



# EMERGENCY SUPPORT NETWORK

## POSITIVE PEOPLE RISK MANAGEMENT

September 2010

### Welcome to the Emergency Support Network's Newsletter Positively Psyched September 2010!

Published on a regular basis, ESN's Newsletter contains articles of interest, updates and new initiatives. Subscribe by becoming a member of ESN on our website [www.emergencysupport.com.au](http://www.emergencysupport.com.au).

Please feel free to pass on this newsletter to others that you feel may be interested in the articles.

Enjoy!

Carla (Frayne) Fotev  
Director



The Emergency Support Network (ESN) provides best practice people risk management training and consultancy services to Australian and New Zealand organisations in:

- Stress & Resiliency
- Peer Support
- Crisis Intervention
- Conflict & Grievance Resolution
- Interpersonal Dynamics
- Workplace Diversity
- Bullying & Harassment
- Change Management

## Inspiration

*'the act or power of moving the intellect or emotions.'*  
(Mirriam Webster Dictionary).

So often we hear of inspirational famous people in the media.... Nelson Mandela, Mahatma Gandhi, Dalai Lama, Victor Frankl.... But what of those wonderful ordinary people who personally warm our hearts with their amazing feats? Ordinary, everyday, people doing extraordinary things. Recent stories in weekly magazines depicted a 78 year old martial arts black belt, 91 year old yoga master, and a 99 year old champion ping pong player. One magazine featured a section on some of the many carers who dedicate themselves to loved ones, friends and members of the community.

Personally, I recently became aware of another shining example of inspiration, a young woman who posted a Facebook site 'purely for positive thoughts and prayers' in support of her young brother with a rare terminal illness. She constantly posts messages, photographs, and updates to keep everyone informed as to her brother's health and treatments. She even personally sends a message of thanks to each person that joins the site. This caused me to reflect. Frequently we hear negative associated with social media and young people in society, yet here is this wonderfully inspiring young woman, using technology positively and giving of herself to support her family through this incredibly difficult time. An absolute inspiration!

If you look around there are so many people who are inspirational on a daily basis, volunteering or working in various capacities for the benefit of others. Volunteer fire fighters, ambulance crews, emergency workers, people mentoring youth at risk, support workers for people with disabilities, community care workers, those providing counselling for LifeLine, the Samaritan Befrienders for example, wild life sanctuary workers, and in organisations, workplace peer supporters and grievance officers, . The list could go on.... All of these incredible people who support other people in their time of need. Who give of themselves freely to create a positive difference for other people, animals, our communities... Truly inspirational!

## Inspiration @ Work

How well do you know your colleagues? Many people spend the majority of the week in the company of others at work. Our conversations are usually about tasks, television, time off and today's happenings. It isn't usually until we are placed in a situation such as a training course or similar, when we start to really get to know the person we may sit next to day to day... In your workplace, how many people:

- Volunteer on a regular basis?
- Help out a neighbour or a friend in need?
- Have a hidden talent?
- Once won a competition or race of some kind?
- Participates in a community activity?
- Has a great passion for what they do?
- Want to make a real difference to the lives of others?
- Has a fantastic idea of how to do things?
- Are truly inspirational?

### The Power of Positives

Thinking positive thoughts has been shown to actually create change. The Buddhists have a saying 'where thoughts go, energy will flow'. This has been shown in numerous studies to be the case. One study, in 1993, conducted in Washington, DC looked at the effects of meditation and violent crime including homicide, robbery, rape and assault. 4000 participants took part in the research. After controlling for many other variables it was found that meditation focused on increasing coherence and reducing stress resulted in highly significant decreases in violent crime, to the strength of a 48% decrease. Just imagine what we can achieve by thinking positively!

Reference: Hagelin, J.S., Rainforth, M.V., Orme-Johnson, D.W., Cavanaugh, K. L., Alexander, C.N., Shatkin, S.F., Davies, J.L, Hughes, A.O, and Ross, E. 1999. *Effects of group practice of the Transcendental Meditation program on preventing violent crime in Washington D.C.: Results of the National Demonstration Project, June-July, 1993. Social Indicators Research, 47(2): 153-201.*

### New to Emergency Support Network

#### Peer Support Program Audit

How effective is your Peer Support Program? One of the most persistent issues facing Peer Support Programs is the demonstration of their effectiveness. The Peer Support Program audit enables organisations to monitor the effectiveness of the program and identify trends amongst employees seeking help. The information from a peer support audit can enable organisations to implement preventative measures and develop strategies to manage areas of people risk. Audits are conducted externally, to promote confidentiality and reduce the fear of exposure, through online or paper based surveying. The Audit provides not only a pulse check of your Peer Support services but also your organisation more generally. Results are analysed and organisations are provided with a comprehensive reports featuring key recommendations for continuous improvement.

