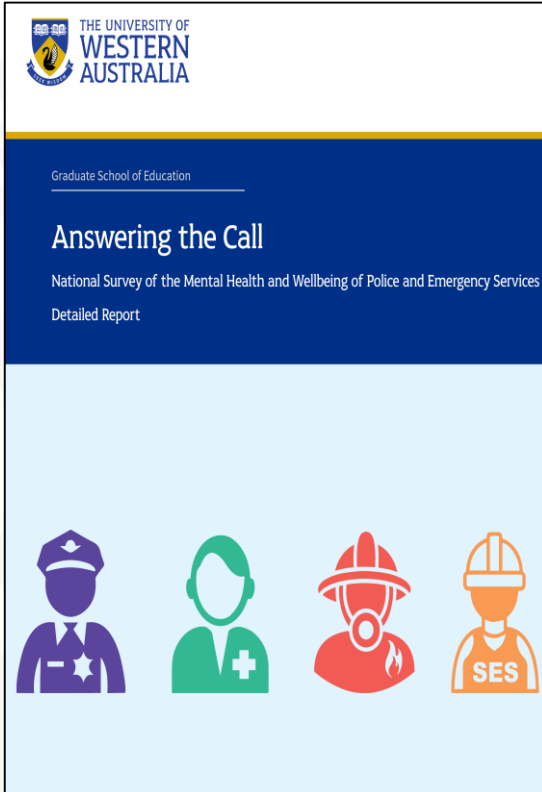


What does a well Paramedic look Like?

Raelene Hartman
Chief Psychologist, NSW Ambulance



The WHY of Wellbeing



- Majority of employees and volunteers have good levels of positive mental wellbeing and resilience and low levels of distress
- Higher levels of psychological **distress and mental health** conditions in the police and emergency services sectors
- 22% of Ambulance respondents currently had a **mental health condition** and 39% have had a diagnosis at some time in their lives



History of wellbeing at NSW Ambulance

Wellbeing at NSWA prior to funding:



Wellbeing Funding

**Additional funding in 2016/17:
4 years \$30 million**



WELL PARAMEDIC

- Enhanced Staff Resilience and Wellbeing programs
- Staff Psychology Services
- Enhancements to Chaplaincy & Peer Support Programs
- Online Mental Health literacy & Manager training
- NSW Ambulance Legacy Well Check Programs



SAFE PARAMEDIC

- Extensive manual handling education
- Functional Movement Assessments
- Support via Injury Prevention Specialists
- First Contact Support Officers
- Updated work method statements / skill sheets



PROTECTED PARAMEDIC

- Occupational Violence Training
- Dynamic Risk Assessment
- Managing Paramedic Assaults Protocols
- Community based programs (Hot spots)
- Updated Policy & Procedures
- Systematic review of data



CAPABLE PARAMEDIC

- Enhanced leadership development framework
- Role Success Profiles
- Management Development Program
- Specialist Development Programs



