



10TH BIENNIAL CONFERENCE

TRANSITIONS

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

Presenter Program

Day Two | Wednesday October 16th, 2019
Catholic Leadership Centre | Melbourne

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A Hospital based Peer Support Program's Response to the 2017 Bourke Street Car Attack

9.15AM | Australian Keynote Dr Andrew Walby | Medical Director St Vincent's Emergency

St Vincent's Hospital Melbourne was one of the four Metropolitan Melbourne hospital's to receive casualties from the Bourke Street car attack on January 20th 2017.

Part of the hospital's response was to mobilize STAR, their peer support team. At a whole-of-health service STAR meeting three days after the incident, staff both directly and indirectly affected by the incident were provided an opportunity to reflect on their experiences of support in managing at the impact on their lives.

This presentation will outline the experience of one staff member both during the incident and in the immediate aftermath who sought support from STAR.



Graduating from Monash University in 1984 he initially pursued a career in Surgery, Andrew chose to switch to Emergency Medicine under the tutelage of Associate Professor Joe Epstein. Dr Walby completed his Emergency Medicine training in 2000 and worked as an Emergency Physician at Western Health 2001 - 2011.

Currently appointed as the Director of Emergency Medicine at St Vincent's Hospital Melbourne he is involved in Victoria's Health Disaster arrangements and has been a Field Emergency Medical Officer (FEMO) since December 2006. Dr Walby's medical interests include Disaster Medicine, Patient safety in the Emergency Department, Wellbeing of Healthcare Professionals.



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Transitioning Bullying - Shifting Negative Workplace Culture

10AM | Nerio Baldini

Workplace Bullying is pervasive and can happen in even the best organisations. Bad behaviour can happen with new employees unfamiliar with the culture, inadvertent actions or even an employee having a personal crisis unconnected with work. In many cases, the bully is unaware of the impact they are having on their targets and would deny that they were bullying.

Nerio addresses three key strategies to assist and empower leaders, teams and individuals to ensure that organisations do not inadvertently allow their culture to accept bullying behaviours and, if required, to transition a culture from bullying to respectful. By keeping positive behaviour as part of the corporate conversation, organisations can quickly and quietly deal with these issues, minimising the likelihood of injury.



Nerio Baldini has over 35 years' experience in Employee and Industrial Relations across a diverse range of industries in both the Public and Private Sectors including health, policing, finance, administration, entertainment and welfare. Nerio has worked for, advised and represented government, unions and small businesses. .

Nerio's skills and expertise are in the fields of Workplace Conflict, Bullying and Harassment, Industrial Relations, Employment Conditions, Workers Compensation, Organisational Change, Cultural Communication, Diversity, Equal Opportunity and Negotiation Skills. His expertise includes the design of policies, procedures and practices and the application of these skills to enhance productivity and provide personnel with tools to operate at optimal levels. Nerio has presented papers at five Australian and three International Bullying Conferences

Responding to the Christchurch Community post the trauma of March 15, 2019

11AM | Co Presentation - Liz Pennington & Sandra Johnston

On March 15th 2019 a terrorist attack on two Mosques in Christchurch New Zealand saw the loss of 51 lives, many more injured and hospitalised and many impacted.

This community that had earlier seen the loss of life associated with three natural disasters - earthquakes in 2010 and 2011 and more recently the Port Hills Fires, was now having to respond to New Zealand's first terrorist attack since the Green Peace Ship Rainbow Warrior was bombed with the loss of one life in 1985.

Preparing, coordinating and undertaking trauma work on the ground in Christchurch required an approach informed by an awareness of the history of this community as well as an ability to manage significant requests for support. Key themes emerged in the work with those impacted and in those supported across multiple organisations/workplaces. The requests for support were not confined to the Christchurch community but across the country. How does a country, let alone an already impacted community, respond to the impact?

This presentation will be co-presented by two colleagues looking at an overview of the key learnings "on the ground" in Christchurch and beyond. They will share their experiences undertaking the work and more importantly their thoughts on the way forward as we work to support the strengthening of community.



Sandra was the National Trauma Services Manager for 34 years for a NZ Workplace Wellbeing with a focus now on her own practice particularly in the area of Professional Supervision and Crisis Response and Training. Sandra is CIMA's current Training Co-ordinator and it's immediate Past President. Sandra is also an Anglican Priest. Sandra led a Group of Trauma Response Teams for over 22 months following the Christchurch earthquakes and was personally assigned to provide support to one of the USAR Teams and to the Coroners. Awarded the Thompson Reuters NZ Health & Safety Lifetime Achievement Award for her commitment over many years to the field of psychological trauma and supporting the mental health of people at work who have been through or witnessed a traumatic event.



Liz is the former CEO of Vitae and now the CEO of Rural Women New Zealand. She ended her term as Vitae's Chief Executive in August 2019 following 6 years in the leadership role based in the national office in Wellington. Liz's background includes senior management roles in mental health, social and community development, tertiary education, central government and in the not for profit sector. Liz is a Registered Nurse with a clinical background in mental health and is a Fellow of the College of Nurses Aotearoa (NZ). Liz has served as National Chairperson of the Anglican Care Social Services Network of NZ and Vice President and NZ representative on the Australasian executive of EAPAA (Employee Assistance Programme Association Australasia) and the NZ representative on the management committee of CIMA (Crisis Intervention and Management Australasia).

Liz continues to work as a senior practitioner, facilitator and psychological trauma responder.



