

Mental Health Strategy for First Responders

Tackle stigma & enhance prevention strategies

29th & 30th March 2017, CQ Functions Melbourne

Key Speakers



Graham Ashton
Chief Commissioner
VICTORIA POLICE



Alison Donohoe
Director, Health & Safety
FIRE & RESCUE NSW



Dr Samuel Harvey
Associate Professor
**UNSW & THE BLACK DOG
INSTITUTE**



Jason Killens
Chief Executive Officer
**SOUTH AUSTRALIA
AMBULANCE SERVICE**

"We need to build a culture that better understands mental health. A culture in which our employees feel safe to ask for help without fear of judgment or prejudice"

Graham Ashton, Chief Commissioner, Victoria Police, 2016

Endorsers



Learn how to:

- Implement & evaluate **mental health strategy**
- Take a **preventative approach** to mental health
- Address the **complex psychological needs** of first responders
- Build **leadership & staff capability**

Hear 14 best practice driven presentations from emergency services, not-for-profits and leading psychologists

Mid & Post Conference Workshops

- A** How to provide psychological first aid for first responders
- B** How to build resiliency for first responders
- C** How to engage leaders in mental health literacy

> see inside for more

Practical strategies to proactively address mental health

The nature of emergency service work exposes first responders to increased levels of trauma, in addition to everyday personal and occupational stressors. However mental health stigma continues to prevent many from seeking help when they need it. The recent investigation into the mental health support available to Victoria Police indicated huge gaps in accessibility and internal engagement for mental health.

Because exposure to trauma is inevitable, it is crucial for emergency services leadership and management to **take real action** and develop a holistic strategy to **address the mental health needs** of employees.

How can policies, programs and practice be strengthened to tackle this issue?

Learn practical strategies to:

- Tackle stigma and lead cultural change
- Improve internal support structures according to best practice
- Build resiliency and drive help seeking behaviour for first responders
- Train management to implement prevention and early intervention initiatives
- Use digital technology to enhance mental health strategy
- Address differences for career and volunteer first responders

Who will attend?

First responder agencies including Police, Fire & Rescue, State Emergency Services, Ambulance Service and Defence.

Senior executives and commissioners responsible for:

- People and culture
- Strategic performance
- Human resources
- Operations

Operational management responsible for:

- Mental health
- Counselling
- Peer Support
- Wellbeing
- Health and wellbeing
- Critical incident response
- Employee assistance (EAPs)
- Psychological services
- Occupational health and safety

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Plus key contributions from:

Shane Fitzsimmons
NSW Rural Fire Service

Andrew Short
Queensland Fire & Emergency Services

Professor Alexander McFarlane AO
University of Adelaide

Tim Peck
Beyond Blue

Dr Andrea Phelps
Phoenix Australia

Dr Peter Cotton
Clinical & Organisational Psychologist

Todd Wehr
Queensland Ambulance

Dr Caryl Barnes
The Black Dog Institute & Lawson Clinic

Paul Scott
NSW Rural Fire Service

Andrew Pitt
Tasmanian State Emergency Services

Dr Darryl Wade
Phoenix Australia & University of Melbourne

Dr Alexandra West
Victoria Police

Wayne Gatt
Police Association Australia

Leanne Thompson
Queensland Ambulance

Christopher Howie
South Australia Ambulance Service

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Day 1

Wednesday 29th March 2017

8:00 Registration, coffee & networking

8:30 Opening remarks from the Chair

Driving cultural change



KEYNOTE

8:40 Challenging stigma & shame around mental health

- Inspiring trust within the Victorian Police Force
- Leading a commitment to support police officers struggling with mental health

Graham Ashton, Chief Commissioner
Victoria Police



SPEED NETWORKING

9:20

In this interactive session you will have the opportunity to meet delegates in short 60 second bursts, exchange business cards and set up valuable conversation for the rest of the event

9:50 Morning tea & networking



PANEL DISCUSSION

10:20 The importance of leadership in tackling stigma

Jason Killens, CEO, South Australia Ambulance
Shane Fitzsimmons, Commissioner, NSW Rural Fire Service
Andrew Short, Assistant Commissioner,
Queensland Fire & Emergency Services

Creating an evidence based strategy

11:00 Developing & evaluating workplace interventions

- Developing and trialing resilience based interventions
- Training management to be leaders in workplace interventions
- Exploring the value of app based technology to addressing mental health

Dr Samuel Harvey

Associate Professor & Head of the Workplace Mental Health Program
UNSW & The Black Dog Institute

Dr Caryl Barnes will be facilitating Post Conference Workshop C: 'How to engage leaders in mental health literacy' to provide practical strategies developed in collaboration with Dr Samuel Harvey's work.

