



Nurse & Midwife
Support

Promotions & Awareness Pack

Your Wellbeing, Our Priority

24/7 Immediate Peer Support

Call any time, day, or night. When you reach us, you speak with a registered nurse or midwife

Available Nationally

Supporting nurses and midwives across every state and territory - wherever you live and work in Australia.

Free & Confidential

Completely free to access. Your conversation stays private.

Any Wellbeing Concern

From burnout and moral distress to a difficult shift or a personal challenge - we are here to listen without judgement.

1800 667 877 | nmsupport.org.au | Available 24 hours a day, 7 days a week

Overview

Nurse & Midwife Support is Australia's national peer support service for nurses, midwives, and students of the professions. When people call, they speak directly with an experienced registered nurse or midwife who understands the unique demands of the work.

This pack has been developed to help you share information about Nurse & Midwife Support across your workplace, professional networks, and stakeholder communications. Inside you will find service descriptions, ready-to-use copy for newsletters and emails, and details of all our programs.

01

About Nurse & Midwife Support

Who we are, what we do, and why it matters

02

Core Service Descriptions

Short and standard copy for publications, intranets, and social media

03

Notification Navigator

Ahpra notification support service overview and descriptions

04

Wellbeing Portal

Free online self-service resources for nurses and midwives

05

Graduate Mentorship Program

Connecting new graduates with experienced mentors nationally

06

Email / EDM Copy

Ready-to-send email content for staff, managers, and stakeholders

07

Contact & Access Details

How to reach us and direct your workforce to support

About Nurse & Midwife Support

Nurse & Midwife Support is a free, confidential, 24/7 national support service for nurses, midwives, and students of the professions across Australia.

When you call, you speak with a registered nurse or midwife who understands the realities of the job - shift work, emotional weight, and ethical challenges. Our peer supporters are trained to help and are completely independent.

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Core Service Descriptions

The following descriptions can be used in publications, newsletters, intranets, social media posts, and email signatures. Include a link to nmsupport.org.au alongside each description.

SHORT DESCRIPTION -for social posts, email signatures, posters

Nurse & Midwife Support offers free, confidential, 24/7 peer support for nurses, midwives, and students across Australia. When you call, you speak directly with an experienced nurse or midwife.

Whether you need to debrief after a difficult shift, talk through a wellbeing concern, or simply need someone to listen - we are here.

 1800 667 877 |  nmsupport.org.au

STANDARD DESCRIPTION -for newsletters, intranets, EDMs

Nurse & Midwife Support is a free, confidential, 24/7 national support service for nurses, midwives, and students of the professions across Australia.

When you call, you speak with a registered nurse or midwife who understands the realities of the job - shift work, emotional weight, and ethical challenges. Our peer supporters are trained to help and remain objective.

We support nurses and midwives with any wellbeing concern -whether that's burnout, workplace stress, compassion fatigue, personal challenges, or simply needing to debrief. No referral required. No cost. No judgement.

 1800 667 877 |  nmsupport.org.au | Available 24/7, nationwide

Notification Navigator

Supporting nurses and midwives through Ahpra notifications

Receiving an Ahpra notification can be one of the most stressful experiences in a nursing or midwifery career. Nurse & Midwife Support's Notification Navigator service provides dedicated guidance and emotional support to help practitioners navigate the notification process with confidence.

Our Notification Navigator service offers:

- Peer support from a senior counsellor who understand the regulatory process
- Guidance on what to expect at each stage of an Ahpra notification
- Emotional support and debriefing throughout the process
- Follow up for 6 weeks after the case has closed

What is an Ahpra notification?

An Ahpra notification is a formal concern raised about a registered health practitioner's conduct, health, or performance. Notifications can be made by members of the public, employers, colleagues, or mandatory reporters.

The process can be lengthy and emotionally taxing - but you don't have to face it alone.

SHORT DESCRIPTION -for publications and intranet

Nurse & Midwife Support offers the Notification Navigator service - dedicated peer support for nurses and midwives who have received or are concerned about an Ahpra notification. Our senior counsellor is an experienced health professional who understands the regulatory process and can provide 1:1 practical guidance and emotional support throughout the process.

Opt-in. Free and confidential.

