship issues
- concerns about children
- anxiety and depression
- alcohol and drug issues
- traumatic incidents.



Contact

Appointments for face-to-face or telephone counselling can be made by calling **1300 366 789** during business hours (AEST).

For traumatic incidents or crisis counselling call **1800 451 138** (24 hours/7 days).

Please visit www.racgp.org.au/gpsupport or call RACGP membership on **1800 331 626** for more information.



GP Support Program

Promoting the wellbeing of
general practitioners



Supporting Australian general practitioners for *50 Years*



Supporting the wellbeing of RACGP members

The RACGP is committed to supporting members in their pursuit of clinical excellence and ensuring that general practice remains a satisfying and rewarding vocation.

The college also recognises that maintaining a healthy work/life balance is essential for general practitioners to create the best possible practice environment for our members and the patients we serve.

General practitioners dedicate their professional lives to the care of their patients, yet often find it difficult to recognise their own needs and practice self care.

General practitioners are susceptible to high levels of stress which can manifest itself in symptoms of burnout, anxiety and depression which may impact their personal and professional lives; and potentially the quality of care they provide their patients.

From time to time issues arise in our lives that cause concern. They can lead to sleepless nights, an inability to stay focused, feeling down generally and a sense that we have no control. Regardless of where they come from, they can weigh us down and affect all areas of life including our ability to function well at work.

GP Support Program for members

The GP Support Program is a free service offered by the RACGP in line with the college's commitment to foster a culture of self care amongst general practitioners.

It is available to all Australian RACGP members who are registered medical practitioners, regardless of where you live or work.

Members can access professional advice to help cope with life's stressors which may include personal and work related issues that can impact on their wellbeing, work performance, safety, workplace morale and psychological health.

The GP Support Program offers short-term professional counselling. Members can choose between face-to-face counselling during business hours or telephone counselling.

Appointments need to be made in advance for both of these options. Alternatively, crisis and trauma counselling is available 24 hours, 7 days per week.

Sometimes your counsellor may suggest or recommend another specialist who can offer you further support.

The GP Support Program can provide trauma and critical incident debriefing for the whole practice team onsite.

About the program

IPS Worldwide® (IPS) is an Australian company with over 25 years experience in establishing member assistance programs.

The counselling methodology adopted by IPS is a short term, cognitive-behavioural approach for the treatment of many types of emotional, behavioural and interpersonal issues. It is a collaborative and individualised program that helps to identify unhelpful thoughts and behaviours and learn or relearn healthier skills and habits.

All IPS counsellors are qualified psychologists, eligible for full membership of the Australian Psychological Society and registered through their relevant state registration board. Counselling is offered 'offsite' in IPS' professional offices which have easy access to public transport and parking.

IPS has Quality Systems for development and delivery of employee and member assistance programs, trauma and critical incident stress debriefing services and training, which conforms with Australian and New Zealand international quality standards. (AS/NZS ISO 9001:2000)

Over the past several years, IPS has been implementing a World Best Practice approach to their services.



'Imagine the relief that comes from talking to a supportive and objective listener who can work with you to resolve your concerns.'