11:40 Reviewing current initiatives & implementing 'what works'

- Translating research into practice and evaluation
- Learnings from implementing review recommendations
- Enhancing prevention and early intervention programs: A clinical case study in trauma treatment

Alexandra West, Senior Police Psychologist
Victoria Police

12:20 Networking lunch

1:20 Reflecting on the good practice framework

- Working with agencies to drive change
- Taking an organisational approach to mental health

Tim Peck, National Engagement Manager
Beyond Blue



2:00 Prevention and treatment of PTSD: What do we know and where are the gaps?

- Current evidence and limitations
- Recommendations for a trauma management framework
- Application to police and emergency services

Dr Andrea Phelps, Deputy Director
Phoenix Australia

Phoenix Australia facilitating Mid Conference Workshop A: 'How to provide psychological first aid for first responders'.

2:40 Afternoon tea & networking

Increasing awareness & accessibility



CASE STUDY

3:10 Implementing mental health through operations

- Addressing mental health literacy through accessibility and normalisation
- Enhancing individual self awareness and help seeking behaviour
- Evaluating employee satisfaction and service to drive improvements

Jason Killens, Chief Operating Officer
South Australia Ambulance Service
Christopher Howie, Operations Manager
South Australia Ambulance Service

3:50 Enhancing mental health literacy & accessibility

- Improving the provision of mental health literacy programs
- Managing a dedicated team responsible for holistic wellbeing
- Maximising programs and training from external providers

Alison Donohoe, Director, Health & Safety
Fire & Rescue NSW

4:30 Closing remarks from the Chair & close of day one

5:00 Mid Conference Workshop A commences:

How to provide psychological first aid for first responders

Day 2

Thursday 30th March 2017

8:00 Welcome, coffee & networking

8:30 Opening remarks from the Chair

Tim Peck, National Engagement Manager
Beyond Blue



Strengthening support for first responders



KEYNOTE

8:40 Improving internal practices to support emergency services

- Identifying predictors of mental health issues for early intervention
- Managing the contradictory pressures to effective mental health intervention in the workplace
- Recommendations to improve mental health support for emergency services

Professor Alexander McFarlane AO, Psychiatrist & Director
Centre for Traumatic Stress Studies, University of Adelaide

9:20 Implementing a holistic staff mental health support program

- Priority One: building an independent mental health and wellbeing unit
- Initiating resiliency training at different levels including new graduates
- Providing well rounded support after critical incidents

Todd Wehr, Executive Manager, Priority One, **Queensland Ambulance**

Also facilitating Post Conference Workshop B
'How to build resiliency for first responders'.

10:00 Morning tea & networking

Addressing the role of psychological services

10:30 Leading cultural change for mental health strategy

- Reflection and discussion regarding the findings of the Victoria Police Review
- The current state of PTSD treatment
- The need for cultural change to support mental health initiatives

Dr Peter Cotton, **Clinical & Organisational Psychologist**



PANEL DISCUSSION

11:10 Understanding the gaps in psychological services for first responders

- Tailoring support for first responders
- Addressing the role of external psychologists and employee assistance programs
- Building better mental health strategies with external psychologists

Todd Wehr, Executive Manager, Priority One

Queensland Ambulance Service

Dr Peter Cotton, **Clinical & Organisational Psychologist**

Andrew Pitt, Manager of Critical Incident Stress Management

Tasmania Emergency Services

SAVE \$300

when you register & pay by
25th January 2017*

11:50 Overcoming support challenges for volunteer organisations

- A critical comparison of paid and volunteer emergency services
- Overcoming challenges such as multiple entry points, no captive audience and no prior psychological testing
- Adapting best practice frameworks to enhance support for volunteers

Paul Scott, Manager, Counselling & Support Unit & Critical Incident Team
NSW Rural Fire Service

12:30 Networking lunch

Optimising contact channels



BREAK AWAY INTERACTIVE DISCUSSION

1:30

Split into groups with agency leaders and peers from across Australia to discuss the unique challenges affecting first responders within your industry and evaluate your mental health strategies against an agency benchmark.

