

Pharmacy stress cycle

Stress factors

- High expectations
- High pressure work environment
- Business pressures and bureaucracy
- Hold-ups, violence and abuse



Problems

- Poor health
- Family and personal problems
- Substance abuse
- Mental illness
- Dispensing errors
- No time for planning
- Business concerns
- Legal issues

Break the cycle with help
from the
Pharmacists' Support Service

The Pharmacists' Support Service (PSS) was established in 1995 by the Pharmaceutical Society of Australia (Victorian Branch). In 2010 PSS became an independent incorporated association. PSS has financial support and representation from the following pharmacy organisations:

- ◆ Australian Friendly Societies Pharmacies Association
- ◆ Pharmaceutical Defence Ltd
- ◆ Pharmaceutical Society of Australia
- ◆ Pharmaceutical Society of Victoria Ltd
- ◆ Pharmacists' Division of APESMA
- ◆ Society of Hospital Pharmacists of Australia

Pharmacists' Support Service Inc

381 Royal Parade Parkville

Vic 3052

Administrative enquiries

03 9389 4000

ABN 15 814 376 015

For discreet support
1300 244 910

Pharmacists' Support Service



pharmacists
supporting
pharmacists

How we can assist you

Are you affected by any of these?

- **Stressful workplace**
- **Dispensing error**
- **Armed hold-up or subject to abuse, violence or crime**
- **Business pressures**
- **Uncertainty about your future**
- **Feeling out of control**
- **Personal and family pressures**
- **Health issues**
- **Mental health concerns**
- **Drug and alcohol misuse**
- **Any other issues causing you stress**

The Pharmacists' Support Service can provide you with a listening friend who understands the pressures of pharmacy.

Trained volunteers will listen to you and provide support, information and referral when it is needed.

The service is discreet and anonymous. You are not required to disclose your identity.

We also accept calls from concerned colleagues, friends and family.

How you can contact us

We are as close as your phone

1300 244 910

When you dial this number you will reach a volunteer pharmacist who is a member of the Pharmacists' Support Service.

If the phone is not answered within ten rings there is a message bank. Leave your number and your call will be returned as soon as possible.

We are available 365 days of the year from 8.00 am each morning until 11.00 pm each night.

The Pharmacists' Support Service can link you with appropriate counselling and medical services according to your needs.

The Pharmacists' Support Service can also recommend specialised trauma debriefing services for victims of crime and violence. Early debriefing (within 48 hours) provides maximum benefit.

Who we are

The Pharmacists' Support Service was established in 1995 and now operates as an independent organisation with support from the pharmacy profession.

A team of volunteer pharmacists trained in peer support and telephone counselling are rostered to respond to calls.

The volunteers are experienced pharmacists representing a range of areas of pharmacy practice.

Members of the Pharmacists' Support Service are able to provide ongoing, nonjudgemental, discreet support in all situations.

Apart from the cost of a local call there is no charge for contact with the Pharmacists' Support Service.

For urgent assistance when we are not available call Lifeline on 13 11 14.

