



Employee Assistance Professional Association of Australasia (Inc) 26th National Conference

31 July - 1 August 2017 | Sydney Hilton Hotel

EAP evolution - has the fundamental EAP paradigm moved?



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## General Information

### Conference Venue

**Sydney Hilton Hotel** | 488 George Street, Sydney

### Accommodation

Special discount conference rates have been organised at two hotels.

**Sydney Hilton Hotel** | 488 George Street, Sydney

\$279 per room - single / twin / double | Breakfast \$29pp / day

**Metro Hotel on Pitt** | 300 Pitt Street, Sydney - *short walk to the Hilton*

\$185 per room - single / twin / double | Breakfast \$18pp / day

Bookings are to be made through Margaret Reid Pty Limited.

Please complete and return the following registration form or book via the online registration process

### Registration Fees

**EAPAA Member** BEFORE 16 June 2017 - **\$1095** | AFTER 16 June 2017 - **\$1195**

**Non-Member** BEFORE 16 June 2017 - **\$1195** | AFTER 16 June 2017 - **\$1295**

### Register online at:

<https://margaretreid.eventsair.com/26th-national-eapaa-conference/register/Site/Register>

### Conference Dinner

Monday 31 July 2017 | 7.30pm | Restaurant TBA

### PD Points

Members are reminded that the Australian Psychological Society (APS) previously endorsed all conference professional papers for credit towards ongoing professional development and PD points for ongoing registration. APS no longer provides specific endorsement but we are assured that our high quality papers will once more meet this standard.

### Conference Organisers

Margaret Reid Pty Limited

2 / 303 Penshurst Street Willoughby NSW 2068 Australia

**P** 612 9882 2688 | **M** 0412 092 005 | **F** 612 9882 2648

**E** [info@conference-organisers.com.au](mailto:info@conference-organisers.com.au) | **W** [www.conference-organisers.com.au](http://www.conference-organisers.com.au)

### SPONSORS

*The EAPAA Executive wishes to thank the sponsors for their generous support and members of the conference organising committee for their effort and contribution in putting the conference program together.*

## Monday 31 July 2017

### 8:50am **OPENING**

**Oliver Brecht** | *President, Employee Assistance Professional Association of Australasia Inc. (EAPAA)*

### 9:00am **The Case for Wellbeing at Work: Resilience & Resolve**

**Bruno Anjos** | *Regional Manager Client Solutions, Sentis*

Poor mental health and wellbeing is estimated to cost Australian companies more than \$10bn annually through absenteeism, psychological injury claims and lost productivity. Whilst building resilience is invaluable for critical points of adversity, individuals rely on their resolve to overcome points of stress that they encounter on a daily basis. Organisations that proactively seek to create a culture in which employees thrive don't just enhance their financial performance; they foster a resilient and resolute workforce where individuals are more equipped to face both the exceptional and everyday challenges in the workplace. In this session, delegates will gain a deeper understanding of resilience & resolve, as well as practical strategies for enhancing these resources in the workplace.

### 9:45am **Healthy@Work? Promoting health and wellbeing in a large and diverse organisation**

**Michelle Kilpatrick** | *BA Hons (Psych) BMus Hons (Perf) PhD,*

*Postdoctoral Research Fellow, Menzies Institute for Medical Research, University of Tasmania*

Evidence from controlled interventions shows that workplaces are settings where employee health and well-being can be improved through workplace health promotion (WHP). Less is known about what happens outside of controlled trials, when large, geographically and occupationally diverse organisations undertake to implement WHP based on best-evidence principles. **partneringHealthy@Work** (pH@W) was a 5-year partnership project between researchers from the Menzies Institute for Medical Research, the University of Tasmania, and policy makers from the Tasmanian State Service. The results offer insights into the successes and challenges of 'real-world' promotion of health and wellbeing in the workplace.

