

CIMA newsletter

AUGUST 2015

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PRESIDENT'S REPORT

Welcome to our mid-year edition of the newsletter!

2015 Conference

Currently the Conference Sub-Committee is busy planning for our upcoming Conference at the Melbourne Town Hall on Monday November 30th and Tuesday December 1st 2015. Every two years we aim to have a conference that will meet the needs of our members, as well as interesting others to become members and be involved in CIMA, or just to join us for selected activities, whichever is their preference.

Our conferences provide the financial resources to operate the association in the period between conferences. If you know any person or organisation that may be able to assist us in supporting the conference, please direct them to our sponsorship prospectus on the website. In this newsletter you will find our Super Early Bird initial conference registration and we encourage any member thinking of coming to the conference to take advantage of the best rate we can offer for what looks like a resource packed conference with many opportunities to support each other and learn together for our future work and our own personal wellbeing.

Research

Inside this newsletter you will find an article by Gina Mammone, one of our members and a member of our education sub-committee about her research. Gina has been studying in England this year and her work promises to be very helpful for our peer support personnel and those who are assisted by colleagues in the workplace more broadly. We look forward to hearing more about Gina's work when she returns to Australia next year!

Reflections

Thanks to our member Peter Kueffer (also a member of our Conference Sub-Committee) for alerting us to the poems published in this newsletter by Careen Condrotte "The Lights in Shadowland" and "Imprints on the Soul". Careen is a social worker with the Alberta Health Services EMS CISM and Peer Support program in Canada and you will see more about her and what prompted the poetry inside. Thanks Careen for permitting us to publish the poems in our newsletter.

Thanks also to our committee member Dr Annie Cantwell-Bartl for permission to publish her work written for the ANZAC 100th anniversary. It is interesting to reflect on the impact of war trauma for those who have been involved in the defence forces, as well as their family members and the wider community.

World Congress

I had the privilege of attending the 13th World Congress on Stress, Trauma and Coping in Baltimore in May this year. Australians were well represented, including in the awards list, with our Committee member Dr Michelle Tuckey receiving the ICISF Co-Founders Award for Excellence in Trauma Research for her research into the effectiveness of debriefing, which we would commend for your reading. NSW member Patricia Newton was also awarded for her work within the life-saving community. Congratulations Michelle and Trish for this international recognition of your work!

Attending the World Congress also gave members of the committee (Paul Scott – Treasurer, Lyndsay Smith – Training Coordinator, and myself as President) the opportunity to meet with ICISF leadership to further our long standing relationship between the organisations. Thanks to Dr Anne Balboni, ICISF Director, who facilitated a very helpful meeting between us and the ICISF President Richard Barton and Kate Looram from the Approved Instructor Support Program. We look forward to further developments that will make our ability to access ICISF resources more efficient and effective, as well as allow the two organisations to assist each other in promoting care for the crisis worker and professional development opportunities for members.

A Conversation With....

Thanks to Linda Espie and Asha Padisetti for recommencing the "A Conversation With..." series. Dr Anne Hammond gave an interesting talk on her research and work with the interface between Employee Assistance Programs and CISM in June, and in July we have Peter Kueffer and Joy Etwell presenting on Group Psychological First Aid, which is an interesting addition to our suite of support options for those affected by workplace incidents. In September we have Craig Lapsley presenting on his role and work. Usually the sessions are recorded for those not able to attend in Melbourne, and we encourage you to access these resources. We welcome Asha as one of our new volunteers this year (see an introduction to Asha inside).

Webinars

In June Dr Rob Gordon conducted a webinar on Individual and Group Responses to Cumulative Stress, which was recorded and the recording is available via the website. We look forward to future webinars – if you have ideas about who you would like to hear from (anywhere in the world!), just let us know so we can explore whether we can have that person conduct a webinar for us.

Your Involvement

Members, we love it when you let us know how we can make CIMA more helpful for you, or what you would like in the future. We also appreciate everyone who volunteers to assist, as that involvement makes us more vibrant, diverse and able to respond to your needs. Even if you can't commit to ongoing volunteering, we benefit from you telling others about CIMA, forwarding emails or giving us ideas about who else may benefit in knowing about us, particularly with the Conference coming up. Please contact us about other ideas you may have or if there are other ways we can make your membership more beneficial!

Alexina Baldini

President

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Mobile: 0439 300 203

“APEER, PEER THEN DISAPEER” – WHY A PEER?“

Does peer-support mediate the relationship between Social Support and Psychological Wellbeing?

Written by Gina Mammone ESM



I am currently in the United Kingdom on a career break from the NSW State Emergency Service (NSW SES) studying with the Professional Development Foundation and Middlesex University, London.