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Emotional & Psychological Safety for Volunteer Relief providers | Bourke Street

11.45PM | Stuart Stuart

Supporting volunteer relief providers responding to mass casualty events is essential to a safe work environment. In this presentation gain insight into how worldview contributes to mental health and wellbeing.



Stuart is currently the CEO for the Victorian Council of Churches (VCC) Emergencies Ministry. The VCC Emergencies Ministry is contracted by the Department of Health & Human Services to provide psychological first aid and emotional spiritual care to disaster affected communities. There are currently almost 1,600 volunteers across the State. Stuart has responded to all major disasters in Victoria since 1993 including floods, fire, train accidents, plagues and large scale motor vehicle accidents. Stuart is qualified as a Master of Emergency Management. He is a certified Social Worker, and has previously held registration as a Mental Health Social Worker with the Australian Association of Social Workers. He is a qualified de briefer having studied de briefing de fusion and demobilisation in 1996, 2005 (in Australia), and in 2011 through the University of Minnesota. As part of Stuart's role, he is a member of the Department of Health & Human Services, State Psychosocial Sub Committee and Emergency Management Victoria's State Relief & Recovery Team.



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Leadership and Psychological Safety | Lessons from the Field

1.15PM | Kate Tucker | Inhere Consulting

Alongside extraordinary care, intelligence and commitment, there is an epidemic of fear, distrust and insecurity amongst our health leaders. For more than 8 years Kate and her colleagues have worked with hundreds of middle and executive clinical and non-clinical health leaders across Australia in a leadership development context. How is it that some of our most socially respected, highly educated and technically masterful professionals feel so inadequate or disempowered for the demands of leadership? How can we expect these leaders to step in to the potentially contested spaces and high heat situations within their workplaces to create holding environments for their people on the frontline of care when they themselves feel at risk? In this discussion Kate will share her insights from an approach which effectively connected leaders to each other, their own humanity and unleashed their ability to mobilise people to work successfully with tough challenges.



Kate has 25 years of experience working with leadership capability and cultural transformation. Over the past 8 years her clients have derived mainly from the health, government, professional services, manufacturing and community sectors. Kate and her team of partners work directly with clients and with executive education institutions to provide leading edge development services.

Kate's varied body of work is distinguished by innovation, government and industry recognition. Kate co-facilitated a highly acclaimed senior clinical leaders program at Queensland Health, the Melbourne Health Evolving Leaders and the St John Leadership Development Program in New Zealand winning state and national sector recognition and a global award respectively. In the past two years Kate co-designed and facilitated the highly successful Leadership on the Front Line program for clinical leaders on behalf of Safer Care Victoria. This program was built following the recommendations from the Duckett Review.

Maximising the wellbeing of NSW Ambulance staff & volunteers following exposure to trauma & significant events | a comprehensive Organisational approach

1.45PM | Paul McFarlane

New South Wales (NSW) Ambulance Paramedics and volunteers are often exposed to events and incidents that may be traumatic in nature and have a personal impact that can be challenging and confronting

In 2016 NSW Ambulance implemented a new and innovative policy framework that helps to ensure that an appropriate level of support and assistance is available staff impacted by significant events. The provision of support is designed to increase the likelihood of staff returning to normal duties and to help protect them from undue emotional and mental harm to bolster their usual self-care strategies.

Paul's presentation will outline the importance of having robust and well-understood guidelines and strategies for managing exposure significant traumatic events in the workplace and explain the New South Wales ambulance approach to identifying and responding to incidence and events that are likely to have a high impact on the workforce. Paul will also share the multidisciplinary and holistic mix of staff support options that New South Wales ambulance utilised to help to the right support to write staff member at the right time and highlight the importance of equipping staff to know when and how to access support and the necessity of having a stigma free, supportive workplace culture.



Reverend Paul McFarlane has been a chaplain with NSW Ambulance for 17 years and has spent the past 7 years serving as the Senior Chaplain for the organisation.

He has completed a Masters Degree in Loss and Grief and in his current role he heads up a team of 45 volunteer chaplains and trains Paramedics in stress management techniques, resilience building and providing grief support to patients and their families.

Paul was instrumental in developing and launching the NSW Ambulance Staff Support Activation and Significant Events Register policy in July 2016 and will be speaking on his experience of providing support to emergency workers.

Part Two | Crisis or Disorder? The Magic Month (Co-presented with Renae Hayward)

2.15PM | Dr John Durkin

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:

- i) identifying hazards,
- ii) intervening to reduce them, and
- iii) monitoring to ensure success.

In Part Two we will define the hazards that predict PTSD and describe RAIDS, a risk-assessment tool for identifying them. By combining RAIDS to identify hazards, CISM as intervening to reduce them and monitoring to determine their reduction we can explain an approach designed to conclude within 28 days of a critical incident. This 28-day period we refer to as the 'Magic Month' within which time PTSD might be prevented. The 2017 terrorist attacks and Grenfell Tower fire in London will be used to demonstrate the real-world effectiveness of this approach.



John is a psychologist from the United Kingdom, now living in Perth, WA. As a firefighter he took an interest in the effect of critical incidents on colleagues that later inspired his PhD research into posttraumatic growth. He supported crisis intervention teams in New York's police and fire departments following the 9/11 attacks to form the basis for his approach to mass-disaster and terrorism, and was lead psychologist for the Metropolitan Police Service following London's 2017 terrorist incidents and Grenfell Tower Fire. Dr Durkin is a Board member of the International Critical Incident Stress Foundation and Applied Metapsychology International. He is fostering links to unify crisis response networks in the USA, Europe and Australia by gathering empirical data to determine how early crisis intervention can prevent PTSD and facilitate posttraumatic growth.