### 10:30am M O R N I N G T E A

### 11:00am **Forum: What is our role as an EA Provider? What is working & what is not working?**

**P A N E L** | **Bruno Anjos, Michelle Kilpatrick**

### 11.45am **Holistic EAP servicing**

**Jackie Staples**, *HR Director, Fresenius Kabi, Bachelor of Arts Majoring in Psychology, Post Graduate studies in Organisational Psychology, Member: Australian Human Resources Institute and Australian Psychological Society*

From a consumer's perspective, Jackie will give a thorough outline of her experience of EAP servicing and describe her account of working within a Holistic EAP Model. She will identify the impact overall this model has had on her organisation and the staff within the organisation. Jackie will identify as a HR Director of a Global Organisation, what she is looking for in a provider and from her experience what has evolved within the EAP industry regarding expectation for Holistic Servicing.

## Monday 31 July 2017 *continued*

12:30pm L U N C H

### 1.30pm **Making busy people healthier - is diet the missing link?**

**Peter W Clark** *BSc., MSc., Cert. Mkt, M. Nutr & Dietetics, Principal, Healthier You Pty Ltd*

In this presentation, Peter will highlight the role APD's can play in employee health. In 2016, two experienced APD's partnered to create an online (phone & video) and onsite corporate nutrition organisation. He will present outcomes data on their practices and well as some work they have conducted direct to corporate clients. He will discuss strategies on how an improved diet can have a positive impact on a person's or on employee mental health. He will also review signs and symptoms of poor nutrition in an employee and discuss ways that the diet could be addressed. He will demonstrate a simple practical example of this in the presentation. He will identify how and why nutrition programs could be integrated into current offerings by established EAP's and ask whether using nutrition experts may be a missing link in the EAP chain.

### 2:15pm **What new counsellors need to know... "onboarding new staff"**

**Alexina Baldini** *Lead practitioner, Critical Incident Support Management & Senior Psychologist, Caraniche*

This session will focus on the induction processes and orientation practices for new EAP counsellors. Delegates will gain a deeper understanding of the unique aspects relating to EAP counselling, including: negotiation of potential dual relationships and minimising the associated risk; working responsively within short timeframes and with limited sessions; and enhancing skills in other specialist areas of expertise, for example, critical incident response including suicide risk management.

We will explore the key distinctions between generalist counselling and specialist EAP provision, and the importance of these distinctions in ensuring a successful outcome for the person receiving service, the client organisation, the EAP clinician, and the EAP provider. In particular, we will look at strategies EAP providers can use to balance the needs of providing a high quality EAP service, and protecting the long-term wellbeing of the clinician.

### 3:00pm **Introduction to EAPAA's Education Program - via live feed to John McManus**

**Oliver Brecht** | *President and* **John McManus** | *Past President, EAPAA*

3:30pm A F T E R N O O N T E A

### 4.00pm **Networking & Discussion Session**

A semi-structured mingle with discussion groups on topics and expertise that's of interest to you. This provides an opportunity to talk with other delegates, providers, professionals, speakers and guests.

5:00pm - 6.00pm AGM - financial EAPAA members only

7:30pm - 9.30pm C O N F E R E N C E D I N N E R



## Tuesday 1 August 2017

### 9.00am Early interventions after psychological trauma

**Scientia Professor Richard Bryan** | AC, BA, (Hons), MClIn Psych, PhD, School of Psychology, University of NSW, NHMRC Senior Principal Research Fellow, Director of the Traumatic Stress Clinic, Westmead Hospital, Sydney

This presentation will provide an overview of recent developments in the management of posttraumatic stress following traumatic events. It will commence with a review of current knowledge of nature and course of posttraumatic stress. It will then discuss the issues of acute stress disorder, and the relationship between this presentation and PTSD. The overview will then focus on intervention strategies after trauma, including a discussion of critical incident stress debriefing, psychological first aid, early provision of cognitive behavior therapy, and critical incident stress management. This discussion will emphasise the gaps in current knowledge about optimal early interventions, and the need for recognition that early interventions may be limited in what they can achieve. Understanding these issues within the context of organizational stress will be discussed, and the potential impacts this has for employer assistance programs.

