

*Lend you an ear.  
Give you a hand.*

## **Have questions about the CRANApplus Bush Support Line? We have answers.**

### **What is the Bush Support Line?**

The Bush Support Line is a 24/7 telephone service that delivers free, confidential psychological support to remote and rural health workers and their families.

### **Who can access the Bush Support Line?**

Any health professional providing health care in a rural or remote community can access the service. This includes nurses, doctors, midwives, Aboriginal and Torres Strait Islander health workers/practitioners, paramedics, aged care workers, allied health professionals, interns and students. It also includes any family members of those workers. Our psychologists' welcome people of all ages, genders, sexual preferences and cultural backgrounds. If you are unsure whether you or someone you care about is eligible, or whether the service will be beneficial, simply give us a call.

### **Do I have to be a CRANApplus member?**

No. The Bush Support Line is not linked to CRANApplus membership. If you would like to know more about CRANApplus membership and the benefits available, please call 07 4047 6400.

### **When is it available?**

The Bush Support Line operates 24/7. Experienced psychologists with rural and remote expertise are ready to take your call anytime.

### **How is the Bush Support Line delivered?**

CRANApplus provides the Bush Support Line with a team of psychologists who work 24/7 to ensure that the service is available to health professionals and their families any time they need it. We are funded by the Commonwealth Department of Health to deliver the Bush Support Line nationally.

**BUSH SUPPORT LINE 1800 805 391**

Available to remote and rural health workers and their families 24/7

### **What can the Bush Support Line help me with?**

Our psychologists understand the challenges that are faced by remote and rural health workers and their families. These could include:

- Feeling isolated, lonely, detached, anxious, irritable, sad, exhausted or overwhelmed
- Adjusting to a new role, workplace, lifestyle, or community
- Managing unexpected personal, professional or community challenges
- Working with challenging personalities or addressing workplace bullying or harassment
- Improving wellbeing and work performance
- Challenges regarding workplace practices
- Learning how to recognise and improve low mood, anxiety or stress
- Connecting with a professional to debrief, problem solve or decision-make
- Working out how to get the right support for yourself or someone you know

### **What can I expect when I call?**

Your call will be answered by an experienced psychologist who will listen to your reason for calling, explore what you would like support with and explain how they could help. You will be able to ask questions at any time.

### **Do I need a referral or to prepare before I call?**

No, you do not need a referral or to prepare. You will be supported to share your experience and make sense of what is occurring. It is more important that you do not put it off.

### **Can I call anonymously?**

Yes, you can. You could also choose to share information, which could be helpful if you would like to call more than once.

### **Is it a confidential service?**

The Bush Support Line is a safe place for people to discuss their challenges. The information you share will remain confidential within the Bush Support Line team. Any limits to confidentiality can be explained to you when you call.

### **I am a health professional, how can a psychologist help?**

A psychologist's role is to support you to make sense of your thoughts, feelings and behaviour. Psychologists aim to marry the expert knowledge you have about yourself with current science about the human mind and its wellbeing. We are all human and can respond to life's challenges in different ways. Everyone can benefit from reaching out.

### **How much will it cost?**

This is a FREE service. A psychologist can call you back if this is helpful.

### **Can I access the service more than once?**

Yes, you can. You can access the service whenever you need it or as recommended by the psychologist you speak with.

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