



10TH BIENNIAL CONFERENCE

TRANSITIONS

Considerations for Managing the Wellbeing of People,
Workplaces & Communities Impacted by Stress, Crisis & Trauma

Presenter Program

Day One | Tuesday October 15th, 2019

Catholic Leadership Centre | Melbourne

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Children, Trauma & Traumatic Incident Reduction | Effective, Efficient & Evidence-Based

9.30AM | International Keynote | Marian Volkman

Traumatic Incident Reduction pairs with established, proven crisis intervention management practices to achieve a profound and lasting result in traumatised persons, including children. We will discuss the theory and practice of how these two methods can fit seamlessly together, each doing its essential job to achieve the best outcome.

Learning Objectives:

- The four things traumatised children need from us most
- The three reasons why it is a mistake to have traumatised children waiting for help
- How to take effective action to meet their need.

This presentation will include three quick remedies to use with traumatised children for emotional first aid.



Marian is the President of the Board of Directors of Applied Metapsychology International, Director of Ability Enhancement Services and an international trainer for Traumatic Incident Reduction and all related courses. Author of *Life Skills: Improve the Quality of Your Life with Metapsychology*, 2005 and editor of *Children and Traumatic Incident Reduction: Creative and Cognitive Approaches*, 2007 Marion's wealth of experience comes from many thousands of hours of service in the form of sessions, 90% of the time with individuals, and the remainder with couples and families who have experienced trauma in the medical & surgical, labor and delivery fields, accident or illness including terminal illness, crime-related trauma, abuse of all kinds, particularly childhood abuse: physical, emotional and sexual and any sort of bereavement or threat of loss.

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Pai ake te oranga, pai ake te pakihi

Invictus Games | For our Wounded Warriors

11.00AM | Patrick Kidd OBE

Patrick shares insight to the challenges faced by service men and women and their families as a result of their service and describes how the Invictus Games support servicemen and women who have been hurt emotionally and physically through, the power of sport.

Invictus is the Latin word meaning unconquered; the name talks to the spirit of those who refuse to be defined by their injuries or illnesses - it is a celebration of what people **can** do and not what they **can't**. Hosting the Games in Australia was a unique opportunity to deliver a message to the whole community about the potential for the human spirit to overcome adversity through the healing power of sport.

The power of this purpose was its ability to unite a community around the event and it promoted incredible conversations and helped to engage others, irrespective of their background or experience. It promoted collaborations between commercial and not for profit organisations as well as with Government which, in turn, inspired programmes and initiatives which have already yielded a tangible legacy to the Games.



Patrick Kidd has been employed as a principal consultant in Deloitte since leaving the Australian Army in early 2015. He was seconded from Deloitte to be the CEO of the Invictus Games Sydney in December 2016 after winning the bid to host the Games and he then led the planning and delivery of the Games building a team of over 140 full time staff and 1000 volunteers. Before joining Deloitte Patrick had a 30-year career in the British and Australian defence forces during which he had the privilege to work alongside people from many different nations leading teams in dynamic and challenging environments; his operational service has included extended service in the Balkans, the Middle East and Asia. He is married to Sue, and tries to be a useful parent to 3 teenage children and a dog called Muffin.

My Compliance Trauma: How one nurse survived the regulatory experience (under the Mental Health & the Law scope)

11.30AM | Co-presentation by Glenn Taylor | CEO Nursing Midwifery Health Program and Sue Lawler Nurse Educator/Anesthetics PACU-RN

A qualification and experience working as a nurse or midwife does not protect the individual from developing sensitive health conditions such as addiction and/or mental illness. In fact the work of a nurse or midwife in busy health service settings can contribute to a nurse or midwives' physical, emotional and psychological ill-health and result in significant trauma.

Several years ago Sue, like so many of her nursing and midwifery colleagues around the country, developed a sensitive and complex health issue. She employed unhealthy management strategies and made poor choices in addressing the circumstances she confronted. Sue ultimately succumbed to her health condition, which included physical and psychological trauma, by ignoring the warning signs and neglecting for her own health and wellbeing.

Due to her concerns related to her health condition Sue self-notified to the Australian Health Practitioner Regulation Agency (AHPRA), the body responsible for regulating Australia's health practitioners in partnership with the National Boards. For the next 5 years Sue was caught in a system which provided regular uncertainty through unexplained change, with little support and unsatisfactory communication. Sue, impacted by the cumulative effect of her AHPRA experience, recognised she had been re-traumatised at the hands of the system.

Sue survived the experience and will share her journey with delegates, highlighting the factors which exacerbated her trauma and detailing the strategies, tools and interventions she found helpful in navigating her out the other side.



