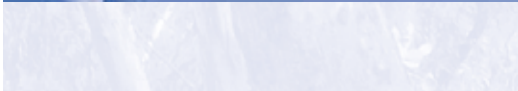




Crisis Intervention in a Changing World

Critical Incident Stress Management
Foundation Australia Inc

FOURTH CONFERENCE

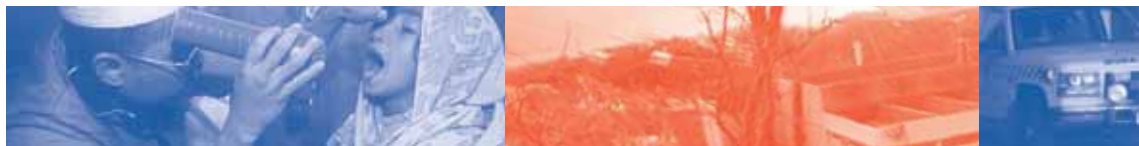


PROGRAM AND REGISTRATION FORM

Tuesday 1st – Friday 4th August, 2006
Carlton Crest Hotel, Melbourne, Australia



www.cismfa.org.au



Crisis Intervention in a Changing World

KEY-NOTE SPEAKERS



Tim Costello AO, LLB, MTheol is Chief Executive of World Vision Australia. He has had a life-long commitment to social justice and is one of the nation's leading campaigners in this area.

After studying law and education and obtaining his Masters in Theology, he was ordained a Baptist minister in 1986. He established an active ministry at St Kilda Baptist Church between 1986 – 1994 and was elected mayor of St Kilda in 1993. In 1995 he was appointed minister of Collins Street Baptist Church and Executive Director of Urban Seed, a Christian not-for-profit organization that provides outreach services to the urban poor.

In July 2004 he was named Victorian of the Year. He is a member of the National Aid Advisory Council and the Alcohol Education and Rehabilitation Foundation.

He is one of Australia's most sought after public speakers and every year addresses tens of thousands of people from the public and private sector.



Atle Dyregrov PhD is founding Director of the Center for Crisis Psychology in Bergen, Norway. He is a clinical and research psychologist, a board member of the International Critical Incident Stress Foundation and one of the founders of the European Society for Traumatic Stress Studies.

He has worked extensively as a consultant to various United Nations organizations e.g. UNICEF (in Uganda, the Middle East, Africa and former Yugoslavia), for the Norwegian Red Cross in Mozambique and for UNHRC throughout the world.

His clinical work has included police and emergency service workers, grief reactions in parents following the loss of a child, grief and trauma in children, organizing psychological assistance for disaster workers and children in war situations. He educates extensively and internationally in these fields.

He is also a prolific educator with over 200 publications including authorship of the book *Psychological Debriefing*.



Gary Raymond APM is a Chief Inspector in the New South Wales Police Force and was previously an Ambulance Officer for 5 years in the New South Wales Ambulance Service. He served on the Police Rescue Squad for 10 years, was a criminal investigator for 10 years and has conducted over 200 suicide negotiations. He is a uniformed member of the Salvation Army.

Chief Inspector Raymond has been involved in 1500 rescues which include 1000 car extrications and 200 cliff rescues. He has also been in charge of 4 successful homicide investigations as Officer-in-Charge. As well, he performed duty at the Granville train disaster, Thredbo landslide and the Newcastle earthquake.

More recently he served in Sri Lanka following the Boxing Day Tsunami.

He has been given numerous awards for bravery including the Olympic Citation from the Commissioner of Police.



Patricia Tritt RN, MA is Director of Emergency Medical Services and Trauma for HealthONE in Denver Colorado.

She oversees the administration of an EMS medical system and EMS education program for pre-hospital providers. As well, she manages a Level 1 Trauma Centre.

In 1985 she founded the Mayflower Critical Incident Stress Management Team and continues as Team Co-ordinator. She has developed protocols for the administration of CISM teams (recording and reporting) as well policy guidelines. This work has influenced many CISM programs in the USA and Australia.

She has also articulated the applications of CISM to hospital and health care systems.

Patricia is an active lecturer and trainer in CISM and peer support. Her work has been recognized with many awards including one from Colorado, USA for lifetime achievement and contributions to emergency medical services.