I have maintained my involvement with CIMA in 2015 as a member of the Education Sub-Committee.

I am studying a Master of Science, Applied Trauma Psychology and Master in Professional Development, Coaching, with the European Mentoring and Coaching Council (EMCC). I am privileged to have both Dr John Durkin and Professor David Lane as my learning advisors.

I have long believed that peer-support provides a key to mental health and my research project has been inspired by my personal experiences in crisis intervention and working closely with peers for over 11 years. The target population is the one with which I am most familiar: SES, fire and rescue, law enforcement and military. These personnel seem resistant to professional psychological referral but will talk to a peer. I am, therefore, seeking ways through my research studies for peers to become even more effective.

“Social support is defined as “information leading the subject to believe he is cared for and loved, esteemed, and a member of a network of mutual obligations”. The literature reports, overwhelmingly, in favour of social support in alleviating subjective distress including in psychiatric disorder and I will examine if there is a role

that peers have in mediating the link between social support and psychological wellbeing.

The working title of the research is “Apeer, Peer then Disapear – Why a peer” and is one we have been using in the NSW SES Peer Support Team as a “catch phrase” in training for some years now. The support for emergency services personnel provided by access to peers, pre-incident education, intervention and implementing boundaries for peers I believe is a keystone of social support in our organisations. When properly trained and supervised their practical skills and sense of humour combined with a genuine positive regard for their mates outweighs the support provided by a mental health practitioner in the first instance.

When I think of a peer I think of “someone who is not going to judge me or tell me it’s me that has a problem, I may know that already but just want to share it. They usually have had similar experiences or frustrations either at home or at work. A peer may have a similar set of values, motivation and experiences and we sometimes even choose similar recreation activities. I know I personally seek out my colleagues who have a job like mine. We have a set of unspoken rules, we laugh with each other, we enjoy each other’s company and when we are apart, feel alone or are facing a particular challenge we are only a phone call away. Sometimes we don’t have to say anything at all; we just meet up and have lunch. We probably know more about each other than others close to us do; we trust each other and will be there if and when we need each other”. Sound like peer-support? Do you see how this works?

I see a mental health professional for supervision. I hold a deep respect for her expertise, academic knowledge and

years of professional practice. She has certainly helped me through understanding my decisions when I have needed someone to bounce off and is independent. Our relationship has limitations; we can't meet up socially nor would it be appropriate and my time with her is usually always limited to an hour session. These sessions also have aspects of social support and yet are different to that I share with a peer.

There seems to be a gap between what we "think" we know and what "feels" right and what the scientists say we should or should not do.

I want to know "Why?" regarding:

- What can Peer Support do to bridge this gap?
- What is the difference between talking to my peers and a mental health professional?
- Why interventions provided by peers are a perceived threat or criticised by the mental health experts and does this conflict with what the literature says about social support?

With over 25 years in the emergency services I find I now have no place to go up the corporate ladder in management in crisis intervention. I still have a passion for the field that is unwavering and this career break has allowed me to look into the haze of my crystal ball and is becoming clearer.

I see a future in Australia for Traumatic Incident Reduction (TIR) and the suite of Expanded Applications and Life Stress Reduction techniques in Metapsychology that as a lay person in crisis intervention I can deliver with confidence. By studying in the academia of psychology lies the possibility that my future in Australia is as the first TIR trainer.

I will remain in the United Kingdom for the remainder of 2015 and whilst I won't make the CIMA conference in Melbourne this year I hope to present my research findings at a later date.

If you have a particular interest in Traumatic Incident Reduction (TIR), Dr John Durkin will be attending the CIMA Conference in November 2015. He will be speaking on recent research and success of TIR in the United Kingdom and running training programs and workshops so I encourage you to attend these sessions.

I can be emailed on thenewgina@gmail.com if you want to contact me or if you are interested in my research. I have attached a link for further information on the Professional Development Foundation and Middlesex University and the Traumatic Incident Reduction Association below:

<https://emccuk.org/pdfmiddlesex-university/>

<http://www.tir.org/>

Kindest regards to you all and I look forward to seeing you in 2016.

Gina Mamnone ESM

WELCOME TO A CIMA VOLUNTEER

We're pleased to introduce CIMA Member, Asha Padisetti who has joined our volunteer team, agreeing to assist with the monthly *A Conversation With* seminars:

Asha Padisetti completed her training in Assisting Individuals in Crisis and Group Crisis Intervention with CIMA in January this year. She is a counsellor and educator specialising in working with young people in Melbourne and joins Linda Espie in coordinating the "A Conversation With..." monthly series of continuing education sessions. Thanks Asha for your enthusiasm and thoughtful approach to your role.

