

2nd Annual

Mental Health Strategies for First Responders

Driving cultural change & enhancing preventative approaches

7th & 8th March 2018, Bayview Eden Melbourne

Key Speakers



Tony Walker
Chief Executive
AMBULANCE VICTORIA



Dr Katrina Sanders
Chief Medical Officer
AUSTRALIAN FEDERAL POLICE



David Morton
Director General Mental
Health, Psychology &
Rehabilitation
DEPARTMENT OF DEFENCE



Bernie Scully
Manager Clinical Services and
Organisational Development
**QUEENSLAND FIRE &
EMERGENCY SERVICES**



Jon Goddard
Member Support
Coordinator
POLICE ASSOCIATION NSW



Professor Alexander McFarlane AO
Psychiatrist & Director,
Centre for Traumatic Stress Studies
UNIVERSITY OF ADELAIDE

Challenge stigma with key case studies from emergency
services, not-for-profits & leading psychologists

Sponsors



Workshops

- A** How to provide support to large groups after a critical incident
- B** How to manage the difficult mental health conversation in the workplace
- C** How to provide support to large groups after a critical incident

Benefits of attending:

- Engage **leadership** to break down stigma & drive cultural change
- Effectively implement **preventative** mental health strategies
- Use **evidence** & insights to inform **best practice**

Spaces are limited, book today!
Call 1300 316 882 to register

A holistic approach to mental health & wellbeing

First responders are routinely exposed to higher levels of trauma, resulting in higher levels of stress. In order to reduce the risk of mental illness, strategies to increase awareness and build resilience must be implemented. Tackling the prevalent stigma that surrounds mental health for first responders will require a significant cultural change across the sector.

The 2nd Annual Mental Health Strategies for First Responders national conference will provide emergency services with the necessary tools to continue improving their mental health programs, focusing on preventative approaches to build resilience while driving an organisational a wide cultural change.

SAVE \$400

when you book
& pay by
15th Dec 2017

Key learnings:

- Implement a **proactive** mental health & wellbeing framework
- **Increase** mental health literacy & **awareness**
- Support first responders from **employment** through to **retirement**
- Equip management with tools to create **supportive workplace environments**
- Manage complex **mental illness** & the **effects of trauma**

"An extremely informative journey through mental health strategy in relation to first responder agencies. Knowledgeable presenters and excellent networking opportunities with like-minded representatives from other agencies."

*-Joanne Stolp, Inspector Police Support, Department of Police, Fire & Emergency Management Tasmania
Attendee, Mental Health Strategies for First Responders conference, March 2017*

Who will attend?

Commissioners, CEOs & other senior executives responsible for:

- People & Culture
- Strategic Performance
- Human Resources
- Operations

Operational management responsible for:

- Mental Health
- Health & Wellbeing
- Counselling
- Psychological Services
- Critical Incident Response
- Employee Assistance (EAPs)

Sponsorship opportunities

Contact **Karen Thorley** on **02 9239 5715** or email **karen.thorley@criterionconferences.com** to find out more about sponsorship opportunities.

To register

- phone: 1300 316 882
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- www.criterionconferences.com/event/mhsfr

Plus key contributions by:

Dr Samuel Harvey
Associate Professor & Head of the Workplace Mental Health Program
Black Dog Institute

Michael Morgan
Acting Chief Officer
SA Metropolitan Fire Service

Craig Lapsley
Commissioner
Emergency Management Victoria

Fairlie Morgan
Employee Assistance Coordinator,
Psychologist
Metropolitan Fire Brigade

Dr Peter Cotton
Clinical & Organisational Psychologist

Louise Ashelford
Director Healthy Workplace Strategies
NSW Ambulance

Rob Heaslip
Engagement Manager, Police & Emergency Services
Beyondblue

Dr Tony McHugh
Senior Fellow Department of Psychiatry
University of Melbourne

Michelle Blanchard
General Manager, Policy, Research & Programs
SANE Australia

Kirsty Membreno
Industrial Manager
Police Association NSW

Paul Maslunka
Senior Sergeant
Victoria Police

Rebecca Elliott
Senior Human Services Officer Employee
Wellbeing Queensland Police

Vicki Key
Retired Peer Support Officer Coordinator
Retired Police Association

Day 1

Wednesday 7th March 2018

8:00 Registration, coffee & networking

8:30 Welcome remarks from the Chair

The importance of proactive leadership



KEYNOTE PRESENTATION

8:40 Achieving positive & transformational change

- Key learnings of the Ambulance Victoria program to date
- Challenging assumptions and driving organisational cultural change