#### Trauma Resilience Techniques

In providing clinical services counsellors, mental health professionals, nurses and medical staff may encounter particularly distressing accounts and situations that may be traumatic. Newer staff with less experience may be potentially at risk of traumatisation. More experienced staff may still have the same potential or be at risk of burnout. Resiliency techniques may assist to mitigate this risk for staff. This one day workshop focuses on understanding the nature of trauma, personal resiliency factors, the role of defusing and debriefing, stress and burnout dynamics, critical factors such as client relationships, common issues for counsellors and strategies for building resiliency and safety.

#### Death Notification For Next of Kin

Are you equipped to deliver one of the hardest messages of all? To inform someone that their loved one has been killed at work? Most people believe that it is the Police that deliver this news, only to find that this is a myth. When deaths occur in the workplace, either through natural causes such as a heart attack or human-made causes such as car accidents, machinery mishaps, or structural collapses, it remains the responsibility of the organisation's leaders to deliver this news. Dealing with death notifications requires skill and sensitivity. This half day workshop will provide practical solutions and guidance in how to deliver this difficult news. For more information please contact the Emergency Support Network.

### Miners' Promise

An inspiring new initiative was launched at the WA Mining Club annual luncheon. Miners' Promise is a fantastic legacy scheme created to support WA resource sector families following the death or permanent disability of their loved one. The recent Sundance Resources tragedy and the statistics of how many people have lost their lives in mining incidents serves to highlight the importance of support for families. The scheme offers beneficiaries family support services, financial and legal assistance, and psychological trauma support. For more information please see the website [www.minerspromise.com.au](http://www.minerspromise.com.au)

### Resilient Leadership

Professor Charles Figley recently presented a series of workshops on Trauma Resiliency in Brisbane, Sydney, Melbourne and Auckland, hosted by CISMFA. One of the interesting developments in the research was the findings from the Mental Health Assessment Team (MHAT) study of combat medic personnel currently serving in the American forces. The study has been monitoring traumatic stress reactions and found a number of factors that promote trauma resilience. Protective factors were indicated to include: leadership, high social and task cohesion, readiness, willingness to seek care, reducing barriers to care through policies and procedures, rest and relaxation, family and marital support, and training in stress and ethics. For leaders, the research has found that specific leadership characteristics are important to mitigate traumatic reactions. These include passion, humour, high self esteem, personal charisma, flexibility, decisiveness and those leaders that mentor their people. So be the leader you want to be and build resilience in your team! (Nash and Figley, 2007, Castro and Mc Gurk, 2009)

### Burned Out Rather Than Inspired?

Often finding inspiration is difficult in a world of constant demands. Sometimes we might even find ourselves feeling worn out and burnt out. Although stress can be positive in motivating us to achieve, when the demands get too much we may end up feeling burned out. Try this quiz to see if you are heading for being burnt out. For each of the following items circle a number from 1 to 5 according to how each question applies to you, when considering the past year.

1. Do you tire more easily? Feel fatigued, rather than energetic?  
1 2 3 4 5
2. Are people annoying you by telling you 'you don't look so good'? 1 2 3 4 5
3. Are you increasingly cynical and disenchanted about your job?  
1 2 3 4 5
4. Are you forgetting... appointments, deadlines, personal possessions etc? 1 2 3 4 5
5. At work, are you increasingly irritable? More short tempered? More disappointed in the people you work with?  
1 2 3 4 5
6. Are you taking the pressures of your job home with you?  
1 2 3 4 5
7. Are you suffering from frequent physical complaints (aches, pains, headaches, a lingering cold)? 1 2 3 4 5
8. Do you feel disoriented when the activity of the day comes to a halt? 1 2 3 4 5
9. Are you doing less of the things you really enjoy (sport, hobbies, time out)? 1 2 3 4 5
10. Are you unable to laugh at a joke about yourself?  
1 2 3 4 5
11. Does sex seem like it is more trouble than it's worth?  
1 2 3 4 5
12. Do you find you have very little to say to people around you?  
1 2 3 4 5

Add your scores up.