If you are interested in volunteering your time, please call and speak with CIMA's President, Alexina Baldini on (03) 9663 7999 or email us at admin@cima.org.au.

Your support and time is greatly appreciated.



POEMS BY CAREEN CONDROTTE

About the Author

Careen Condrotte is a Registered Social Worker who has dedicated her life (career) to providing crisis intervention/post trauma support to emergency service personnel. Currently, she is the Provincial Coordinator (Lead) of Alberta Health Services EMS CISM & Peer Support program which provides province-wide post-trauma & peer support services to EMS and ECO (911 Dispatchers) across Alberta. They are still in the developing stages of our program but have a good base.

In the 20+ years, Careen has witnessed and experienced the toll that responding to traumatic events has on responders and how crisis intervention (especially CISM & Peer Support) can be helpful in mitigating the initial impact and provide the appropriate supports for recovery.

These poems came from times of deep meditation and contemplation. These words are her way of expressing what Careen has witnessed and experienced (Imprints on the Soul) as well as her hope for the future (Lights of Shadowland) where others see the value in peer support for emergency service personnel.

Careen asks that they be shared widely in the hopes that they will speak to those emergency responders who have been injured as well as acknowledge the value and appreciate those who help the injured responders (peer support teams).

"These poems are dedicated to the brave men and women in emergency services around the world who sacrifice much to help others."

The Lights in Shadow Land

Once upon a time, the stories will tell
About a place here on Earth, between heaven and hell.
Where one need not sleep, to have the bad dreams
Because the flashbacks seem real, the smells and the screams.

For despite valiant efforts, sometimes they lose.
For some there are answers, but not many clues.
The cards stacked against them, the odds not very good
No...they didn't give up, but did all that they could.

Everyone somber, a tear here and there.
Others are angry, some had The Thousand Yard stare.
"Welcome to Shadow Land", a voice whispered softly.
"It's a dark place to be, and the shadows are costly."

"Sometimes the armor, not as strong as one thought
Where a moment in time, stole a piece of one's heart.
For one cannot serve, without coming in whole
But the price that one pays, may be imprints on the soul."

Then out of the darkness, the blackest of nights
Far in the distance, what appeared as small lights.
Faint at first glance, but growing in number.
What are these strange lights? Stunned faces began to wonder.

Where did they come from? Why are they here?
Don't recognize them...do we have something to fear?
Despite tired and weary, they were drawn to the light.
Something they had, would help make things right.

As the lights drew nearer, they suddenly knew.
They recognized them, by the white red and blue.
Wearing familiar armor, right down to the boots
Not adorned in fancy dress, but right from grass roots.

One Light stepped forward, said "We've had similar nights."
"We've danced with The Reaper, fought some good fights.
Our lockers are filled with tattered T-shirts.
And sometimes we know, everybody just hurts."

"Just like you, we have our own battle scars.
Sometimes we're just quiet, and look to the stars.
But tonight my new friend, there is nothing to fear.
We came just for you, that's why us peers are here."

"For those badly wounded, a special team comes.
They're here to help, but they beat their own drums.
Armor much softer, but they're one of the same
But fighting the shadows is their specialty game."

So on that darkest of days, the Lights parted the dark.
Bringing comfort and friendship, soothe the sting of the mark.
Allowing the anger, frustration and tears
To be heard by a stranger, with no judgment or leers.

Working in tandem the Lights' mission quite clear...
Ease the burden of guilt, wipe a real hero's tear.
Deflecting the anger, sorrow and pain
Not asking for credit, or seeking personal gain.

As the tri-colored Lights joined forces together
No shadows too dark, or storm to weather.
Staying all night, till the sun rose again.
Hoping compassion would help the soul mend.

And with a vision in sight, a new trend created
Bringing Lights to the dark, and fears are abated.
Where apathy, judgment and stigma are banned
And why our world needs the Lights for Shadow Land.

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February 12, 2015

Imprints on the Soul

Every waking moment of each and every day
Leaves an imprint, a memory that may stay
Locked in the very essence of who we are
But do we always know if that memory will scar?

Was the imprint a moment of joy or of sorrow?
Are we present in the moment, or thinking about tomorrow?
Was the moment gone, much too fast?
Or did it leave an imprint to last?

Was the imprint one of terrors in the night?
Waking, drenched in sweat...looking to fight.
Is it just a memory, or something much more?
Touching something else, deep down in our core.

Is the imprint a flashback, a smell or a scream?
Is this living hell, or just a really bad dream?
If we are present in this moment, with all of our senses
There's no avoiding the splash-over, despite our defenses.

