

On the Shoulders of Giants:

A Forum on Workforce Resilience



Presented by:

Northern Integrated Family Violence Services

Northern Metropolitan Indigenous Family Violence
Regional Action Group





Overview

Setting the scene

Sarah Johnson, Family Violence Regional Integration Coordinator
Josh Wanganeen, Manager, Aboriginal Centre for Males, VACCSAL

Small group activity

Exploring self care strategies

Presentation

The impact of work induced trauma and what organisations and individuals can do to mitigate it (Shawn Goldberg – Psychologist)

[BREAK]

Panel discussion

What can organisations do to build a resilient workforce?

Small group discussion

Workplaces that build the resilience of the staff

In pairs

Assessing and planning for your self care





**"The whole basis of Aboriginal culture is family,
and we belong to not only one family,
but a family of families"**

- Dr Alf Bamblett

Membership

The membership consists of Aboriginal community (Organisations), Aboriginal community workers and **Associate membership**

VACCSAL

VAEAI

VACCA

EMH

ACES

CPS

**Odyssey
House**

AAL

FVPLS

VALS

VAHS

WHIN/NIFVS

VicPol

DHHS

Bubup Wilam

NM CASA



The North Metropolitan Indigenous Family Violence Regional Action Group provides strategic direction and leadership to ensure

the incidence of Family Violence is reduced and works towards strengthening the north Metropolitan community resilience to family violence by:

- raising awareness of the impact of Family Violence
- Ensuring appropriate responses and support to the Aboriginal community
- Improve services delivery
- Work collaboratively with Aboriginal and mainstream organisations
- Ensure culturally safe service provision for the Aboriginal community

Ensuring that the Regional Action Group members engage with key stakeholders to ensure that they are committed to promoting the North Metropolitan Indigenous Family Violence Regional Action Group, through:

- Maintaining communication
- Strengthening current networks
- Continue to develop partnerships and collaborations
- Representation at a state level
- Remain community focused
- Ensuring culturally safe practice





About NIFVS

Northern Integrated Family Violence Services (NIFVS) is the partnership that leads the integration of family violence and related services in Melbourne's northern metropolitan region.

Our Mission

To maintain and continually develop the integrated family violence service system in the North, in order to improve the safety of women and children and to hold perpetrators accountable for their use of violence.

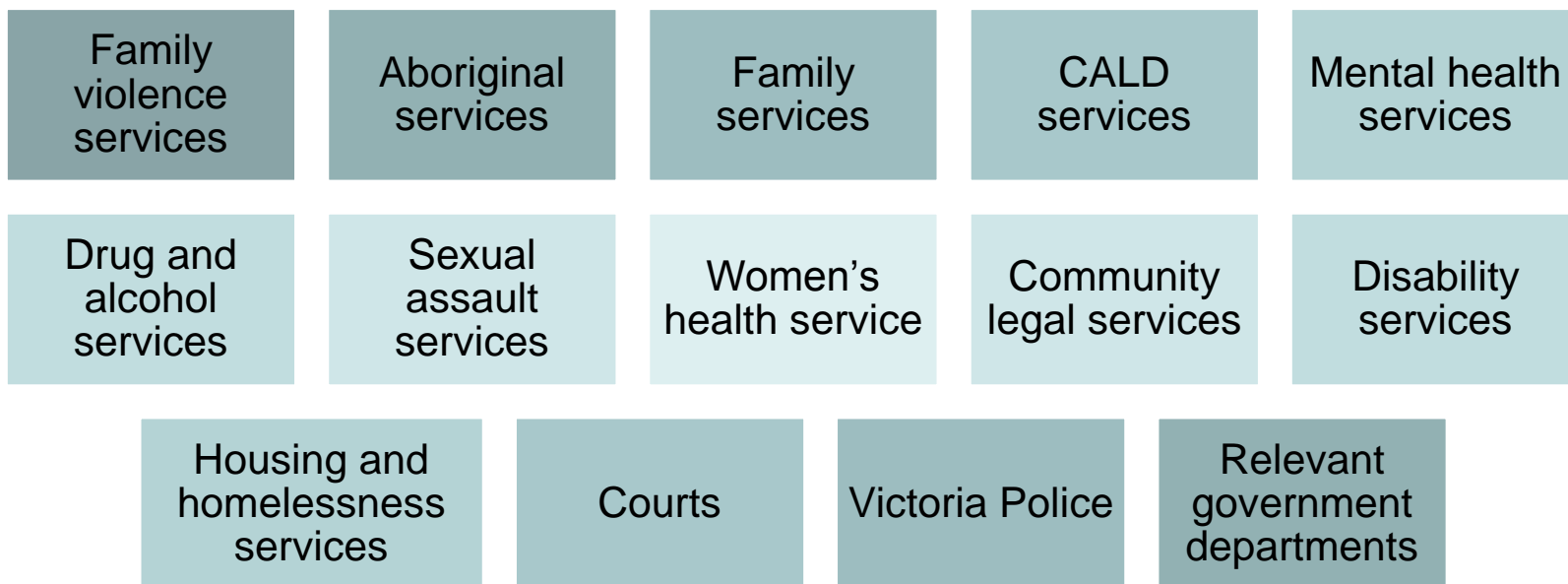
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Regional Integration Committee