### 9.45am The true cost of workplace conflict and how to manage high conflict personalities

**Nicole Cullen** | Manager, Conflict Management Techniques, Converge International

**Ebohr Figueroa** | Principal Consultant, Converge International

Research shows that the costs of workplace conflict are mounting. Sick leave, absenteeism, work cover claims, return to work processes are all having an impact on the bottom line and impacting insurance premiums. Conflict also has a huge personal toll on the health and wellbeing of individuals and teams. Early intervention is critical to stop the escalation of conflict. In this session, we will explore the early warning signs of workplace conflict and strategies that can be used to de-escalate conflict, with particular reference to specific individuals with high conflict personalities. The relationship between EAP and conflict resolution services will also be explored.

10:30am M O R N I N G T E A

### 11:00am Digital Mental Health and its potential role in employee assistance

**David Kavanagh** | Queensland University of Technology

Digital technologies have become an important part of most people's lives, and they offer exciting opportunities to increase the impact of employee assistance for mental health and wellbeing. This paper describes the different types of digital tools and programs, giving examples and summarising the evidence for their effects. Recent government initiatives are described, including the new digital mental health gateway, the national Mindspot mental health courses and the practitioner resources and training that are offered nationally by e-Mental Health in Practice. Different ways that digital resources might be used in employee assistance are outlined, with examples. The paper concludes by reviewing potential issues for practice, and how they can be addressed.

## Tuesday 1 August 2017 *continued*

11.45am **Ethical considerations in the use of new technologies, social media and new users of EAP services - do current ethical principles do enough to protect practitioners and consumers alike?"**

**Les Posen** | *Clinical Psychologist, Flightwise Fear of Flying Clinic*

Les has employed technologies to augment his practice in anxiety disorders, and has given many workshops around Australia to those willing to challenge themselves to shift their workflow via easy to understand and use gadgetry and gizmos. Les has been an early adopter for a very long time, and ironically, brings a sceptic's view to the impact technology is expected to make on work and play. His mantra is "just because you could use a new technology, doesn't mean you should". In this way, Les brings a cautious attitude to new technologies and finds his purpose now to help both patients and colleagues integrate these new technologies in as seamless and enjoyable a fashion as possible.

12:30pm L U N C H

1.30pm **Procurement stream**

What is it that business decision makers are looking for during the procurement process of EAPs in 2017? Is price now the only important factor? How much emphasis is placed on compliance? How do you identify a value add? This stream looks to answer these questions and many more in a series of presentations from industry experts and panel discussion. This is an opportunity to look and learn about EAP procurement through a variety of different lenses including government tenders vs private sector tenders, through to identifying the key points a potential client is looking for in their tender, and holding your ground in negotiations.

This is obviously an important topic for most EAP vendors and one that should draw much interest and a great degree of discussion.

- **Industry**

**Catherine Sherrington** | *Human Resources Manager, Scentre Group Human Resources*

- **Government**

**Sarah Pavillard** | *Director / Consultant / Combat Systems Engineer / Change Agent, Department of Defence*

- **Procurement Responder / Contractor - why we set criteria**

**John Eustace** | *Bells & Whistles Marketing*

- **Procurement Forum**

4:30pm B E V E R A G E & R E F R E S H M E N T S W I L L B E S E R V E D

5.00pm Conference closes

**Bruno Anjos** | *Regional Manager, Client Solutions Sentis*



With a background in clinical psychology and more than 15 years' experience in the field, Bruno has a strong track record in partnering with clients to achieve safety and wellbeing culture excellence and sustainable change. Originally from Europe, his diverse set of skills ranging from facilitation to coaching and leadership have driven him to work in numerous industries across Australia and throughout the world. Bruno has worked with high profile clients across mining, gas, power, construction, utilities and finance including BHP Billiton, MMG, Rio Tinto, Black Mountain Mining, Xtrata, Koniambo, New Hope Group, Austral Fisheries, Graincorp, Sydney Trains, Lendlease, Glencore and Suncorp. Bruno brings his passion to every aspect of his work and is driven by helping organisations change their cultures for the better every day.