0 – 20	Fine.
21 – 30	There are things you need to watch.
31 – 40	You are a candidate for burnout.
41 – 50	You are probably burning out.
50+	You are stressed and need to seek professional advice.

Don't let a high total alarm you, but pay attention to it. Burnout is reversible. The sooner you start looking after yourself the better.

*(Reference: Herbert Freudenberger, Burnout, Arrow Books, London, 1985)*

#### Psycho-Joke

In a psychiatrist's waiting room two patients are having a conversation. One says to the other "Why are you here?" The second answers "I'm Napoleon, so the doctor told me to come here."

The first is curious and asks "How do you know you're Napoleon?" The second responds "God told me I was".

At this point, a patient on the other side of the room shouts "NO I DIDN'T!"

### Inspirational Reading

Feel like you need a lift? These ten wonderful books will have you feeling inspired in no time!

1. The Saint, the Surfer, and the CEO, Robin Sharma, Hay House, (2003).
2. Tuesdays With Morrie, Mitch Albom, Doubleday, (1997).
3. The Power of Now: A Guide To Spiritual Enlightenment, New World Library, Eckhart Tolle, (2004).
4. The Alchemist, Paulo Coelho, Harper Collins, (2006).
5. End The Struggle and Dance With Life, Susan Jeffers, St Martin's Griffin,(1997).
6. Count Your Blessings, John F. Demartini, Hay House, (2006).
7. What God Wants, Neale Donald Walsch, Atria, (2006).
8. The Art Of Happiness, Dalai Lama, Hodder, (1998).
9. The Prophet, Kahlil Gibran, Phone Media, (2002).
10. Johnathan Livingston Seagull, Richard Bach, Scribner, (2006).

### Book Review

#### Life In Crisis – Michael Tunnecliffe

27 Lessons from acute trauma counselling work, 151 pages, (2007).

Product Description

For nearly 25 years, crisis has been a common theme through Michael Tunnecliffe's professional life. As a Clinical Psychologist, he has spent many hundreds of hours working with victims of numerous crises, including the murder of a family member, robbery, violent assault, random shootings, home invasion, suicide of a colleague, workplace fatalities and the variety of tribulations inflicted by nature, such as flood, fire and cyclone.

This book presents 27 key lessons learnt from working in the area of acute trauma counselling, including:

- + Practical support stabilises emotion
- + Guilt is a difficult stress reaction to manage
- + Perception determines severity
- + Blame is an easy way to express emotion
- + The body expresses what the mind cannot manage
- + Disturbing discoveries create secondary stress
- + It's OK not to get over it

These lessons, and others, are clearly illustrated in a manner which takes the reader into the world of the trauma counsellor, removing the myths and outlining the realities of trauma practice.

Michael is the Corporate Advisor to the Emergency Support Network and lectures at the University of Notre Dame, Australia.

Publisher: Bayside Books, 2010. RRP AU\$20 plus GST  
Available soon at [www.emergencysupport.com.au](http://www.emergencysupport.com.au)

### ESN New Zealand



**Sue Peterson**

ESN is pleased to announce the opening of our New Zealand division. Coordinated by Sue Peterson, we will be able to provide all of ESN's services for our New Zealand clients, from Christchurch. Sue is a Registered Psychologist, holding a Master of Arts (Education and Psychology) and a Post Graduate Diploma in Educational Psychology. She has experience and specialist training in cognitive behaviour therapy, brief solution focused therapy, EMDR, clinical supervision and critical incident management. Sue brings over twenty years experience in working with individuals and groups across a variety of settings. Her passion is in developing resilience and functional coping strategies to optimise daily functioning and positive well being. Welcome Sue!

### Peer Support in PNG



ESN's associate Ian Collett, based in Queensland, recently provided Peer Support training to the Mission Aviation Fellowship in Papua New Guinea. Feedback from the training participants was very positive and appreciated – especially by one participant who had the opportunity to apply her skills in assisting someone on the last day of the course. Well done Ian!

### Join ESN's Google Groups

Have you joined the ESN professional forums for Grievance Officers and Peer Supporters?