Do we notice the imprints of these moments in time?
Would we be present to notice if someone wasn't so "fine"?
Do we realize these moments can take a terrible toll
Touching the very essence of us, a part of our soul?

Can we be honest when we ask "How are You?"
Or will we get uncomfortable, and find something to do.
Can we show we really care with a genuine smile?
Or will we avoid, and start making a mile.

At the end of the day, we are really the same.
With bodies, hearts and souls – just with a different name.
All on a journey, of moments in time
And not everything is black and white, or in a straight line.

Do we have the power to soften the imprints of sorrow?
With a compassionate heart, offer hope for tomorrow.
Could we ask about the moments that do bring a smile?
Kindness is simple, but goes a long mile.

Perhaps we can't erase all the moments that bring pain
But we can learn to live, love and laugh once again.
Remember that life will have many shades of gray
Leaving imprints of moments, each and every day.

Compassion and kindness bring a light to the dark
Softening the pain, so it won't leave such a mark.
So the next time you see the uniforms moving, hear sirens and see the trucks roll,
Thank them for their service, they have many imprints on their soul.

C.E. Condrotte
© January 22, 2015

LEST WE FORGET THE HORROR OF WAR

Written by Dr Annie Cantwell-Bartl

The spirit of the Anzacs reached a feverish pitch last week. Never before has there been such passion for Gallipoli and the war effort. The stories of the soldiers and their struggle are very moving. It is more comfortable to remember this and to bypass its horror.

War sears the soul. Many never recover. My father could never speak about his involvement in WW2, except to utter, "bloody Japs." He would never attend an ANZAC march or seek out other men to speak to about his experiences. In his mind he wanted to obliterate the memories: no speaking equalled no experiences. Except it lived on within him. He shut down other key experiences that were important in his living; he was irritable and drank copious amounts of whisky to comfort himself.

He was not alone. This is a common story after war. Post traumatic stress has only recently been publicly acknowledged. More support is available as a consequence. And yet in spite of this assistance, men live with pain, feel alone in life and face their demons on a daily basis. Some develop other mental illness and some suicide.

Trauma numbs the person's spirit: the person is somewhere else and it is hard to connect with them. The traumatic events dance freely within their minds, in spite of their efforts to suppress them: the outside is numb but there is a burning furnace within. These men are "on guard", ready for the enemy to come at anytime. It is not surprising that family who surround them can become the supposed attackers.

My friend has a cousin who went to Afghanistan. She says that this relative was once a fun-loving larrikin who enjoyed a beer with his mates. Inevitably he killed people, as happens in battle. Many would say he was a hero although she says, "He doesn't go out much anymore and his eyes are dead." War has damaged him. I wonder about the pain for his parents.

The cost to families is inter-generational. Trauma and its impact ricochets and the children of the next generation also suffer. It makes sense that, just as a traumatised person feels persecuted, anxious and vulnerable, so their children pick up and assimilate this way of being in the world. Children are mostly dependant on their parents. They believe that the way their parents are in the world must reflect how the world is and they must be unsafe.

They can become anxious and afraid, their self-esteem can be fragile, they can feel alienated and search for comfort and belonging in destructive ways.

My husband's father went to the war at 16 years of age because he wanted to escape his step-mother and difficult family dynamics in Austria. He was to become a tortured, violent man who also never spoke about his experiences. He lived in palpable terror of the enemy finally getting him. He was dead in his fifties of a heart attack.

My husband was completely alienated from him. It is hard to decipher the impact of war but he was a troubled young man and war would only have increased his inner demons.

There is the further legacy of grief. I think of the mothers over the last hundred years that have farewelled their boys off to war, the boys that only a few years earlier had been babes in arms and then joyful toddlers. I think of the mothers' worry that they wouldn't return. And hundreds of thousands did not and left broken hearts that never healed.

Grief is consuming. There can be many impacts. Some people do die of broken hearts. Other parents can find it hard to bond with other children or become excessively anxious about those children also dying. Some children feel that they are asked to make up for the dead sibling's death by high achievements or unwanted careers. Other children have felt that their parents are so caught up in their pain that they too are 'dead' to them.

Although it is hard, I hope that we never forget the horror of war. War is not glorious. If it is seen this way, we are in danger of being led back to war again. Let's remember the dead and work with passion for peace.