Glenn is a registered nurse and CEO of the Nursing & Midwifery Health Program, Victoria. He has been in the industry for over 30 years and his experience is in mental health nursing and the area of addiction support. For the past 11 years he has been in the privileged position of directly supporting his nursing & midwifery colleagues with their individual health challenges, whilst working to influence the management and understanding of nurse and midwife health in Victoria. Glenn is keen to support and assist the industry in understanding the health challenges experienced by many in our professions and in highlighting how these challenges are associated with our industry's work.

Sue is a Registered Nurse currently employed as a Nurse Educator. She initially trained as an Enrolled Nurse in 1985 and then returned to study in 1995 to complete her Bachelor of Nursing. In 2001 she completed her Graduate Diploma in Peri-operative Nursing. Prior to 2001 she generally worked in medical and surgical areas with a short time in mental health and palliative services. Post 2001 she was employed as an anaesthetics/PACU nurse. She loves nursing although struggles to describe why, other than it makes her feel like a better person. Losing that dynamic shattered her which is why she is here to speak to you today.

Stand Tall for PTS

12.00PM | Tony Dell | Former Vietnam Veteran State & Test Cricketer & Advertising Executive
Lived experience of PTSD

Stand Tall for PTS has arguably been the foremost promoter of PTS awareness in Australia for some years now. It has also been a promoter of collaboration of likeminded entities in the PTS space and a springboard for those with problems to seek qualified help.

Staging two major international PTS conferences where the aim has been "SEEKING SOLUTIONS TOGETHER" In both of these Stand Tall collaborated with a number of Australian Research companies, Universities and Ex Service Organisations to provide a broad picture, plus prominent overseas presenters. Tony shares the evaluation and creation of One voice and PTS20.



"From awareness comes knowledge and from that knowledge comes action". Tony Dell is the only living person in the world who has fought in a theatre of war and has also played test cricket. Serving in the Australian Army with 2RAR in Vietnam in 1967/68, he played two test matches for Australia with Ian Chappell as his captain in 1971 and 1973. His service in the Vietnam jungles left him with Post Traumatic Stress Disorder (PTSD) which went undiagnosed for forty years, until 2008. Only then did he come to realise why so many things had gone wrong in that time. He now makes it his life's work to create much more global awareness for this debilitating illness which is still the least understood and least funded of all the major illnesses, worldwide. Dell's not for profit, Stand Tall for PTS is one of the most prominent promoters of awareness for Post Traumatic Stress in Australia and possibly the world.

Panel Discussion I TRANSITIONS: Royal Commissions to Redress schemes and what next?

1.30PM | Julie Blyth, Craig Hughes - Cashmore & Amanda Whelan and chaired by Alexina Baldini



JULIE is a Clinical Advisor, Trainer and Consultant in services for survivors of abuse and trauma.

With a background in Social Work, Julie has more than 25 years of experience in the provision of a wide range of consultancy services, including training of counsellors and other workers around responding to abuse, counselling skills and good practice responses. Julie also has 20 years of development, implementation and delivery of training in human services, especially in violence, abuse and neglect and treatment of trauma. Services provided to various agencies include clinical practice, supervision, management and investigation of complaints, and staff wellbeing.

Julie was the Clinical Advisor at the Royal Commission into Institutional Responses to Child Sexual Abuse, from 2013-17, leading a team who provided support and counselling to all who engaged with the Commission. She also worked to embed a trauma informed approach across the Commission's activities, and developed a staff wellbeing model to address vicarious trauma. Julie is a member of the AASW.



CRAIG is a survivor of childhood sexual abuse. His journey along the road to recovery, including his experience of the criminal justice system, compelled him to co-found SAMSN in 2010.

Craig was appointed to the Prime Minister's Reference Group for the National Apology to Victims and Survivors of Child Sexual Abuse delivered in October 2018. Craig is a member of the NSW Sexual Assault Expert Group and the Expert Advisory Group for the Prevention and Response to Violence, Abuse and Neglect, a Board Member of Knowmore legal and a member of the Professional Standards Advisory Panel - Diocese of Parramatta.

Craig is a recipient of a Churchill Fellowship, and will be travelling to New Zealand, USA, UK and Ireland to investigate best practice methods and support models to assist male survivors of child sexual abuse in 2020.



Amanda joined knowmore in 2015, managing their counselling and social work team and was appointed as the Director, Client Services in 2018. Knowmore is the funded community legal service originally established to support victims and survivors seeking to engage with the Royal Commission into Institutional Child Sexual Abuse, and now the National Redress Scheme.