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**Alexina Baldini** | *MPSYCH FORENSIC, FAPS, GDACP, BBSC, CERT (TRAINING & ASSESSMENT), ADV CERT (SUPERVISION)  
Lead practitioner, Critical Incident Support Management & Senior Psychologist, Caraniche*



Alexina is a highly regarded senior psychologist, management consultant and accredited workplace trainer (International Critical Incident Stress Foundation). A founding member of Caraniche and former member of the Board of Directors, Alexina has over 25 years' experience providing critical incident and trauma response, workplace support, and a range of psychological services to community members and professionals from a variety of backgrounds including psychiatry, community health, disability services, child welfare, corrections and business. Alexina's training provision includes her areas of specific expertise in crisis response, trauma recovery, team dynamics, behaviour intervention, supervision and professional development. She is an accredited trainer with the International Critical Incident Stress Foundation (ICISF) in Assisting Individuals in Crisis, Group Crisis Intervention, Advanced Group Crisis Intervention and Strategic Response to Crisis. She is also a certified UMBC Critical Incident Stress Management trainer.

In 2015 Alexina was recognised for her achievements in psychology and contributions to the Australian Psychological Society (APS) through her election as a Fellow of the society. Alexina is the immediate past President of Crisis Intervention and Management Australasia (CIMA), and has been involved in proactive stress awareness projects associated with large community events such as the 2004 Tsunami and the 2009 Victorian bush fires.

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**Richard Bryant, AC** | *Scientia Professor of Psychology, University of New South Wales, NHMRC Senior Principal Research Fellow, and Director of the Traumatic Stress Clinic, Westmead Hospital, Sydney*



Richard has published over 500 articles on trauma, anxiety, and memory. He has authored the leading text on acute stress disorder and served on both the DSM-5 and ICD-11 committees rewriting the new diagnoses for PTSD. He has received multiple research grants from the NHMRC and ARC. Richard's work has focused on the assessment and treatment of trauma reactions, as well as the cognitive and biological mechanisms underpinning traumatic stress. He has consulted to many agencies around the world regarding management of posttraumatic stress, and particularly on early interventions.

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**Peter W. Clark** | *BSc, MSc, Cert. Mkt, MNutr. & Dietetics, Healthier You Pty Ltd, Port Macquarie, NSW*



Peter is an Accredited Practising Dietitian and Nutritionist (DAA) and an Advanced Accredited Sport Dietitian (SDA). He is a Member of the Academy of Nutrition and Dietetics (USA) and the American Overseas Dietitians Association. He owns and operates his own Dietetics and Nutrition practice in Port Macquarie called Healthier You Pty Ltd. which is one of the largest private dietetic practices on the Mid North coast of NSW. He has provided nutritional advice to more than 10,000 clients in more than 12 years of clinical practice. Peter's primary nutrition focus is weight loss and the impact it has on reducing and treating chronic illness.

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**Nicole Cullen** | *Manager, Conflict Resolution Services, Converge International*



Nicole is a conflict resolution expert and a highly-experienced mediator, facilitator and trainer. She brings 25 years of experience managing workplace conflict and commercial disputes. Formerly Deputy Chairperson of the Superannuation Complaints Tribunal, Nicole has held a number of leadership positions, including Manager of the Financial Services Complaints Resolution Scheme and Project Coordinator for the Mediation Standards Board.

Nicole is a nationally accredited mediator under the National Mediator Accreditation Service (NMAS). She has dual accreditation status with the Resolution Institute as an accredited mediator (facilitative model) and with the Institute of Conflict Transformation (ISCT) as an accredited mediator (transformative model) and coach.

Passionate about Root Cause Analysis (RCA), Nicole uses the RCA methodology in much of her work. Over 10 years she has trained many Australian companies in RCA methodology and is an accomplished consultant and public speaker on this topic. Nicole works with Converge International clients to help resolve workplace disputes and to manage risk. Nicole uses her experience and qualifications in alternative dispute resolution and her industry experience to assist clients to diagnose and resolve workplace conflict, manage difficult workplace dynamics and establish workable solutions for moving forward.

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**John Eustace** | *Marketing & Media Strategist, Bells and Whistles Marketing & Media Pty Ltd*



John Eustace's first memory of compiling a tender response dates back to 1982 when he won a 3-year office products contract with the Australian Defence Force (Navy), with locally assembled product sourced from Argentina and the United Kingdom. During the intervening 35 years John has tendered for, won (and lost) numerous state and federal government term contracts as well as large commercial tenders for NGOs, major corporations and Registered Training Organisations (RTOs). John has secured international contracts with the Singaporean, Hong Kong, French and Chinese governments in addition to commercial undertakings across South East Asia for past employers securing them the coveted Exporter of the Year Award on 3 consecutive occasions.