THEME

This conference focuses on how best to assist people in the workplace in dealing with the more psychologically traumatic components of their job. The theme of **crisis intervention in a changing world** emphasises the need for work-based programs to be flexible, adaptable and accountable. Programs should reflect both best practice and research. A diversity of approaches is emerging, reflecting the different needs of particular workplaces and their staff, though basic principles of effective early intervention remain constant. Additionally, these programs face challenges because of changes in the world around us. These and other issues will be taken up by the speakers and in dialogue throughout the conference.

WHO SHOULD ATTEND

This Conference is relevant to anyone working in the fields of crisis intervention, early intervention, traumatic stress, emergency services and disaster response. It encompasses people who provide support services (such as mental health practitioners and peers), administrators and managers. It includes emergency service workers, defence force personnel, corrections and security officers, employee assistance professionals, hospital and health care workers, those from the welfare sector, youth and crisis workers, humanitarian aid workers, disaster and relief personnel, education officers, psychologists, social workers, counsellors, professional chaplains and clergy, airline personnel, risk managers, grief counsellors and commercial organisation employees.





MAIN CONFERENCE SCHEDULE

THURSDAY 3RD AUGUST 2006

0800 – 0845 **Registration**

0845 – 0900 **Welcome, Opening Comments**

0900 – 1000

Caring for Staff in a Changing World

Tim Costello AO,LLB,MTheol

Chief Executive, World Vision Australia

1000 – 1100

Critical Incident Stress or Mess?

Gary Raymond APM

Chief Inspector, NSW Police Force

1100 – 1130 **Break**

1130 – 1215

Challenges in Providing Early Intervention Staff Support in Health Care

Patricia Tritt RN,MA

Director EMS & Trauma, HealthcareONE, USA

1215 – 1245

A Case Study in Peer Response: Managing and Learning

Maryanne Welch CCRN,BA

Corporate HR Consultant, St Vincent's Health, Victoria

1245 – 1400 **Lunch and poster display**

1400 – 1515

Maintaining and Evaluating Peer Support Programs

South Australia Ambulance Service

Rod Kershaw GradDipSocSc(Couns),LMACAP,SBSiJohn

Senior Consultant Staff Support, SA Ambulance Service

Joseph Magliaro BA(Hons)

Clinical Director, SA Ambulance Service

Program evaluation

Brief comments from several discussants

1515 – 1545 **Break**

1545 – 1700

Journalists are People Too: Covering Trauma and its Impact

Cait McMahon

Director, DART Centre for Journalism and Trauma, Australasia

Philip Williams

Ochberg (Dart) Fellow and Senior ABC reporter & foreign correspondent

Colin McKinnon

Editorial Training Manager, The Age

1800 – 1900 **Cocktail Hour (cash bar)**

1900 – 2200 **Conference Dinner & Awards**

FRIDAY 4TH AUGUST 2006

0800 – 0900 **Registration**

0900 – 1000

Self Help Strategies for Workers Following Exposure to Trauma

Atle Dyregrov PhD

Founding Director, Centre for Crisis Psychology, Norway

1000 – 1045

Provision of Critical Incident Mental Health Support within the Australian Defence Force

Maree Riley

Commanding Officer, 1st Psychology Unit, ACT

1045 – 1115 **Break**

1115 – 1200

Developing Emergency Staff Care Services for World Vision Staff

Michael Hegenauer PhD

Regional Staff Care Co-ordinator, World Vision International

Tony Culnane OAM,BTh,GradDipCommCoun

Staff Care Co-ordinator, World Vision International

1200 – 1230

A Peer's Journey

Wayne Young

Station Officer, NSW Fire Brigade

1230 – 1400 **Lunch, interest group meetings, AV resources**

1400 – 1515

Preparing and Responding to Acts of Terrorism:

A Challenge for Early Intervention Staff Support Teams

Panel of Multi-Agency Speakers

1515 – 1545 **Break**

1545 – 1615

When an EAP is Not Enough

Alexina Baldini BSc,GDACP,MPsych

Director, Caraniche, Victoria

1615 – 1645

Operational Obligation and Corporate Contradiction

Matthew Richman BA,GradCert(PolStud)