The NIFVS Regional Integration Committee identifies and prioritises local and regional family violence issues within the state-wide policy framework. Members of the committee represent **service types or sectors** including:





NIFVS priorities for 2016-2017

The NIFVS Regional Integration Committee's post Royal Commission into Family Violence priorities for 2016-17 include:

- developing key principles for **Support and Safety Hubs**
- **workforce development** planning and advocacy
- **cross sector integration** with housing and homelessness, mental health, alcohol and other drugs and health and the Indigenous Family Violence Regional Action Group

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Why are we here?

The Royal Commission into Family Violence acknowledged that:

“family violence work is stressful, emotional and fatiguing. This stress is exacerbated by difficulties accessing services and resources for their clients, lack of time to respond to the complexities of client needs, and limited access to supervision.

The majority of people working in this sector do so because of their personal commitment to address violence against women and this increases their personal investment in the work they do with individual women.

This increases the risk of vicarious trauma for specialist family violence workers and the need for organisational support and professional supervision.”

(Royal Commission into Family Violence: Report and recommendations, Vol VI, 2016: p179)





Why are we here?

If we don't look after ourselves and each other, **we can't support** our clients to the best of our ability

We work in **complex** and difficult circumstances and sometimes this work is performed at personal cost

We can become **traumatised** by hearing about family violence within our community

We can build on existing resilience to ensure the **safety and wellbeing** of our workforce

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What to expect

Understand the impact of work induced trauma and what you can do to reduce it

Hear from a panel of Aboriginal and mainstream services about strategies to build a resilient workforce

Reflect on self-care strategies with colleagues from across the service system

Plan how you will look after yourself in a rapidly changing reform environment





Activity One

At your table, select 2 coloured slips of papers containing self care strategies

Introduce yourself and read the strategies out loud to others at your table.

Consider whether you would implement this strategy in your life.



BEYOND COMPASSION FATIGUE

The Resilient Worker





THE DREAM

The Super Hero

Desire to help

Empathic engagement

Source of meaning



Shawn Goldberg
PSYCHOLOGIST



THE REALITY

1. Burnout

2. Compassion Fatigue

3. Vicarious Trauma



Shawn Goldberg
PSYCHOLOGIST



THE REALITY

1. Burnout

2. Compassion Fatigue

3. Vicarious Trauma



Shawn Goldberg
PSYCHOLOGIST

WHAT IS BURNOUT?

Mental & Physical Exhaustion caused
by excessive and prolonged stress.



Shawn Goldberg
PSYCHOLOGIST

STRESS
Too Much

VS

BURNOUT
Not enough



Shawn Goldberg
PSYCHOLOGIST



THE REALITY

1. Burnout

2. Compassion Fatigue

3. Vicarious Trauma



Shawn Goldberg
PSYCHOLOGIST

COMPASSION



feeling of sympathy for people who are suffering and a desire to help them



FATIGUE



a feeling of being extremely tired, usually because of hard work or exercise



The greater we care
the greater our vulnerability



Figley, 1995



Shawn Goldberg
PSYCHOLOGIST

Compassion Fatigue is a one-way street in which individuals are giving out a great deal of energy and passion over a period of time yet aren't able to get enough personal support to reassure themselves





THE REALITY

1. Burnout

2. Compassion Fatigue

3. Vicarious Trauma



Shawn Goldberg
PSYCHOLOGIST

AFFECTS YOUR WORLD VIEW



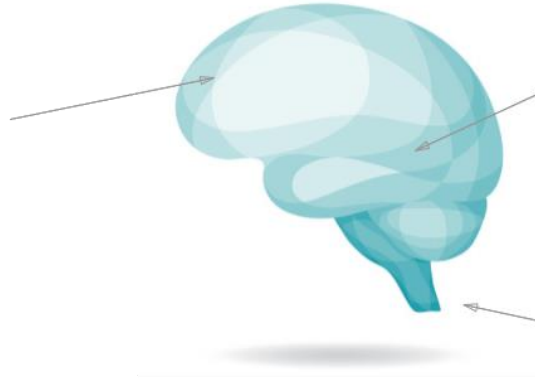
THE EFFECT OF STRESS ON THE BRAIN

Neocortex

Articulating feelings

Thoughts Meanings Logic

Associations



Limbic System (primitive brain)

Emotional Centre

Brain Stem (reptile brain)

Fight or flight Autonomic functions

Apetite



Shawn Goldberg
PSYCHOLOGIST

WHAT IS RESILIENCE?

The ability to bounce back to normal functioning after adversity

WHAT IS RESILIENCE?



