



NSW Ambulance Australia

Mental Health, Wellbeing and Resilience – current
and future initiatives

With Zoe Wooldridge

Who are we

- One of the largest ambulance services in the world
- Nearly 5000 staff
- 1,000,000 + incidents per year
- Over 250 locations
- Answer a 000 call every 26 seconds



The early years

Employee Assistance Program commenced in 1985:-

individual counselling & critical incident debriefing

Peer Debriefers / Support Program established in 1988.

“main brief is to perform “defusing” following critical incidents”

Chaplaincy established in 1990-

Fr. Dennis Madigan appointed to the Sydney Division in 1991



IPS Stress Management Tape

This new relaxation package has been designed by two IPS psychologists - Marilyn Johnston & Dr Sally Thomason.

It features both an audio tape & a comprehensive instruction booklet.

Side 1 of the tape deals with physical or muscular relaxation. Side 2 extends the practice of muscular relaxation by adding a mental relaxation component.

The package is intended to be a self-help tool, so the tape and the instruction booklet are all you will need to start teaching yourself to relax.


The tape can be used for all types of stress, for example work-related stress, exam anxiety etc.

This tape is available at the special price of \$10 a copy to IPS clients.

In fact, some organisations are arranging to distribute copies to all their staff as part of their OH&S program.

Special prices for **bulk copies** are available and can include the special printing of cassette labels.

For more information or a free evaluation copy - contact Vivien Wolff at IPS on (02) 221 1166.



Workplace factors



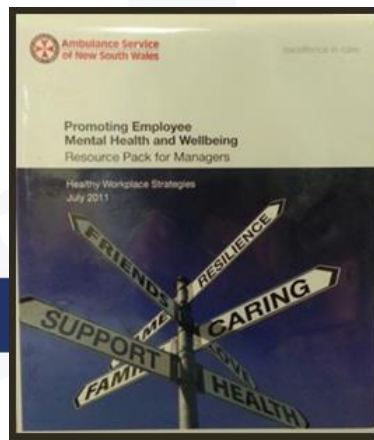
- A 2008 Parliamentary Inquiry highlighted workplace conflict and bullying and harassment as key concerns.
- In 2008-2009, all staff provided with Respectful Workplace Training and Straight Talk™
- Internal mediation service established.
- Grievance Contact Officers implemented.



Management support



- 950+ frontline / aspiring managers have attended Certificate IV Ambulance Management Qualification (AMQ) since 2008.
- Zone Manager role established to provide greater support for staff.
- 'Promoting Employee Mental Health and Wellbeing' managers workshop commenced in 2010.
- Respectful Workplace Management Advisor role commenced.



Support Services

- The first Peer Support Team Coordinator role was created in 2009.
- The Senior Chaplain role was established in 2009.
- In 2010, the first Employee Mental Health and Wellbeing Coordinator commenced and became permanent in 2013.
- The Wellbeing Resilience Advisory Panel was established in 2010 and replaced by the Work Safety Resilience Advisory Committee in 2012.



Health and Wellness Program

- Established in 2009 with a Health & Wellness Manager
- Paramedic Health Standard developed.
- Health Coaching services introduced.
- Fitness Passport
- Fit Paramedic Study, Exercise at Work Study.
- Fatigue Management System under development
- Fitness Programs to assist with psychological injury management



Developing our new staff

- Mental health and wellbeing training programs are delivered to all paramedics in training to promote help seeking behavior and resilience.

Induction:

Inservice One:

Inservice Two:

Coping with Occupational Stress 1

Coping with Occupational Stress 2

Supporting Your Buddy

- Building Resilience and Stress Management ½ day workshops for all staff.
- Building Resilience and Managing Stress programs for 000 Call Takers.



Education initiatives

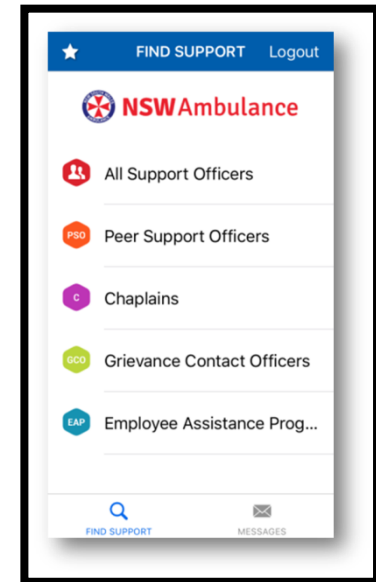
- On-line Mental Health Literacy Program.
- Resilience at Work (RAW).
- Welcome to NSW Ambulance- Supporting Our Families.



Diversifying support



- Significant Events Support Policy and Register.
- Aboriginal PSOs, Chaplain and GCOs.
- LGBTQI staff network established in 2017.
- Fair Day and Mardi Gras Parade participation.
- Buddy Program for new staff.



Wellbeing Investment

\$48 Million over 4 years

\$30 Million for programs

\$15 Million for Income Protection Insurance



New funded initiatives

- Increased PSOs, Chaplains and GCOs.
- Staff Psychology Service - Chief Psychologist.
- NSW Ambulance Legacy.
- Manual Handling program- Physiotherapists/ OTs.
- Occupational Violence Prevention Officers.
- 3 day Wellbeing Workshop Training Program.



Future programs



- Transition to retirement programs.
- Organisational roll out of Supporting our Families.
- Retired Peer Support Officer network through NSW Ambulance Legacy.
- Head Coach Study- UNSW- for all Managers.
- Tailored Leadership Programs.
- Responding to the current Parliamentary Inquiry recommendations.





HEALTHY WORKPLACE STRATEGIES

EMPLOYEE ASSISTANCE
AND PSYCHOLOGICAL
SERVICES (EAPS)

MENTAL HEALTH AND
RESILIENCE

PEER SUPPORT

CHAPLAINCY

PSYCHOLOGY

GRIEVANCE CONTACT
OFFICERS

EQUITY, DIVERSITY AND
CULTURE

RESPECTFUL WORKPLACE

NSW AMBULANCE LEGACY

HEALTH AND WELLNESS
(PHYSICAL READINESS)

ABORIGINAL EMPLOYMENT



Louise Ashelford
Director
Healthy Workplace Strategies



Raelene Hartman
Chief Psychologist



Zoe Wooldridge
Employee Mental Health &
Resilience Program Coordinator



Gina Mammone
A/Peer Support
Team Coordinator



Rev. Paul McFarlane
Senior Chaplain



Robert McBride
NSW Ambulance
Legacy Coordinator



Richard High
Health and Wellness
Program Manager



Carolyn Waite
Health Coach



Joe Wasuruj
Diversity and Culture Advisor



Marlene Booth
Respectful Workplace
Management Adviser



Callista Bryan
Aboriginal Employment
Coordinator



Claudia Le
HR Officer

Thankyou!