Tony Walker, Chief Executive, **Ambulance Victoria**



LEADERSHIP PANEL DISCUSSION

9:20 Ensuring programs are focused on long term outcomes

- Developing sustainable mental health strategies
- Breaking down the silos within and throughout the sector through collaboration

Craig Lapsley, Commissioner, **Emergency Management Victoria**
Tony Walker, Chief Executive Officer, **Ambulance Victoria**
Michael Morgan, Acting Chief Officer, **South Australian Metropolitan Fire Service**

10:00 Developing & implementing an enhanced MFS Wellness & Safety Department

- Improving organisational effectiveness to enhance the delivery of emergency services
- Committing to ensuring healthy staff and the positive transition into retirement
- Key findings that guided policy and procedural improvements

Michael Morgan, Acting Chief Officer
South Australian Metropolitan Fire Service

10:40 Speed Networking

11:00 Morning tea & networking



INTERACTIVE ROUNDTABLE

11:30

12:00 The highs, the lows & the importance of winning hearts & minds

- Balancing the mental health and wellbeing needs of staff against delivering services to the community
- Examining funding constraints causing traditional approaches to be reactive

Louise Ashelford, Director Healthy Workplace Strategies
NSW Ambulance

12:40 Networking lunch

1:40 A holistic approach to mental health in Police

- The interplay of physical, psychological, organisational and community health in Police jurisdictions
- Evidencing what works and doesn't work - the AFP experience
- Committing to a health model for the future that demands a holistic approach

Dr Katrina Sanders, Chief Medical Officer, **Australian Federal Police**

Tackling mental health stigma

2:20 Training managers to create supportive workplaces

- The important role of supportive workplaces
- Improving occupational outcomes for employees
- Investigating how new technologies may be able to assist with training manager

Dr Samuel Harvey, Associate Professor & Head of the Workplace Mental Health Program, **UNSW & The Black Dog Institute**

3:00 Strategies to manage the effects of complex mental illness & trauma

- Understanding complex mental illnesses and the role of trauma
- Tackling the stigma that can prevent people with complex mental illness engaging in the workforce

Michelle Blanchard, General Manager, Policy, Research & Programs
SANE Australia

Also facilitating Pre Conference Workshop B: *How to manage the difficult mental health conversation in the workplace*

3:40 Afternoon tea & networking



LIVED EXPERIENCED PANEL DISCUSSION

4:10 Creating awareness through lived experiences

- Driving transparency to achieve a more supportive work environment
- Understanding what resources and services are effective
- Being aware of and identifying the warning signs

Paul Maslunka, Senior Sergeant, **Victoria Police**
Lived experience member, **SANE Australia**

4:50 Supporting mental health after retirement

- Communicating with officers soon to retire and those who have retired
- Educating officers about what is available after their career

Vicki Key, Retired Peer Support Officer Coordinator
Retired Police Association

5:30 Closing remarks from the Chair & close of Day One

Day 2

Thursday 8th March 2018

SAVE \$300

when you register & pay by
19th January 2018

8:00 Welcome, coffee & networking

8:30 Opening remarks from the Chair

Using research to improve strategies

8:40 Anticipating & managing risk over the lifespan of a career in emergency services

- The increasing evidence on the interaction between traumatic stress exposures and the diseases of ageing
- Anticipating the risks when structuring emergency services workforce
- Considerations when managing personnel

Professor Alexander McFarlane AO

Psychiatrist & Director Centre for Traumatic Stress Studies

University of Adelaide

9:20 Reviewing the national mental health & wellbeing study of police & emergency services

- The Phase 3 collaborative 'evidence to action' project
- Reviewing the findings of Phases 1 and 2 study
- Identifying and implementing practical strategies to improve the mental health of personnel

Rob Heaslip, National Engagement Manager

Police & Emergency Services

Beyondblue

10:00 Anxious vs Angry PTSD: Reviewing alternative evidenced-based treatment strategies

- Knowing when to use prolonged exposure therapy
- The causal mechanisms of both forms of PTSD
- The role of anger in prolonged PTSD

Dr Tony McHugh, Senior Fellow Department of Psychiatry

University of Melbourne

10:40 Morning tea & networking



CASE STUDY

11:10 What's normal? Mental health culture across volunteer vs paid populations

- Building the business case - changing the cost-benefit analyses focus to fit volunteer populations
- Understanding the organisational structure, hierarchy for mental health leadership
- Approaching different audiences