Inspector, Tasmania Police

1645 – 1700

Concluding Comments, Conference Evaluation and Close

Robyn Robinson PhD

President, CISMFA



AT A GLANCE

Tuesday 1st August, 2006

Two Day Workshop

Workshop A 0900 - 1700**CISM for Humanitarian Aid Workers
(first of two days)***Michael Hegenauer PhD & Tony Culnane
OAM,BTh,GradDipCommCoun*

One Day Workshops

Workshop B 0900 - 1700**Suicide Negotiation***Gary Raymond APM***Workshop C** 0900 - 1700**Using Debriefing and Defusing to Manage High Arousal***Rob Gordon PhD*

Half Day Workshops

Workshop D 0900 - 1230**Making it Work: Cross-Agency, Cross-Border Planning***Monica Kleinman MEd & Peter Kueffer BA,DipEd,GradDipCouns***Workshop E** 0900 - 1230**Critical Incidents in the School Context***Michelle Roberts BEd,GDACP***Workshop F** 1330 - 1700**Release and Breakaway Techniques***David Cherry MSc***Workshop G** 1330 - 1700**CISM Peer Programs in TAFE Institutions***Elke Kellis BA,GradDipCounsPsych,MPsych***Workshop H** 1330 - 1700**Peer Teams in Health Care: Keeping them Vibrant***Jacqueline Bloink DipMgmt,CCRN,GradDipCritCare &
Maryanne Welch CCRN,BA*

PRE - CONFERENCE WORKSHOPS

A Critical Incident Stress Management for Humanitarian Aid Workers (1st & 2nd August, 2006: 0900 - 1700 each day)
*Michael Hegenauer PhD & Tony Culnane OAM,BTh,
GradDipCommCoun*

This workshop considers the range of Critical Incident Stress Management (CISM) interventions as applied to humanitarian aid workers. CISM is a multi-component crisis intervention approach. This course aims to increase the skills of participants in intervention techniques with an emphasis on the group interventions of debriefing and defusing. Particular attention is given to CISM practice applied to multi-cultural settings which is the working environment of humanitarian aid workers and others. This workshop is approved by CISMFA and the International Critical Incident Stress Foundation.

B Suicide Negotiation (1st August, 2006: 0900 - 1700)
Gary Raymond APM

In this workshop, there is focus on high risk suicides such as people threatening to jump and people with firearms or other weapons. Topics include the suicidal person and their behaviour; dealing with the significance of ambivalence; the suicidal environment; the negotiation process (protocol and the do's and don'ts); how to use time effectively; how to quarantine the negotiation; how to use contracts with the suicidal person; how to de-stage the suicidal person and how to do agreements, retrieval plans and referral plans for the suicidal person.

C Using Debriefing and Defusing to Manage High Arousal (1st August 2006: 0900 - 1700)
Rob Gordon PhD

A great deal has been learned about the physiology of high arousal in traumatic events and critical incidents. These findings help to explain why high arousal inevitably distorts or exaggerates experience. Persisting high arousal is one of the greatest liabilities to recovery and is essential to be brought down in debriefing and defusing interventions. This workshop examines the mechanisms and effects of high arousal and how debriefings and defusings can impact on arousal. There will be practical demonstrations of group interventions as well as discussion of possible underlying mechanisms.

D Making it Work: Cross-Agency, Cross-Border Planning (1st August 2006: 0900 - 1230)
Monica Kleinman MEd & Peter Kueffer BA,DipEd,GradDipCouns

This workshop will address the strategic planning issues related to large scale events and potential disasters from the perspective of crossing

agency and state borders. It is too late to try to bring in critical incident response teams from outside your organization once the worst has happened. It needs to be planned for ahead of time, agreed to by the stake-holders and set out in a detailed management plan.

E Critical Incidents in the School Context: What Educators Need to Consider (1st August, 2006: 0900 - 1230)
Michelle Roberts BEd,GDACP

Being prepared to handle tragic and unexpected events within the school community makes a difference to restoring wellbeing. In the current climate where tsunami, earthquakes and threats of terrorism occur, children are exposed to images and experiences that are beyond their ability to make sense of. This workshop will provide those who work with children, particularly within the education sector, an opportunity to learn how children can be best supported in their recovery from traumatic events and to think about their own feelings in times of challenge to safety and security.