*Dr Annie Cantwell-Bartl is a grief and trauma specialist.
0419875570, 24 Market St Kensington, Victoria, Australia*

UPCOMING CIMA EVENTS

August

A Conversation with Peter Kueffer and Joy Etwell

An Introduction to Group Psychological First Aid

11th of August, from 6:00pm-7:00pm

City of Melbourne's Multicultural Hub, VIC

Assisting Individuals in Crisis and Group Crisis Intervention

27th, 28th and 29th August, from 9:00am-5:00pm

City of Melbourne's Multicultural Hub, VIC

Facilitated by Alexina Baldini

September

A Conversation with Craig Lapsley

The Values of the Sector-wide Transformation Journey

14th of September, from 6:00pm-7:00pm

City of Melbourne's Multicultural Hub, VIC

Group Crisis Intervention

17th and 18th September, from 9:00am-5:00pm

Stanmore House, NSW

Facilitated by Lyndsay Smith

November

Advanced Group Crisis Intervention

5th and 6th November, from 9:00am-5:00pm

City of Melbourne's Multicultural Hub, VIC

Facilitated by Alexina Baldini

November/December

CIMA's 8th Biennial Conference

Crisis Response Across the Community: Learning from Experience

30th of November and 1st of December, from 9:00am-5:00pm

Melbourne Town Hall, VIC

Invited Speakers include:

Mr Tim Costello

Ms Rosie Batty

Ms Kathy Bowlen

Dr John Durkin

Dr Rob Gordon

Mr Peter Kueffer

Dr Michelle Tuckey

plus, more to be announced

October

Suicide: Prevention, Intervention and Postvention

29th and 30th October, from 9:00am-5:00pm

Stanmore House, NSW

Facilitated by Lyndsay Smith

For further details about any of these courses, please visit our website or call/email our team

CIMA'S 2015 CONFERENCE

THEME

We belong to many communities – our workplace, our home, our country, those to whom we affiliate with in terms of social connections, sporting interests or religious beliefs. We also belong to other communities such as those we commute to work with, share a restaurant with or even share twitter conversations with.

When a trauma, emergency or tragedy strikes, it can impact not only on the individual but also on the communities they are part of. For example, a terrorist attack on the streets may deploy emergency service workers who in turn may need to deal with attitudes of family and friends towards Australians with the same nationality as that of the terrorists.

Work place trauma that impacts on individuals may do so not only because of what happened at work but also because of the many other communities that the worker is involved in and both impacts and is impacted by. This reality is heightened by the increased social and other communication that connects the individual to their various communities and to the world.

This conference explores the changing world of the worker, in the context of what we have learnt from recent experiences both locally and globally. Work, personal and social life are not as discrete and separate as they used to be and the ripple effects from trauma have the potential to radiate widely and more quickly. Expert opinions from plenary speakers as well as the rich experience of delegates will enable state-of-the-art knowledge, coming from research as well as practical experience to be shared. In this time-poor culture for professionals whose job it is to care for others, the conference also provides opportunities for information sharing and colleague-professional support.

OPENING KEYNOTE ADDRESS...

Mr Tim Costello, AO



Mr Tim Costello is one of Australia's best known community leaders and a sought after voice on social justice issues, leadership and ethics. He has spearheaded public debates on problem gambling, urban poverty, homelessness, reconciliation and substance abuse.

Since 2004, as Chief Executive of World Vision Australia, Tim has also been instrumental in ensuring that the challenges of global poverty are placed on the national agenda. His passion for justice and for helping to alleviate the suffering of poor communities in the developing world quickly became evident when the devastating Asian tsunami struck on Boxing Day, 2004. The leadership he showed at the time helped to inspire an unprecedented outpouring of generosity from the Australian public, with World Vision Australia raising more than \$100 million for tsunami relief.

Trained in economics, law, education and theology, Tim has practised law, served as a Baptist minister, and has been active in church and community leadership, local government and national affairs.

INVITED SPEAKERS INCLUDE...

Ms Kathy Bowlen



Kathy is currently the head of Media and Communications at St Vincent's Hospital. Kathy's role also includes reputation management, reactive media, social media and event management. Concurrently, Kathy is a Director of Media-Savvy, an executive media training company.

For 20 years Kathy was a working journalist, spending a decade as the host of ABC TV's current affairs program *Stateline*, and weekend news presenter. Kathy anchored the national breakfast news for 2 years, and hosted the international weekly regional current affairs program *Asia Focus*. Kathy is a former *7:30 Report* journalist, was a national reporter with ABC TV News, and spent 2 years in the press gallery in Canberra.

Kathy began her journalistic career in radio, at Macquarie News, and throughout her career, often returned to that medium to host radio talkback programs. Kathy is a member of the governing council of Genazzano FJC College, and a former board member of Swinburne University, the Next Wave Festival, and the Australian Sustainable Industry Research Council. Kathy is also an alumni of Leadership Victoria.

