

WORKPLACE TRAUMA IN HEALTH & EMERGENCY SERVICES

BUILDING SKILLS TO SURVIVE & THRIVE

DATE: TUESDAY 26TH MAY

Time: 8.30am (Registration) til 3.00pm followed by networking drinks

Location: Graduate House, 220 Leicester Street, Carlton

Early bird tickets \$295pp (until the 15th of April)

After 15th of April: Individual delegates \$395 OR Groups of 2 or more from the same organisation \$350

Includes morning tea, lunch, afternoon tea and networking session

To register, please go to:

<https://reg.eventgate.com.au/Event/1803/Workplace-Trauma-in-Health-amp-Emergency-Services>

OVERVIEW

Every day, Australians working in health and emergency services are faced with highly challenging situations – whether it is responding to critical incidents or interacting with distressed and vulnerable people experiencing difficult circumstances. These extreme situations can test health and emergency services workers' capability and resilience.

Whether exposure to challenging situations is one-off or repeated, health and emergency services workers face the risk of psychological injury unless they and their organisations have robust, evidenced based strategies at their disposal to assist them to build resilience and effectively manage these situations.

This seminar and workshop will provide you with highly practical information and tools that you can use to build the resilience of your teams and manage the psychological impact of these challenging situations. Our speakers will outline strategies that have been proven to assist those on the front line in health & emergency services better manage their responses to challenging workplace situations. The information will help your efforts to build a resilient workforce and avoid psychological injury.

You will have a chance to participate in discussions that debate the different approaches to managing challenging workplace situations. You will also have the opportunity to work with your peers from other organisations in developing innovative strategies and service offerings that build staff resilience and help minimise the potential for psychological injury as a result of their exposure to challenging behaviour and events.





THE PROGRAM

The program will include expert speakers on the topics of trauma management, psychological injury and resilience as well as those with significant experience in the health and emergency services sectors. The afternoon will include a panel discussion with experts fielding questions from the facilitator and attendees. This will be followed by a workshop facilitated by Paul Clifford from FBG where participants will have an opportunity to discuss experiences and strategies with fellow attendees and start developing their own organisation's approach to Building Resilience to Psychological Trauma at work.



WHO SHOULD ATTEND?

This program is suited to those in health & emergency services organisations charged with developing strategies and offering services to help employees build resilience and manage challenging workplace situations. This could include:

- Wellbeing Coordinators
- OH&S Consultants
- Peer Support Coordinators
- Incident Response Managers/Coordinators
- Clinical Directors/Advisors
- HR Managers/Advisors
- Organisational Development Managers/Consultants



SPEAKERS



Dr Natasha Kiso

Wellbeing Manager, Ambulance Victoria

Dr. Natasha Kiso is currently working with Ambulance Victoria (AV) where staff face a variety of challenging situations that test their resilience and wellbeing. Currently Natasha is building a psychosocial framework to enable long-term, systemic, values-based organisational and behavioural change in relation to the psychosocial wellbeing of AV employees.

A large part of Natasha's work is focused on building a resilient and psychologically flexible workforce.



Natasha has 20 years of experience in occupational health and safety, workers compensation, strategic risk management and injury prevention, provider management and personal injury management. She has assisted many organisations in the development and implementation of strategic corporate health management systems including NAB, Breville, CGU and the Ministry of Public Health in Chile.



Natasha will speak on strategic organisational risk management frameworks to identify and manage psychological injury risk. She will also discuss strategies to increase the mental health and resilience of workers facing challenging situations at work.



Dr. Paul Richards

Head of Workplace Health at BUPA Australia.
Executive Director, Workplace Health Association of Australia.

Paul Richards is Head of Work & Student Health for Bupa Australia and is assisting the company transform from primarily Health Insurance to a total health partnership business.



Paul has been responsible for setting and managing the achievement business and functional strategies across a range of national and multinational companies. He has previously held Senior Executive roles in Health, Safety & Wellbeing, HR, IT, Quality, Environment and Sales across Finance, Insurance, Aviation, Electronics, Pharmaceutical, Healthcare and Manufacturing industries. Paul has a Master's Degree and PhD in Organisational Development. Paul is passionate about initiatives that achieve stronger practical alignment between business and employee needs.

Paul will talk about strategies that leaders can employ to build a resilient workplace culture that creates an environment of support and growth where employees can continue to work productively even in the face of highly challenging situations.



Andrew Douglas

Principal, Workplace Relations, M+K Lawyers

Andrew Douglas is the Victorian Head of the Workplace Relations team at M+K Lawyers. Andrew's principal areas of practice are industrial relations, employment law, governance and OHS. Andrew is a highly sought after Employment + Safety professional within Australia. His proactive approach to understanding ever changing IR and OHS laws ensures his clients are always one step ahead of their competition. Andrew works with a number of employers building wellbeing programs that improve employee health and productivity whilst reducing worker's compensation premiums. He is a skilled author and speaker in respect of safety and wellbeing.



Andrew will talk about the importance of taking preventative steps to managing psychosocial risk, and the benefits to the workplace in terms of performance when we take proactive steps to enhance the wellbeing of our staff by identifying and resolving organisational wellbeing hazards and develop employee capability in self-care.



Jacqueline Bloink

Peer Support and Wellbeing Program Manager, St. Vincent's Melbourne

Jacqueline Bloink is Peer Support and Wellbeing Program Manager with St. Vincent's Melbourne. She has been responsible for managing the organisation's staff-support services, EAP Liaisons and CISM/Peer Support Program (STAR: Support Team Action Response) at SVHM since 2000.

Her experience in Emergency and Intensive Care nursing has included roles and responsibilities in management, clinical education, and project organisation which have all led to a passion in employee wellbeing within highly stressful environments. A secondment to SVHM's executive in 2010 & 2011 provided opportunity to develop high level expertise in managing, embedding and delivering strategic direction related to SVHM people and community, values, culture & ethos.

Jacqui will present on the St.Vincent's Hospital peer support program – an integral part of St.Vincent's employee wellbeing strategy that sees trained peers proactively helping employees manage the impact of challenging work situations on their psychological health.



WORKSHOP FACILITATORS



Paul Clifford is a highly experienced Consultant and Organisational psychologist with 16 years' experience across Organisational Development and Human Resources. Paul has extensive experience in health and emergency services sectors and has designing and implementing peer support programs as well as employee and organisational wellbeing programs.



Mark Cassidy is the foundation Director of 2CRisk and thought leader for IP development within the software. Mark has worked for 15 years in high risk environments such as Mining and Construction in employee health, injury management and wellbeing. He also works as a training facilitator for the Personal Injury Education Foundation, teaching Workplace Relations and injury management.