F Release and Breakaway Techniques (1st August 2006: 1330 - 1700)
David Cherry MSc

Participants will learn simple, effective techniques to escape from a number of common grips, grabs and strangles. The techniques will be taught at low speed and with repetition to give the greatest opportunity for skill mastery. Emphasis is on techniques that are not pain inducing. As well, the workshop will help participants to develop confidence and body awareness. It is designed for any worker in a front line position who may be confronted by aggressive and violent behaviour. Teaching will include live and video demonstration. This workshop is limited to 25 participants.

G CISM Peer Programs in TAFE Institutions (1st August, 2006: 1330 - 1700)
Elke Kellis BA,GradDipCounsPsych,MPsych

Few tertiary institutions have a peer support program in place to deal with critical incidents (such as suicide of a student or serious accidents), despite the evidence that people are likely to go to a trusted colleague for support. This workshop describes the implementation of a peer support program in a Melbourne TAFE setting. It includes the initial proposal, selection and training of peers, and the implementation and maintenance of the program. There is discussion of the management of incidents post program implementation as well as common pitfalls experienced.

Wednesday 2nd August, 2006

Two Day Workshop

Workshop A 0900 - 1700
CISM for Humanitarian Aid Workers (Continued)
Michael Hegenauer PhD & Tony Culnane
OAM,BTh,GradDipCommCoun

One Day Workshops

Workshop I 0900 - 1700
Helping Children and Families Following Trauma
Atle Dyregrov PhD

Workshop J 0900 - 1700
Planning for Staff Support for Extraordinary Events
Patricia Tritt RN,MA

H Peer Teams in Health Care: Keeping them Vibrant
 (1st August, 2006: 1330 - 1700)
Jacqueline Bloink DipMgmt,CCRN,GradDipCritCare & Maryanne Welch CCRN,BA

This workshop will give you practical advice, directions and strategies to help you: (a) manage the daily tasks of running your peer team; (b) develop and integrate policy into the organization; (c) engage and influence your Executive and (d) keep you and your team vibrant and safe. Come along and share your experiences and learn more about how to keep your team going. While the focus is on hospital settings, this workshop is relevant to those who work in other areas of health and welfare.

I Helping Children and Families following Trauma
 (2nd August, 2006: 0900 - 1700)
Atle Dyregrov PhD

Traumatic events affect the whole family regardless of the child being exposed directly. Roles may be redistributed, family secrets formed, communication halted, and parents may become temporarily unable to focus on their children. This workshop will address family consequences of trauma and the challenge this poses for early intervention and long-term follow-up. Ways of working with children and their families from the teaching of self-help methods through to specific trauma therapeutic techniques will be covered. A variety of clinical examples will provide concrete and practical ways of assisting children and their families.

J Planning for Staff Support for Extraordinary Events
 (2nd August, 2006: 0900 - 1700)
Patricia Tritt RN,MA

Extraordinary events are those incidents that are large-scale disasters, requiring prolonged response of emergency or healthcare personnel. This type of incident may require weeks of recovery operations. This session presents a model for crisis intervention team response and considerations for offering short and long-term services in these unusual circumstances. Participants will be given an opportunity to strategize a response to a simulated scenario in their area. A planning document will be provided.

K Key Elements of Crisis Counselling
 (2nd August, 2006: 0900 - 1230)
Michael Tunnecliffe PhD

In the aftermath of potentially traumatic incidents there is an increasing demand for a range of professionals to meet the emotional needs of those affected. This has led to numerous examples of professional responses which are sometimes far from helpful. This workshop covers the principles, processes and strategies of acute trauma counselling in meeting the immediate needs of individuals affected by significant traumatic events. Content includes differentiating between stressful and traumatic reactions; assessing the needs of the individual; the keys to effective crisis counseling; pitfalls to avoid; using resolution-focused approaches; crisis counselling after disasters and ethical issues.