 1800 667 877 |  nmsupport.org.au/managers-employers-and-educators/Navigating-the-notification-process

Wellbeing Portal & Website

Free online resources -available anytime, anywhere

The Nurse & Midwife Support Website is a free online resource hub designed specifically for nurses, midwives, and students. It provides practical tools, evidence-based information, and self-guided resources to help maintain and improve wellbeing - at any stage of your career.

Mental Health Resources

Tools and evidence-based information for managing anxiety, depression, burnout, and compassion fatigue.

Wellbeing Portal

Dedicated space with self-assessments, wellbeing modules, recommendations for improving your wellbeing

Your Health Matters

Resources to support physical health alongside emotional and psychological wellbeing.

Articles

Blogs and articles from nursing and midwifery subject matter experts on a variety of topics associated with wellbeing.

Peer Stories & Podcasts

Real stories and podcast episodes from nurses and midwives sharing experiences and strategies.

Support Pathways

Clear guides to accessing the right support - from peer support to professional services.

SHORT DESCRIPTION -for publications and intranet

The Nurse & Midwife Support Website is an online resource hub for nurses, midwives, and students. It includes self-assessments, workplace wellbeing guides, peer stories and podcasts, articles and clear pathways to support.

Access the Wellbeing Portal at: nmsupport.org.au/staying-healthy/wellbeing-portal

Graduate Mentorship Program

Connecting new graduates with experienced nurses and midwives across Australia

The Nurse & Midwife Support Graduate Mentorship Program pairs new graduates with experienced nurses and midwives in a supportive, structured mentoring relationship. The program is designed to ease the transition from study to professional practice -one of the most vulnerable periods in a nurse or midwife's career.

Guided Transition

Support navigating the demands of the first year in professional practice.

Professional Growth

Build confidence, clinical judgement, and professional identity.

Safe Space to Talk

Regular check-ins with a mentor who understands your experience and challenges.

Wellbeing Focus

Mentors are attuned to wellbeing -not just professional skills and milestones.

Who can participate?

- New graduate nurses and midwives
- Nursing and midwifery students approaching completion of their program
- Experienced nurses and midwives who wish to serve as mentors

SHORT DESCRIPTION -for publications and intranet

Nurse & Midwife Support offers a national Graduate Mentorship Program connecting new graduate nurses and midwives with experienced mentors. The program supports the transition from study to professional practice through structured, wellbeing-focused mentoring relationships.

Registration is open to graduates, students approaching completion, and experienced nurses and midwives interested in becoming mentors.

Find out more and register: nmsupport.org.au/students-and-graduates/mentorship-program

Email / EDM Copy

The following content can be sent via email or electronic direct mail (EDM) to staff, managers, and stakeholders. Copy and paste the relevant sections and attach a flyer or include a link to nmsupport.org.au.

SUGGESTED SUBJECT LINES

- Option 1: Free, confidential 24/7 support -for every nurse and midwife in our team
- Option 2: You care for others - let Nurse & Midwife Support care for you
- Option 3: Support is always available -1800 667 877, 24 hours a day

EMAIL BODY COPY

Nurse & Midwife Support is a free, confidential, 24/7 peer support service for nurses, midwives, and students across Australia.

When you call, you speak directly with an experienced nurse or midwife -someone who understands the demands of the work, without judgement.

We can support your workforce with:

- Debriefing after difficult shifts or critical incidents
- Emotional support and mental health concerns
- Wellbeing concerns of any kind
- Guidance on navigating an Ahpra notification (Notification Navigator)
- Access to our free online Wellbeing Portal
- Graduate Mentorship Program for new nurses and midwives

No referral. No cost. Available at any time.

 1800 667 877 |  nmsupport.org.au

Contact & Access Details

Use the following details to direct nurses and midwives to the right support, or to include contact information in your own publications and communications.

Phone - 24/7 support line

Free call, available 24 hours a day, 7 days a week

1800 667 877

Website

Online resources, self-assessments, and more

nmsupport.org.au

Notification Navigator

Ahpra notification peer support

nmsupport.org.au/managers-employers-and-educators/Navigating-the-notification-process

Wellbeing Portal

Free online wellbeing resources

nmsupport.org.au/staying-healthy/wellbeing-portal

Mentorship Program

Graduate mentoring - register as a mentor or mentee

nmsupport.org.au/students-and-graduates/mentorship-program

Your Wellbeing, Our Priority

Free | Confidential | 24/7 | National