Bernie Scully

Manager Clinical Services & Organisation Development

Queensland Fire & Emergency Services

A preventative approach to mental health



KEYNOTE

11:50 The Defence journey - Improving mental health & wellbeing

- Moving to a whole of organisation approach
- Using leadership and shared responsibility to support cultural change
- Applying the evidence and the importance of research

David Morton, Director General Mental Health, Psychology & Rehabilitation, Department of Defence

12:30 Networking lunch

1:30 Implementing a proactive mental health framework

- Moving from a predominantly reactive service model to a whole of health model
- Foundations of preventative mental health approaches in emergency services
- Innovative practices in approaching mental health and wellbeing

Fairlie Morgan, Employee Assistance Coordinator, Psychologist

Metropolitan Fire Brigade

2:10 Developing a preventative training & education program

- Resilience, suicide prevention and psychological wellbeing
- Providing adequate support to affected officers and their families
- Reviewing the Branch Welfare Officer program

Jon Goddard, Member Support Coordinator &

Kirsty Membreno, Industrial Manager

Police Association NSW

2:50 Afternoon tea & networking

3:20 Implementing an effective cultural & mental health strategy

- Unpacking how culture influences the effectiveness of mental health strategy
- What does a comprehensive organisational mental health and wellbeing strategy look like?
- How workplace culture and leadership influences outcomes from potentially traumatic exposures

Dr Peter Cotton

Clinical & Organisational Psychologist

Also facilitating Post Conference Workshop C:

How to achieve an organisational wide cultural change

4:20 Closing remarks from the Chair and close of Conference

4:30 Post Conference Workshop C commences:

How to achieve an organisational wide cultural change

Workshops

Effective communication strategies to drive organisational cultural change & improve strategy

How to provide support to large groups after a critical incident

Pre Conference Workshop A

Tuesday 6th March 2018, 1:00pm – 4:00pm

Price: \$499 + GST

Workshop leader



Rebecca Elliott, Senior Human Services Officer
Employee Wellbeing
Queensland Police

The workshop

There are some incidents that can be unsettling to the mental health of a whole organisation. While there are various program and providers who address individual trauma, developing a model of support for large groups can present unique challenges. Management of immediate needs of members while preparing for long term interventions, can present a challenge when providing continuous support to your organisation.

Attend this workshop to understand how Queensland Police reacted to, and developed a model to respond to the immediate emotional needs of their members after an upsetting occurrence.

What will you take away?

- Strategies to deliver coping strategies for larger groups
- Techniques to build group resiliency
- Tools to foster open communication and support across teams
- How to develop an immediate response and long term strategies

** Refreshments provided*

How to manage the difficult mental health conversation in the workplace

Pre Conference Workshop B

Tuesday 6th March 2018, 4:30pm – 7:30pm

Price: \$499 + GST

Workshop leader



Michelle Blanchard, General Manager
Policy, Research and Programs
SANE Australia

The workshop

The stigma associated with mental illness for first responders has created a sense of reluctance to speak openly about the topic. While staff may know how to recognise the signs and symptoms, it can be difficult to start the conversation and ask the right questions.

Attend this workshop to gain simple but effective workplace strategies to normalise conversations around mental ill-health and enable organisational change.

What will you take away?

- Effective tools to increase dialogue within the workplace
- Strategies to tackle misconceptions around mental illness
- Techniques to facilitate difficult conversations
- Communicative strategies to drive cultural change

** Refreshments & dinner provided*

How to achieve an organisational wide cultural change

Post Conference Workshop C

Thursday 8th March 2018, 4:30pm – 7:30pm

Price: \$499 + GST

Workshop leaders



Dr Peter Cotton
Clinical & Organisational Psychologist

The workshop

Organisational environments influence employee behavioural, mental health and wellbeing outcomes. Leadership has a critical impact on the potential risk associated with exposures. By fostering supportive leadership behaviours and creating engaging team environments, emergency services can increase morale and team resilience.

Attend this workshop to understand how culture influences the effectiveness of mental health strategy, and review the evidence around practical strategies that build supportive and engaging team climates.

What will you take away?

- Strategies to increase supportive leadership behaviours and accountability
- How leadership can have a positive impact on the potential effects of trauma exposure
- To improve mental health and wellbeing outcomes through cultural change

** Refreshments & dinner provided*

Pricing & Registration

Mental Health Strategies for First Responders

7th & 8th March 2018
Melbourne

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