A social worker by qualification and with more than 20 years' experience working with vulnerable communities impacted by trauma in both Western Australia and Queensland, Amanda is co-leader of knowmore's national service delivery alongside the Principal Lawyer, and is responsible for leading knowmore's trauma-informed practice and staff wellbeing strategies.

Amanda has a keen interest in how trauma impacts not just the individual worker, but teams and organisations and what strategies can be taken to prevent and respond. Amanda recently authored Shelter from the Perfect Storm: A Wellbeing and Resilience Framework for CLC's in response to common sector questions about how knowmore supports its people.

SMART 2.0 @ Ambulance Victoria | A screening tool for prevention & early intervention

2.30PM | Dr Megan Dobbie

The well-being and psychological health of Ambulance Victoria employees has been "front of mind" for some time. Ten years ago "Good Health Plans" were being completed across the Metropolitan regions to check up on the mental health of our employees. Over the past ten years the original program has seen several iterations and in 2019 has been relaunched as Smart 2.0. The Stress Management and Resilient Tools 2.0 (Smart 2.0) program is the first part of a suite of well-being programs designed to focus and resilience, well-being and alert the staff member through the use of psychometric screening tools to their current mental health and well-being status.

This presentation will guide you through our Ambulance Victoria's Smart 2.0 program and describe how we use this as part of our prevention and early intervention stream.



Dr Megan Dobbie is the Principal Psychologist for Ambulance Victoria and for the past 10 years has offered support to Ambulance Victoria via Victorian Ambulance Counselling Unit where she treats individuals in her private practice from a variety of emergency services as a clinical psychologist. Megan's extensive career includes roles working in public mental health services and leadership positions within Royal Melbourne Hospital CATT, PACER and Consultation Liaison Psychiatry for 15 years and was Senior & Area Psychologist at Inner West Area Mental Health Service.

During her tenure at the Melbourne Clinic Megan was the Therapy Program Manager for the Living Well Programs and the Eating Disorder Program and also involved in the service delivery for the STAR program for first responders suffering from PTSD. She has also been the Therapy Manager at St John of God Pine Lodge Clinic for a period of time and currently remains on a consultation committee for their pilot program for Victorian Police members around ease of access to a treatment program for evidence - based interventions.

Crisis or Disorder? Justifies the Stance (part One of co-presentation with Dr John Durkin)

3.30PM | Dr Renae Hayward

The Diagnostic and Statistical manual of mental disorders suggests that symptoms lasting a month are indicative of posttraumatic stress disorder, and within a month of Acute Stress Disorder. We argue that symptoms occurring within a month are merely autonomic and cognitive adjustments to crisis. In this two-part presentation these adjustments will be shown to lie beyond psychiatric interest and within an occupational health and safety framework.

The legal responsibilities of this include:

- identifying hazards
- intervening to reduce them, and
- monitoring to ensure success.

In Part One we will explain how theory, lived experience and research justifies this stance.



Renae is a clinical psychologist registered in Australia and the United Kingdom and is driven by a keen interest in mental health, resilience and personal growth. She has a breadth of experience having worked as an organisational consultant, clinical practitioner and academic researcher in a variety of contexts. She utilises a client-centred approach with a range of evidence-based interventions tailored to individual and organisational needs. Dr Hayward has combined her human resources, clinical practice and research expertise with a decade of work in emergency response including the health and university sectors. Her background has persuaded her that academic knowledge can only be effective with real-world confirmation of its utility through the design and implementation of effective prevention strategies, early intervention and treatment.

Resilience in the face of change, stress and crisis | Digesting the Indigestible

4.00PM | Dr Rob Gordon

Overload, unwanted or distressing work experiences provoke strong emotions, attitudes and reactions which interfere with the work. Competent, self-respecting workers put them aside and focus on what has to be done. However, such responses do not disappear just because we take our attention from them. Unattended experiences leave indigestible deposits behind that trickle down like a psychosocial sediment of indigestible matter that eventually narrows or blocks the psychosocial “plumbing” with consequences for work, social relationships and mental and physical health.

This presentation will describe a technique of providing workers with the opportunity of digesting their undigested experiences through a facilitated process of reflection, which may be conducted in group or individual sessions.



Dr Rob Gordon has been working in disasters for over 25 years and has provided services in 27 large scale disasters in Australia and New Zealand as well as many smaller events. As a highly respected clinical psychologist he treats adults and children who have been involved in traumatic events and disasters. Rob has extensive experience in talking to affected people in community meetings during the recovery process following disasters and has a special interest in the social processes in disaster affected communities. Rob has developed and conducted highly successful training programs in staff support over many years. As an individual and group psychotherapist, he has researched techniques for assisting people to preserve their resilience in the face of unrelenting stress. He is a consultant to government and recovery agencies such as the Australian Red Cross.



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