Mental Health & Wellbeing Strategy



Promotion and support of employee resilience and mental health



Greater mental health awareness and help seeking



Development of a supportive and people focused workplace culture

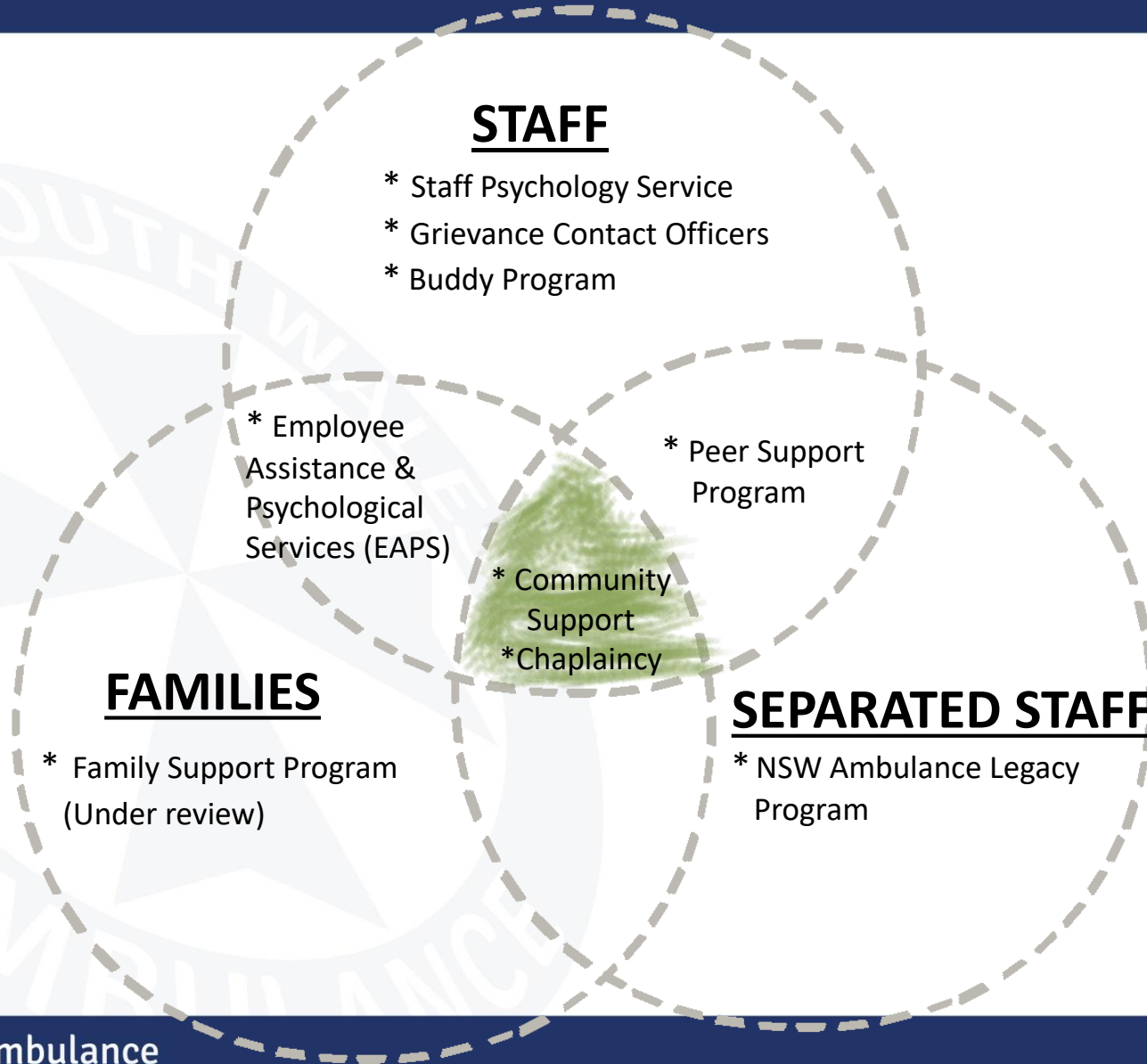


Increased psychological health and safety in the workplace

- The Council of Ambulance Authorities' Mental Health and Wellbeing Strategy.
- Good Practice Framework for Mental Health and Wellbeing in First Responder Organisations
- Mental Health and Wellbeing Strategy for First Responder Organisations in NSW.
- Beyond Blue Answering the Call, Best Practice literature and guidelines



An integrated approach - Support model



Wellbeing Workshops' "a game changer"

WELL AT WORK



MINDFIT

- Instruction in the practice of benefits of mindfulness
- RAW Mind Coach online resource developed by Black Dog Institute
- Training to enhance personal resilience
- Discuss the role of emotions
- The role of compassion and how it should be understood
- Brain and body boosters
- Coping with tough days and events
- Where to get more information and support

BODYFIT

- Health risks
- Health checks
- Good nutrition
- Exercise- when, how much, how intense, getting into the habit

- Assessing risk
- Preparing to lift patients
- Lifting techniques
- Your personal risk factors

- Prioritising your own safety
- Dealing with violence, abuse, threats or assaults
- Assessing a scene for risks
- Assessing a scene for risk mitigation
- Using teamwork, avoidance, communication and de-escalation
- Post-incident procedures to protect your welfare

SAFE AT WORK

PROTECTED AT WORK



"Why wasn't this done earlier?"

-Paramedic

What a great program....it's great for us and I'd consider myself a harsh critic."