Topics to be explored:

- Taking a systemic approach to risk management
- Implementing and evaluating mental health strategy
- Educating and engaging leadership and middle managers
- Taking action to reduce stigma

2:30 Afternoon tea & networking

Digital support for mental health strategy

3:00 Wellbeing & rapid response support on the go

- Supporting self-assessment tools to self-identify mental wellness
- Providing rapid response capabilities post-trauma

Wayne Gatt, Stakeholder Relations

Police Association Victoria

3:40 Enhancing interdepartmental peer support through digital services

- Evaluating the benefit of peer support across agencies
- Developing readily accessible online resources for after crisis self management
- Creating a confidential system for reporting and peer management

Andrew Pitt, Manager, Critical Incident Stress Management

Tasmanian Emergency Services

4:20 Closing remarks from the Chair & close of conference

Workshops

Enhance your mental health strategy with these practical working group sessions



How to provide psychological first aid for first responders

Mid Conference Workshop A

Wednesday 29th March 2017, 5:00pm - 8:00pm

Price: \$499 + GST

Your workshop leader:

Darryl Wade, Director of Education & Training & Associate Professor
Phoenix Australia & University of Melbourne

The critical incidents and psychological trauma that first responders are exposed to in the line of duty pose a significant risk to mental injury. It is important that emergency services have the capability to provide the right support to affected first responders. Psychological First Aid is a practical and internationally recommended approach to helping individuals in the immediate aftermath of trauma.

Attend this interactive workshop to learn practical strategies on how to deliver psychological first aid to support the mental health of first responders.

Why attend this workshop?

- Learn how and when to support first responders
- Learn best practice for immediate care after trauma
- Learn how to improve internal procedures for handling critical incidents

What will you gain by attending:

- Knowledge about best practice in critical incident responders
- Key skills in providing Psychological First Aid
- Effective strategies to improve workplace procedures and practices

**Refreshments & dinner included*

How to build resiliency for first responders

Post Conference Workshop B

Friday 31st March 2017, 9:00am – 12:00pm

Price: \$499 + GST

Your workshop leaders:

Todd Wehr, Executive Manager & Leanne Thompson, Psychologist
Priority One, Queensland Ambulance Service

Traditionally, there has been a focus on providing support to emergency services after a traumatic incident. But the level of trauma exposure in addition to ongoing occupational stressors means that it is more important than ever for first responders to move from a reactive to a proactive approach to mental health.

Attend this interactive workshop to learn how Queensland Ambulance has developed a resiliency program that targets both new graduates and current officers to ensure they have the coping skills to manage their own mental health and wellbeing and access support when needed.

Attend this interactive session to learn how to:

- Develop a resiliency program
- Generate trust and support early for new recruits and graduates
- Improve the mental health literacy and consciousness of serving officers

What you will take away by attending:

- A tested framework to develop a resiliency program from
- Implementable recommendations to proactively prepare new graduates and recruits
- Strategies to build resiliency and support for serving officers and staff

**Refreshments included*

How to engage leaders in mental health literacy

Post Conference Workshop C

Friday 31st March 2017, 1:00pm - 4:00pm

Price: \$499 + GST

Your workshop leader:

Dr Caryl Barnes, Psychiatrist, **the Black Dog Institute & Lawson Clinic**

Significant cultural change in emergency services has to come from top down, but many leaders struggle to identify issues affecting their subordinates and staff. Most organisations train peers to flag these issues but continue to struggle with engaging managers and leadership to have these tough conversations.

In order to address this, UNSW, Black Dog and Fire & Rescue NSW have worked together to test a training initiative targeted at managers and leaders. Attend this workshop for practical insight into implementing this innovative program.

Attend this workshop to learn how to:

- Promote mental health literacy for management
- Support management in having difficult, but effective conversations about mental health
- Engage senior staff in a top down strategy to improve mental health and wellbeing

What will you take away by attending:

- Recommendations from evidenced based practice
- A tested framework to model a tailored program on
- The tools to stimulate engagement between managers and subordinates

**Refreshments included*

Registration Form

It's easier to book and pay online. Visit www.criterionconferences.com/event/mhs

CC*WEB

Mental Health Strategy for First Responders

29th & 30th March 2017
Melbourne

Delegate Details Please complete. (Please photocopy for additional delegates)

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