Dr John Durkin

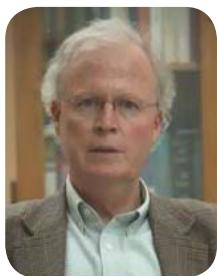


Dr John Durkin is a psychologist specialising in posttraumatic growth. His interest in posttraumatic stress began in his first career as a firefighter in the UK and later through training in Critical Incident Stress Management and supporting New York fire and police officers in the aftermath of the 9/11 attacks. His experience convinced him of the superiority and greater relevance of person-centred approaches, including peer-support, in cases of psychological trauma.

As a member of the National Institute for Health and Care Excellence advising the National Health Service on recommendations for PTSD treatments, he is advocating for CISM as an alternative to clinical and psychiatric options. He is an approved instructor with the International Critical Incident Stress Foundation (ICISF) and trainer in Traumatic Incident Reduction (TIR), an evidence-based approach to trauma appropriate for use in peer-support.

John is a committee member of the Crisis, Disaster and Trauma Section of the British Psychological Society and Research Chair of Applied Metapsychology International. John was the 2012 International Guest Speaker for CIMA and recipient of the Co-Founders Award for Innovations in Crisis Intervention from ICISF in 2015.

INVITED SPEAKERS INCLUDE...



Dr Rob Gordon

Dr Rob Gordon has been working in disasters for over 25 years and has provided services in 27 large scale disasters in Australia and New Zealand as well as many smaller events.

As a highly respected clinical psychologist he treats adults and children who have been involved in traumatic events and disasters. Rob has extensive experience in talking to affected people in community meetings during the recovery process following disasters and has a special interest in the social processes in disaster affected communities.

Rob has developed and conducted highly successful training programs in staff support over many years. As an individual and group psychotherapist, he has researched techniques for assisting people to preserve their resilience in the face of unremitting stress.

He is a consultant to government and recovery agencies such as the Australian Red Cross.



Dr Michelle Tuckey

Dr Michelle Tuckey is a Senior Lecturer in the School of Psychology, Social Work and Social Policy at the University of South Australia. Her program of research relates to well-being at work, with a focus on workplace bullying, work-related traumatic stress, and occupational stress more generally.

Michelle won the 2015 ICISF Co-Founders Award for Excellence in Trauma Research for her work on psychological debriefing. She has given keynote and plenary addresses at national and international academic and industry conferences. By invitation Michelle serves on the editorial boards of the *Journal of Occupational Health Psychology* and *International Journal of Stress Management*.

Michelle works closely with the industry to undertake and apply the results of her research, the findings of which have been translated into policies and practices that protect the psychological health of workers, nationally and internationally. Michelle is currently working with Corrective Services NSW to change organisational systems and structures to reduce bullying amongst custodial corrections staff. Her research has also been applied within the SA Fire and Emergency Services Commission, SA Country Fire Service, SA State Emergency Service, and NSW Police Force.

GENERAL INFORMATION

Conference Location

The Melbourne Town Hall is located at 90-120 Swanston Street, Melbourne, 24 kilometres from Tullamarine Airport.

Completed in 1870, the Melbourne Town Hall is at the heart of the city's cultural and civic activity.

Accommodation

There are many accommodation options nearby. A list of hotels is available, via email from CIMA.

Conference Social Function

CIMA's 8th biennial conference social function will be held on Monday, the 30th of November from 6:00pm until 8:00pm, providing an opportunity to meet with colleagues and friends. Booking for this function is essential and is available on the registration form. Drinks and finger food will be provided.

Trade Exhibitions

A number of agencies and organisations will feature at the conference. If you or your organisation is interested in being involved, please contact CIMA for details.

Registration

Delegates may register for the full two days of the conference or on a daily basis. Registration includes tea/coffee on arrival, morning and afternoon tea, lunch, conference satchel and conference program. A discount will apply for organisations registering 10 or more delegates.

Cancellations

Cancellation notices must be submitted to CIMA in writing and received no later than Monday, October 19th and there will be a 75% refund. If a registrant is unable to attend, another person may be substituted in their place, providing CIMA be informed. No refunds will be issued after the Friday, October 23rd.

CIMA Membership

As one of a number of member benefits, CIMA members receive reduced registration fees. If a delegate joins or renews their CIMA membership with the conference registration form, they are eligible for the membership fee discount.

Who Should Attend?