Half Day Workshops

Workshop K 0900 - 1230
Key Elements of Crisis Counselling
Michael Tunnecliffe PhD

Workshop L 0900 - 1230
Web-sites for Psychosocial Follow-up Following Crisis and Catastrophe
Kari Dyregrov PhD

Workshop M 1330 - 1700
Dealing with the Behaviour of Difficult People
Michael Tunnecliffe PhD

Workshop N 1330 - 1700
Pre-Incident Education: Forewarned is Forearmed
Matthew Richman BA,GradCert(PolStud)

L Web-sites for Psychosocial Follow-up Following Crisis and Catastrophe (2nd August, 2006: 0900 - 1230 hours)
Kari Dyregrov PhD

This workshop explores the use of web-sites in follow-up and recovery programs. It is based on the work of Dr Kari Dyregrov and the web-site that she developed at the Centre of Crisis Psychology in Norway. This site is based on clinical practice and research literature showing the needs of people bereaved by suicide, SIDS, accidents, homicide as well as large scale catastrophes. It gives suggestions to professionals about how to organise the services as well as what to do in the acute and long term follow-up.

M Dealing with the Behaviour of Difficult People
 (2nd August, 2006: 1330 - 1700)
Michael Tunnecliffe PhD

Sometimes people are confronted with situations which could develop into a highly disruptive conflict. Individuals can overreact when their expectations are not met and may respond with behaviour which is over-demanding, rude, patronising, sarcastic, or even aggressive and abusive. This workshop will assist you to become more confident in managing difficult and demanding inter-personal situations. Content includes the emotional basis of difficult behaviour; developing strategies of self control; defusing agitated and upset people; responding appropriately to criticism; managing anger and aggression; reading body language; responding to inappropriate demands; de-escalating emotional behaviour and personal stress management strategies.

N Pre-Incident Education: Forewarned is Forearmed
 (2nd August, 2006: 1330 - 1700)
Matthew Richman BA,GradCert(PolStud)

Pre-incident education needs to include high quality, organisation-specific, Critical Incident Stress Management education for staff. This demonstrates an organisation's commitment to staff and ensures that a clear and consistent message is delivered to all. The benefits for both the organisation and staff are significant. The key to the successful delivery of education is touching a chord with the audience and making it 'real'. This workshop provides strategies to enable this to occur. Presentation skills, the underlying message, CISM and organisational setting are also discussed. While aimed at emergency services, this workshop will be of benefit to other agencies.





REGISTRATION POLICIES AND PROCEDURES

REGISTRATION AND ENTITLEMENTS

Delegates may register for the full two days of the conference or on a daily basis. Registration includes coffee/tea on arrival, morning and afternoon tea, a light lunch, conference pack and certificate of attendance. Pre-conference workshops are separate from the main conference and require additional fees. **Lunch is not included** in the pre-conference workshops. There are no discounts for people attending both the conference and the workshops, or for people attending more than one workshop. However, discounts apply for organisations registering 10 or more delegates for the conference.

CONFERENCE DINNER

The Conference Dinner will be held on Thursday 3rd August, 7.00 p.m. – 10.00 p.m. at the Carlton Crest Hotel, 65 Queens Road, Melbourne. CISMFA awards will be presented in recognition of service and contribution to this field. Booking is essential.

JOINING CISMFA WHEN REGISTERING

CISMFA members receive reduced conference registration fees. This benefit only applies to people who are members for the July 2006 – June 2007 membership year.

CANCELLATIONS

Cancellation notices must be submitted to CISMFA in writing and received no later than 30th June, 2006. Up until this date there will be a 75% refund. If a registrant is unable to attend, another person may be substituted in their place. No refunds will be issued after 30th June, 2006.

SCHEDULE CHANGES/DISCLAIMER

Every effort has been made to ensure that the schedule of events, contained in this brochure, is accurate. However, unforeseen circumstances may make it necessary to make changes. CISMFA reserves the right to alter the schedule.

GENERAL INFORMATION

CONFERENCE LOCATION AND ACCOMMODATION



The Carlton Crest Hotel, 65 Queens Road, Melbourne is a popular and large conference venue. It offers good facilities including scenic views across Albert Park Lake and South Melbourne. It is situated approximately 5km south of the CBD of Melbourne and within easy access of the city. They offer a range of accommodation options. To enquire further or to make reservations call (toll free) 1800 633 888 or email: res@Carlton_Crest-Melbourne.com.au.