The scope of contracts his activities have secured are as diverse as the needs of government and industry, from staples and office staplers, and a bank's Australian & NZ transaction processing network, to regional media planning and creative entertainment and production services for the NSW Seniors' Week and Christmas Concert seasons. A contract he successfully held until this year on behalf of 3 individual suppliers for no less than 17 years.

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John's company, Bells and Whistles Marketing consults and still prepares tender responses to government and major commercial enterprises working closely with clients across a variety of industries including legal and HR consulting and more recently employee wellbeing and assistance programs plus associate psychological support services.

**Ebohr Figueroa** | *Principal Consultant, Converge International*



Ebohr is an experienced facilitator with a passion for seeing clients learn from challenging situations and develop collaborative outcomes from conflict. He has broad experience in organisational development, training and conflict resolution. He has a strong understanding of group dynamics with a flexible facilitation style to engage with a wide range of contexts and client groups.

In response to workplace conflict, grievances and equity issues he has conducted team reviews, mediations, facilitated sessions, conflict coaching and investigations with a focus on impartial and constructive support. On an individual level, he provides coaching to staff and managers on a wide range of people management, development and behavioural issues. He also provides outplacement and career transition for people affected by redundancies from front-line staff to executive level. With extensive experience in training design, delivery and project management he has been involved across a broad suite of people management, interpersonal communication and resilience training.

**David Kavanagh** | *Clinical Psychology Researcher, Queensland University of Technology*



David Kavanagh is a clinical psychology researcher at Queensland University of Technology, where he holds a research chair and leads a group that designs and tests web programs and phone or tablet apps that support people to address mental health or addiction issues and maximise their wellbeing. He currently leads e-Mental Health in Practice (eMHPrac), which is an Australian government project that is supporting primary health practitioners across Australia to use e-mental health programs and resources.

**Dr Michelle Kilpatrick** | *BA Hons (Psych) BMus Hons (Perf) PhD, Postdoctoral Research Fellow, Menzies Institute for Medical Research, University of Tasmania*



Dr Kilpatrick completed her PhD in 2015, working on the partneringHealthy@Work project. This project was a NHMRC-funded evaluation of a workplace health promotion program (Healthy@Work) which implemented in the Tasmanian State Service from 2009 to 2013. She has a background in psychology, and assisted in the development and evaluation of Business in Mind, a mental health and wellbeing intervention designed for small to medium enterprises. Business in Mind is now available as a free resource on the beyondblue website. Her recent publications focus on sitting at work and psychological distress, employee readiness to change lifestyle factors, and challenges involved in implementing workplace health promotion interventions. She is currently a post-doctoral research fellow at the Menzies Institute for Medical Research, managing a project that is investigating obesity and obesity surgery.

**Les Posen** | *Clinical Psychologist, Flightwise Fear of Flying Clinic* | [www.flightwise.com.au](http://www.flightwise.com.au)



Les Posen is a Clinical Psychologist in Independent Practice and a Fellow of the Australian Psychological Society for over 30 years. He has consulted with EAPs for many years, and supervised young psychologists in the EAP domain.

In Melbourne, he specialises in using cutting edge technologies such as Biofeedback, Virtual and Augmented Reality, Green Screen video, and has written extensively about the use of social media and digital technologies for both mental health professionals and consumers. Les was one of the first psychologists in the country to blog (in 2004), and uses social media extensively to

communicate with journalists (he's also a member of the Melbourne Press Club) to background stories and help fact check. He is also working with several professional associations to provide professionals with technology guidelines, including choosing and assessing apps, and is currently supervising a PhD candidate in the development of an app for social anxiety.

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**Jackie Staples** | *HR Director, Fresenius Kabi*



Jackie has a Bachelor of Arts majoring in Psychology at Macquarie University, followed by a Post Graduate degree in Organisational Psychology. She completed a second degree while working part time as a provisional psychologist in private occupational rehabilitation / psychology practices (This is where she had her first introduction to the world of EAP) Member of Australian Human Resources Institute + Member of the Australian Psychological Society.