Join in today by following the link:

**Grievance Officers**

<http://groups.google.com/group/esngo>

**Peer Supporters**

<http://groups.google.com/group/esnpsn>

### Inspiration

*The sunshine in the morning  
The pleasure of a smile  
The simple joys of everyday  
These help make life worthwhile  
Anon*

### Peer Support – Have Your Say!

Although we think it works (and most of us that work in the area know it does!), Peer Support in workplaces has been an area of very little research. There actually are no empirical studies on the effectiveness of peer support in the world right now. The recent initiative by the Delphi Project has initiated an international consensus project on peer support, being conducted by Professor Mark Creamer and colleagues from the Australian Centre for Posttraumatic Mental Health (ACPMH) as well as people from around the world with expertise in this field. (Carla Fotev is a participant in this research. So stay tuned for the outcomes, we will certainly share them in this newsletter).

Since the 1980's, the Emergency Support Network has been conducting peer support program audits and peer supporter surveys. In this tradition we are committed to looking at the evidence for peer support and program outcomes to compliment and contrast our earlier surveys. We are keen to incorporate the latest information into our Peer Support resources to ensure they are as useful and relevant for those in the field and in our resources and books currently in development.

As such we have designed a survey specifically for Peer Supporters to complete – we figure if we want an answer about Peer Support, then we need to go to the experts. Who better to tell us what works, doesn't work, and what the benefits are. Peer Supporters themselves! So if you are a Peer Supporter (Staff Supporter), then please take the 5 – 10 minutes to complete the survey via:

<http://www.surveymonkey.com/s/Y332SLP>

We will really value your feedback and comments in this survey.

Editor: Carla (Frayne) Fotev

This newsletter is published by the 'Emergency Support Network' PO Box 125, Greenwood WA 6924  
Email: [info@emergencysupport.com.au](mailto:info@emergencysupport.com.au) | Web: [www.emergencysupport.com.au](http://www.emergencysupport.com.au) | Tel: +61 8 9203 7777

## Peer Support Products 2010

Back by popular demand! Peer Support Products are now available from the **Emergency Support Network**.

These resources (in multiples of ten) can be purchased individually or as part of the comprehensive Peer Support pack.

**On offer:**



### Peer Support Workbook (2010)

**NEW**

The 4th Edition comprehensive Peer Support Workbook written by Dr Michael Tunnecliffe is the foundation textbook for many organisations and facilitators conducting reputable Peer Support training. This 40 page book is packed with peer support guidelines, peer support essentials, the peer support process and useful resources for Peer Supporter trainers, such as 20 key training exercises.

(RRP: AUD\$25.00 + GST)

**Now AUD\$20.00 + GST each**

### Peer Support Pocketbook (2010)

Well known and well loved, the Peer Support Pocketbook is back! A new and revitalised 5th Edition offers Peer Supporters' much more. The newly published pocketbook has 96 pages of valuable content, bringing together the experiences collectively of Michael Tunnecliffe and Carla Fotev both with over 20 years each in Peer Support programs. Even if you have an older version, you will be sure to want one of these brand new pocketbooks!

(RRP: AUD\$20.00 + GST)

**Now AUD\$15.00 + GST each**

### Peer Support Wallet Cards

#### Stress Defusion Cards

Don't be late to help a mate... Remember these great little cards? A great reminder of how to support others. Outlining the LATE method of support, you will never be late to help a mate!

#### De-Stress Cards

Peer Supporters' aim is to assist others to manage their stress. These cards outline simple stress management strategies which can be a great reminder when talking with others.

**Now AUD\$1.50 + GST each**

### Peer Support Pack (2010)

Why not save and buy a Peer Support Pack. Retailing for far less, you can obtain a discounted price on purchasing a Peer Support Pack. Within a unique presentation folder you will find a copy of the Peer Support Workbook, the Peer Supporters' Pocketbook, a Stress Defusion Wallet Card, a De-stress Wallet Card and an Emergency Support Network Bookmark, all for one low cost. Your complete Peer Support Pack!

(RRP: AUD\$48.00 + GST)

**Now AUD\$35.00 + GST each**

### Peer Support Book Marks

Alpha, Bravo, Charlie.... the international alphabet. A handy bookmark to keep your page, as well as helping you to spell something for someone. Put one in your diary or next to your desk today!

**Now AUD\$2.00 + GST each**

Order now from:

Emergency Support Network  
PO Box 125  
Greenwood WA 6924

Telephone: +61 8 9203 7777

Email: [info@emergencysupport.com.au](mailto:info@emergencysupport.com.au)

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