This conference is relevant to those working in:

- Emergency services
- Psychology
- Social work
- Defence forces
- Corrections and security
- Risk management
- General practice
- Employee assistance
- Government
- Psychiatry
- Education
- Peer support
- Disaster and relief response
- Hospital and healthcare
- Counselling
- Humanitarian aid
- Journalism and media
- Human resources
- Occupational health and safety
- Youth work
- Childcare
- Aviation and transportation
- Chaplaincy and clergy
- Private practice

PRICES

SUPER EARLY BIRD REGISTRATION

Super Early Bird discounts end at 5:00pm on **Monday, August 24th 2015**

	Two Day Registration	One Day Registration	Social Function
CIMA Member:	\$525.00	\$290.00	\$65.00
Non Member:	\$595.00	\$330.00	\$70.00

EARLY BIRD REGISTRATION

Early Bird discounts end at 5:00pm on **Monday, October 19th 2015**

	Two Day Registration	One Day Registration	Social Function
CIMA Member:	\$595.00	\$360.00	\$70.00
Non Member:	\$665.00	\$400.00	\$80.00

REGULAR REGISTRATION

	Two Day Registration	One Day Registration	Social Function
CIMA Member:	\$645.00	\$390.00	\$75.00
Non Member:	\$705.00	\$430.00	\$90.00

For further details, contact CIMA:

Phone: +61 3 9663 7999

Email: conference@cima.org.au

Website: www.cima.org.au

REGISTRATION FORM

Title: <input type="text"/>	First Name: <input type="text"/>	Surname: <input type="text"/>
Address: <input type="text"/>	State: <input type="text"/>	Postcode: <input type="text"/>
Occupation: <input type="text"/>	Organisation: <input type="text"/>	
Contact number: <input type="text"/>	Email address: <input type="text"/>	

I am a: CIMA Member Joining Member Non Member

Payment details:

Cheque Credit Card (Mastercard or Visa only) Direct Debit (Invoice)

I am registering to attend (please tick):

Both Days One Day (nominate below)

Attending: Monday, 30th November Tuesday, 1st December

Joining Member: Within Australia \$88.00 International \$80.00

Optional Extras: Conference Function

Dietary Requirements:

Registration Total:

Super Early Bird discounts end Monday, August 24th 2015

Early Bird discounts end Monday, October 19th 2015

Cardholder Name:

Card Number:

Expiry: /

CCV:

Cardholder Signature:

Crisis Intervention and Management Australasia | ABN: 49 086 584 833

Return this form via post: PO Box 24251, Melbourne VIC 3001,
or email: conference@cima.org.au

All fees are payable in Australian Dollars

CIMA Membership

Renew for the 1st July, 2015 - 30th June, 2016 year



Members come from professions and organisations such as emergency services, health, public and mental health, ambulance, corrective services, the defence forces, industry, mines, disaster support agencies, welfare agencies, rehabilitation, airlines and education. Students are welcome to join at a discounted rate. CIMA also has a discounted rate for more than 10 members of a single organisation. Call us today to discuss.

As a CIMA member, you will receive:

- Certification of Membership;
- Discounted Conference, workshop and seminar fees;
- Affiliated membership and benefits of the US based, International Critical Incident Stress Management Foundation (ICISF);
- A quarterly newsletter containing relevant professional articles, reviews and information;
- Access to a national network of professionals involved in crisis management support and related services and;
- Consultancy advice and support.

Fee structure:

Within Australia: \$88.00

International: \$80.00

Student: \$45.00

REGISTER YOUR DETAILS

Payment Form

Name: [Redacted]

Postal address: [Redacted]

Town/Suburb: [Redacted]

State: [Redacted]

Postcode: [Redacted]

Occupation: [Redacted]

Organisation: [Redacted]

Mobile: [Redacted]

Email address: [Redacted]

I WISH TO ENROL AS A:

- Member within Australia - \$88.00
- Member outside of Australia - \$80.00
- Student (ID attached) - \$45.00

Registration Total: [Redacted]

All fees are in Australian Dollars

ABN: 49 086 584 833 | No. A0037135R

PAYMENT DETAILS

- Credit Card
- Direct Debit (invoice)

Cardholder Name: [Redacted]

Card Number: [Redacted]

Expiry: [Redacted] / [Redacted]

CCV: [Redacted]

Cardholder Signature: [Redacted]

A CONVERSATION WITH...

Peter Kueffer and Joy Etwell

Peter Kueffer is a psychologist and Clinical Director of the Victoria State Emergency Service where he is accountable for the emotional health and safety of some 5500 volunteers. He provides psychological services including assessment, counselling and referral as well as having responsibility for the Peer Support and Chaplaincy programs. He has consulted to other organisations in areas including outplacement and career transition, training and the development and maintenance of Peer Support programs. In addition, he has presented at conferences and workshops in Australia and internationally.