Please quote 'Critical Incident Stress Management Conference'.

CONFERENCE CONTACT DETAILS

CISMFA, PO Box 554, Carlton South 3053, Australia

Telephone **61 + (0)3 + 9663 7999**

Fascimile **61 + (0)3 + 9663 5422**

e-mail **debbie.rogers@cismfa.org.au**

See our website for updates
www.cismfa.org.au



Crisis Intervention in a Changing World

REGISTRATION

Complete one form per person and return with payment to
CISMFA, PO Box 554, Carlton South 3053
OR Fax 61+(0)3 + 9663 5422

Payment can be made by cheque or credit card authorisation.
Tax receipts will be supplied after payment.
Payment must be in \$AUD only. All prices include GST.

There is a 75 % refund on cancellations until 30/6/2006.
NO REFUNDS after 30/6/2006.

This will become a TAX INVOICE when payment is made
ABN 49 086 584 833

Delegate

Title _____ First name _____ Surname _____

Occupation _____

Organisation _____

Address _____

State _____ Postcode _____

Country _____

Day time phone _____

Fax _____

Email _____

Special dietary requirements _____

CISMFA Membership

- Current member (1/7/06 – 30/6/07)
 Joining now (1/7/06 – 30/6/07)
 Non member



CONFERENCE CONTACT DETAILS

Telephone **61 + (0)3 + 9663 7999**
Fascimile **61 + (0)3 + 9663 5422**
e-mail **debbie.rogers@cismfa.org.au**
Website **www.cismfa.org.au** (See our website for updates)

PRE-CONFERENCE WORKSHOPS

	Early Bird Until 1/7/06	Regular On/after 2/7/06	TOTAL
A CISM for Humanitarian Aid Workers	\$390	\$440	\$_____
B Suicide Negotiation	\$200	\$230	\$_____
C Debriefing & Defusing	\$200	\$230	\$_____
D Cross-Agency/Cross-Border Planning	\$110	\$140	\$_____
E Critical Incidents in the School	\$110	\$140	\$_____
F Release & Breakaway Techniques	\$110	\$140	\$_____
G CISM Programs in TAFE Institutions	\$110	\$140	\$_____
H Peer Teams in Health Care	\$110	\$140	\$_____
I Helping Children & Families	\$200	\$230	\$_____
J Staff Support: Extraordinary Events	\$200	\$230	\$_____
K Key Elements of Crisis Counselling	\$110	\$140	\$_____
L Web-sites after Crisis & Catastrophe	\$110	\$140	\$_____
M Dealing with Difficult People	\$110	\$140	\$_____
N Pre-Incident Education	\$110	\$140	\$_____

Sub Total (inc GST) \$_____

CONFERENCE

		Early Bird Until 1/7/06	Regular On/after 2/7/06	TOTAL
2 day	Member*	\$480	\$520	\$_____
	Registration Non Member	\$520	\$560	\$_____
1 day	Registration Member*	\$260	\$300	\$_____
	Registration Non Member	\$290	\$330	\$_____

Date 3/8/06 or 4/8/06

Conference

Dinner Number of
Tickets required _____ \$80 each \$_____

CISMFA Membership \$88 \$_____

GRAND TOTAL (inc GST) \$_____

*Registrants need to be a member for the year 1/7/06 – 30/6/07 in order to be eligible for member discount rates.

PAYMENT (please tick)

Cheque enclosed, in Australian dollars,
and made out to CISMFA **OR**

Please charge to MasterCard Visa Bankcard

My full card number is

□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□
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Expiry date _____ / _____.

Name on card _____

Signature of cardholder _____



CISMFA MISSION STATEMENT



The Critical Incident Stress Management Foundation Australia (CISMFA) is a non profit organisation, founded in 1998, designed to assist emergency services and allied organisations in the prevention and effective management of critical incident stress.

CISMFA adopts a particular approach, known as Critical Incident Stress Management, and embraces the philosophies, principles and practices of the International Critical Incident Stress Foundation Inc.

**CONFERENCE
CONTACT DETAILS**

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debbie.rogers@cismfa.org.au

Website
www.cismfa.org.au
(See our website for updates)