Throughout the course of her studies, Jackie became interested in business / organisational psychology so post registration changed her employment focus and went on to work at Ernst

& Young in their business consulting division, providing HR consulting services to clients. She soon realised that working for a consulting organisation full of accountants where her success was measured in terms of "billable hours" and where she never got to see the results of her efforts, was not a good job fit for her! Jackie wanted to work for her clients 'inside' their businesses not as an external consultant.

So, she set out to find a job that ticked ALL her boxes in terms of job satisfaction (culture, job responsibilities, location, career progression opportunities, salary and benefits). Something she looks back at and laughs at now, but to her surprise not only did she find this 'perfect' job but she also got it!

This was the start of Jackie's career as a Human Resources Manager and later Director within multinational pharmaceutical companies. During the past 15 years she has only changed jobs twice, but the world of Pharmaceuticals has changed dramatically and the only thing that has remained constant is the guarantee of change itself. This is something that she has learnt to enjoy, but she has also seen the negative impact change can have on individuals due to their own perceptions and experiences, and in turn how this can literally drain the "happy" from a Company. She has worked with EAP services on a holistic level and identifies with the benefits and positive impact this has had on the business and the people within the business.

**Online registration link:** <https://margaretreid.eventsair.com/26th-national-eapaa-conference/register/Site/Register>

Alternatively scan form & email to [info@conference-organisers.com.au](mailto:info@conference-organisers.com.au). Please retain a photocopy of this registration form for your records.

## Delegate Details

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

How did you hear about the Conference? (Please tick appropriate box)

EAPAA website  via EAPAA office email  via Provider newsletter/email OTHER: \_\_\_\_\_

### A. Registration Fees

	BEFORE 16 JUNE	AFTER 16 JUNE	AMOUNT
<b>EAPAA Members</b>	\$1095	\$1195	\$
<b>Non Members</b>	\$1195	\$1295	\$

### B. Accommodation

*Rates quoted are inclusive of GST and are per room per night.*

*If paying accommodation by credit card, a 1.5% merchant fee is applicable.*

Registration Sub Total A \$

**Sydney Hilton Hotel** 488 George St, Sydney  \$279 per room x  No. of nights \$  
 SINGLE  TWIN  DOUBLE Breakfast \$29 per person per day  No. of Breakfasts x  No. of nights \$

**Metro Hotel on Pitt Hotel** 300 Pitt St, Sydney  \$185 per room x  No. of nights \$  
 SINGLE  TWIN  DOUBLE Breakfast \$18 per person per day  No. of Breakfasts x  No. of nights \$

DATE IN: / / DATE OUT: / / Accommodation Sub Total B \$

### C. Conference Dinner Monday 31 July 2017

\$120.00 pp  No. of tickets Dinner Sub Total C. \$

### Special Requirements

Please note any health requirements, physical disabilities, diet etc.

GRAND TOTAL \$

### Payment Details Payment must accompany registration form. Choose from payment methods below

- A. CHEQUE** made payable to EAPAA - mail with form to Margaret Reid Pty Ltd, 2/303 Penhurst Street, Willoughby 2068 NSW  
**B. ELECTRONIC FUNDS TRANSFER** | Bank: WESTPAC | Account Name: EAPAA | BSB: 032 197 | Account Number: 186 043

**C. PLEASE INVOICE ME**

**D. CREDIT CARD:**  MASTERCARD  VISA EXPIRY DATE: \_\_\_\_ / \_\_\_\_ Without EXPIRY DATE, transaction cannot be validated

CARD No.

Name as is on card:

Authorising Signature: \_\_\_\_\_

If paying by Electronic Funds Transfer or Credit Card, scan & email form to [info@conference-organisers.com.au](mailto:info@conference-organisers.com.au)

**Cancellations** must be made in writing and sent to the conference organiser. Refunds for the registration fee less \$125 will be returned if cancellation is made before 16 June 2017. No refunds will be forwarded after that date, however a substitute delegate will be acceptable.