Intensive Care Paramedic

"These Wellbeing Workshops are a good beginning. This is a big change."

-**Michael, Paramedic, North Western Sydney**



Wellbeing Workshops



Evaluation and Reporting Framework



Implementation KPIs
Initiative evaluations



Employee injury rates & trends
Organisational indicators



People Matters Employee Survey
Staff surveys

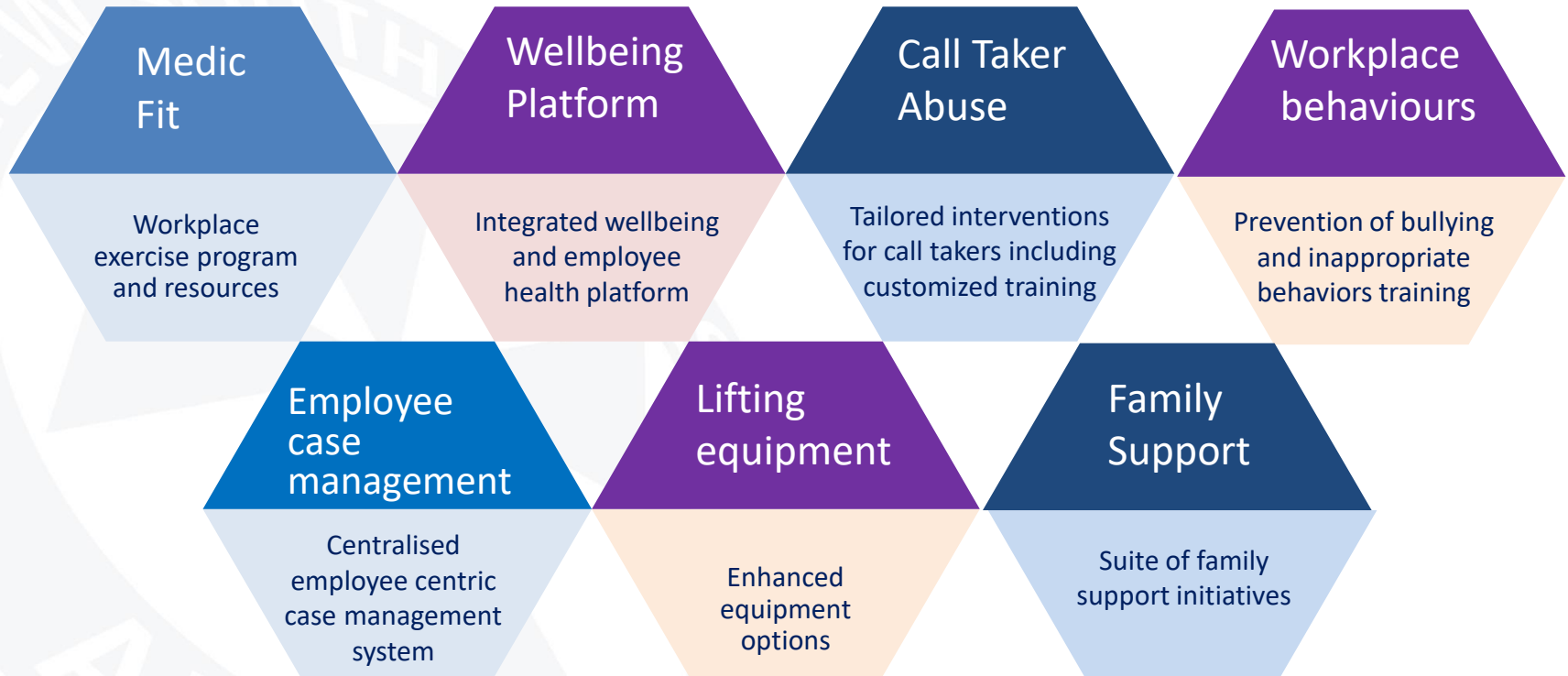


Wellbeing measures (mental health
and physical health metrics)



What's next

Business cases under review:



Building our future



NSW Ambulance



beyondblue
Depression. Anxiety.



UNSW
THE UNIVERSITY OF NEW SOUTH WALES



BLACK DOG INSTITUTE



THE UNIVERSITY OF
SYDNEY



**Charles Sturt
University**



Thankyou

**Any
questions?**