Individual



Organisation

THE ABC'S OF INDIVIDUAL RESILIENCE

A

AWARENESS



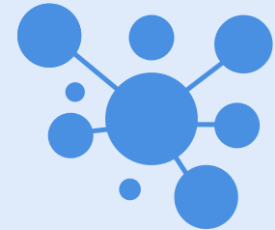
B

BALANCE



C

CONNECTION



THE ABC'S OF INDIVIDUAL RESILIENCE

A

B

C



AWARENESS

Being attuned to one's needs, limits, emotions and resources.



Shawn Goldberg
PSYCHOLOGIST

THE ABC'S OF INDIVIDUAL RESILIENCE

A

B

C



BALANCE

Maintaining
balance among
activities, especially
work, play and rest.



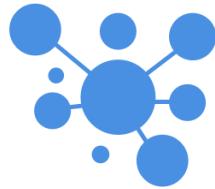
Shawn Goldberg
PSYCHOLOGIST

THE ABC'S OF INDIVIDUAL RESILIENCE

A

B

C



CONNECTION

- Sense of belonging
- Communication
- Breaking the silence



Shawn Goldberg
PSYCHOLOGIST

WHAT IS RESILIENCE?

Do no self harm

Attend to your needs
(physical, social, emotional & spiritual)

THE 6 FACTORS AFFECTING ORGANISATIONAL RESILIENCE

1. Demands
2. Control
3. Support
4. Relationships
5. Role
6. Change

Adapted from The Health & Standard Executive Management Standards

THE 6 FACTORS AFFECTING ORGANISATIONAL RESILIENCE

1. Demands

2. Control

3. Support

4. Relationships

5. Role

6. Change

Employees indicate that they are able to cope with the demands of their jobs.

Adapted from The Health & Standard Executive Management Standards

THE 6 FACTORS AFFECTING ORGANISATIONAL RESILIENCE

1. Demands

2. Control

3. Support

4. Relationships

5. Role

6. Change

Employees indicate that they are able to have a say about the way they do their work.

Adapted from The Health & Standard Executive Management Standards

THE 6 FACTORS AFFECTING ORGANISATIONAL RESILIENCE

1. Demands

2. Control

3. Support

4. Relationships

5. Role

6. Change

Employees indicate that they receive adequate information and support from their colleagues and superiors.

THE 6 FACTORS AFFECTING ORGANISATIONAL RESILIENCE

1. Demands

2. Control

3. Support

4. Relationships

5. Role

6. Change

Employees indicate that they are not subjected to unacceptable behaviours, e.g. bullying at work

THE 6 FACTORS AFFECTING ORGANISATIONAL RESILIENCE

1. Demands
2. Control
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4. Relationships
5. Role
6. Change

Employees indicate that they understand their role and responsibilities.

THE 6 FACTORS AFFECTING ORGANISATIONAL RESILIENCE

1. Demands
2. Control
3. Support
4. Relationships
5. Role
6. Change

Employees indicate that the organisation engages them frequently when undergoing an organisational change.

BEYOND COMPASSION FATIGUE

The Resilient Worker



Shawn Goldberg
PSYCHOLOGIST



Panel

What can organisations do to build a resilient workforce?

- Linda Bamblett, CEO, Victorian Aboriginal Community Services Association Limited
- Cassia Kelsall, Counsellor, Darebin Community Health
- Jade Blakkarly, Senior Manager Family Safety and Wellbeing, crossroads Youth & Family Services Network - The Salvation Army

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Take a break....

voice • choice • power

.... See you in 20 minutes





Activity Two

At your table, share your experience of workplaces that have been supportive and built the resilience of staff.

Record on worksheets:

- the features of these workplaces
- your recommendations for management to assist them in creating supportive workplaces





Activity Three

1. Individually, fill out the 'Assessing Your Self Care' form
2. In pairs, discuss what you have noticed about yourself from the self-care assessment
3. Begin the 'Making a Commitment to Yourself' worksheet





Wrap up

What will you be taking away from today's forum?

- What will you do differently?
- What are you going to ask of your organisation?

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Staying involved

There are a number of ways to stay connected with the work of integration in the family violence sector:

- Order **Family Violence Help Cards and resources**
- Attend **Regional Family Violence Induction** Participate in **Identifying Family Violence Training**
- Join a **Local Family Violence Network**
- Run a **Week Without Violence** event in October
- Subscribe to monthly **NIFVS eNews**

www.nifvs.org.au





Next steps

Use your 'Making a Commitment to Yourself' worksheet

Complete your take away postcard

Northern Integrated Family Violence Services	
As a result of today's session, I will:	
<hr/>	
<hr/>	
<hr/>	
For future referrals/secondary consultation/partnerships I will stay in contact with:	
Name	Organisation
Email	Role
Phone	

Visit nifvs.org.au to:

- Access notes, presentations and worksheets from today's forum
- Find resources on workforce resilience



Contact Details

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WOMEN'S HEALTH
IN THE NORTH



Women's Health In the North acknowledges the support of the Victorian Government.

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