An emerging and particular area of interest for Peter is Resilience in the emergency services sector. In 2009, he was awarded an Emergency Services Foundation scholarship and researched Resilience methodologies and programs in a number of agencies and academic institutions in the USA. In 2010, Peter was invited to join 19 practitioners from across the globe to undertake an inaugural 'Train the Trainer' course in Resilient Crisis Leadership at the University of Maryland Baltimore Campus with Dr George Everly. He was awarded 'Affiliate Faculty' membership of the Resiliency Sciences Institutes International, is a certified practitioner and is currently the only accredited trainer in Australasia. Peter is an accredited trainer in CISM Basic and Advanced Group Crisis Interventions.

Having spent 20 years as a volunteer firefighter with the Country Fire Authority in Victoria, Peter is in the unique position of being able to approach Trauma and Resilience in emergency services from a users as well as a practitioner's perspective.

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A proud Aussie Kiwi, Reverend **Joy Etwell**, a minister with the Metropolitan Community Church, spent much of her working life employed in Aged Care organisations in a variety of roles before training for the ministry. While living in the country she joined SES as a volunteer and later joined Peer Support. On moving back to Melbourne Joy accepted a job with Peer Support and now works as the Clinical Officer/Chaplains Coordinator. The role is varied and includes recruiting and training new peers and chaplains, supervising the peers, running crisis interventions, presenting the Unit Awareness to the volunteers and pastoral care/crisis counselling.

One of the most testing and rewarding times was the 2009 bushfires when Joy was based in Alexandra and Marysville providing support to, the SES volunteers directly impacted by the fires, SES members who were working in the area and other emergency service personal. In her spare time Joy studies and volunteers at a community radio where she has a program that explores spirituality and spirituality.

For relaxation Joy loves catching up with friends, reading, spending time by the sea, going to the zoo and photography.

Peter Kueffer and Joy Etwell will be presenting *An Introduction to Group Psychological First Aid*

on **Tuesday, the 11th of August from 6:00pm - 7:00pm** at the City of Melbourne's Multicultural Hub, located at **506 Elizabeth Street, Melbourne**

Light supper provided | Bookings are essential | 1 CPD hour

REGISTER YOUR DETAILS

Name:

Postal address:

Town/Suburb:

State:

Postcode:

Occupation:

Organisation:

Mobile:

Email address:

I am a: CIMA Member (\$10) Non Member (\$20) | Please complete your payment details below

Cardholder Name

Card Number

Expiry

CCV

Signature

Please send this form to admin@cima.org.au

A CONVERSATION WITH...

Mr Craig Lapsley



The Emergency Management Commissioner has legislated coordination and control responsibilities over major emergencies in the state of Victoria. Craig Lapsley is Victoria's first Emergency Management Commissioner (EMC). His appointment was effective 1 July 2014. As Emergency Management Commissioner, Craig has responsibility for coordination before, during and after major emergencies, including coordinating the management of the consequences of the emergency. Through the former Fire Services Commissioner, which Craig was appointed in 2010, and the establishment of Emergency Management Victoria, there has been a shift within the sector towards an "all hazards, all emergencies" approach to emergency management.

The emergency management sector is now working towards significant collaboration and ongoing change to achieve joined up outcomes that are community focussed. The sector in its broadest sense is maturing; understanding that it is only through agencies, departments, industry, business and all levels of government and community working together that we will fully realise a sustainable and efficient emergency management system that reduces the likelihood, effect and consequences of emergencies.

The Emergency Management Commissioner plays a key role in leading this change and in directing the sector towards its shared vision to build safer and more resilient communities.

Craig has enjoyed a career in the Australian emergency management sector for more than 30 years. This has included as Victoria's first and only Fire Services Commissioner, with CFA, NSW Fire Brigades, VICSES and the Department of Health and Human Services. Craig is a director with the Emergency Services Foundation, APCO, Volunteering Victoria and the Bushfire and Natural Hazards CRC. He is also Patron of SARDA (Search and Rescue Dog Association), the Bendigo Football Netball League and the Central Victorian Fire Preservation Society, as well as Chief Patron of Road Rescue Association Victoria.

Mr Craig Lapsley will be presenting

"The values of the sector-wide transformation journey"

on **Monday, 14th of September from 6:00pm - 7:00pm** at the City of Melbourne's Multicultural Hub, located at **506 Elizabeth Street, Melbourne**

Light supper provided | Bookings are essential | 1 CPD hour

REGISTER YOUR DETAILS

Name:

Postal address:

Town/Suburb:

State:

Postcode:

Occupation:

Organisation:

Mobile:

Email address:

I am a: CIMA Member (\$15) Non Member (\$30) | Please contact (03) 9663 7999 with any enquiries

Cardholder Name

Signature

Card Number

CIMA Membership is available for \$80.00 + GST (\$88.00)

Expiry

Please send this form to admin@cima.org.au