



Systems of Support Program

SoS promotes resilience and strategies
to reduce cumulative and secondary
traumatisation for **Professionals**.

Designer:
Barrington Centre

Key Facilitators:
Rhonda Andrews & Michelle Roberts

Psychological support for 1:1 and group consultation:
Psychology Team at Barrington Centre

An Introduction to the Systems of Support Program.

Systems of Support is an innovative and evidence-based program designed by Barrington Centre's senior psychologists to address and resolve the cumulative and secondary trauma faced by frontline professionals as part of the nature of their work.



This program benchmarks '*leading the change for Professionals*', to improve their resilience and sustainability of effective coping skills whilst dealing with the emotional, cognitive and psychological costs of their professional work.

The program delivers through three aspects:

Reduced
trauma



Repair
trauma



Increased
resilience



What does the Systems of Support Program Provide?

The Systems of Support program is *not superficial*. It does a deep dive into identifying what makes each Professional see things the way they do. This is done by:

1. Identifying each person's belief system
2. Understanding each person's stress triggers
3. Mapping the patterns of behaviour from these triggers to show how it impacts the way you think, behave and what you say
4. Deciding and reinforcing healthy patterns while diminishing dependency on unhealthy patterns
5. Reinforcing new patterns with the help of trusted colleagues and friends
6. Focusing on matters that can be controlled by the individual
7. Deciding on action for the matters that negatively impact on how you relate to others

Course Options & Breakdown.

Barrington Centre is pleased to offer 3 Alternative Course Options for the Systems of Support Program.

Course 1 : Building Self Care

Consists of **two** components that are both on-line and self-paced:

1. An on-line sequence of 3 modules completed individually by Participants. The modules take participants through identifying and anchoring belief systems and identity, developing constructive thinking and smart ways of working
2. Provision of a secure on-line colleague chat room to enhance collegiate support

Course 2 : Tailored Resilience Strategies

Consists of **four** components that are all on-line and self-paced:

1. Resilience and Risk on-line assessment
2. Three core on-line modules completed individually by Participants
3. One elective on-line module based on assessment results
4. Opportunity for collegiate support through Systems of Support secure on-line chat room

Course 3 : Building Self and Team Care

Course 3 offers evidence-based testing before and after training. The questionnaires are: (a) PCL-5, which measures the extent and risk of vicarious trauma (transfer of trauma from client/colleague to colleague) and cumulative trauma present; (b) CSA-2 identifies existing coping strategies and opportunities for growth.

Consists of **five** components:

1. Baseline Resilience and Risk on-line assessment
2. Three core on-line modules completed individually by Participants
3. One targeted elective on-line module based on baseline assessment results
4. Three 1-hour syndicate forum discussions
 - Capital cities: Face to Face **or** Regional/Remote or wide distribution: video on-line conference
5. Re-test Resilience and Risk assessment for evidence-based improvement per Participant

Course 1 : Building Self Care

1. Three Core On-Line Modules

Anchor Identity
& Belief Systems

+

Convert to
Constructive
Thinking

+

Develop Positive
Work Habits



On-Line Access

Available for
3 months

2. Secure On-Line Colleague Chat Room

Available to Participants upon completion of core modules



Available for
3 months

Cost for Course 1 : **\$200 / Participant**

Course 2 : Tailored Resilience Strategies

1. On-Line Assessment

On-Line Access

2. Three Core On-Line Modules

Anchor Identity
& Belief Systems

+

Convert to
Constructive
Thinking

+

Develop Positive
Work Habits



Available for
3 months

3. One Elective On-Line Module

The choice of elective module is based upon the individual's risk and resilience assessment

4. On-Line Colleague Chat Room

Available to Participants upon completion of modules



Available for
3 months

Cost for Course 2 : **\$450 / Participant**

Course 3 : Building Self and Team Care

1. On-Line Assessment

On-Line Access

2. Three Core On-Line Modules

Anchor Identity
& Belief Systems

+

Convert to
Constructive
Thinking

+

Develop Positive
Work Habits



Available for
3 months

3. One Elective On-Line Module

The choice of elective module is based upon the individual's risk and resilience assessment

4. On-Line Colleague Chat Room

Available to Participants upon completion of modules

5. Post-Program Testing

To identify improvement in resilience and psychological protection



Implemented
in 3 months

Cost for Course 3 : **\$750 / Participant** (20 Participants per Syndicate Forum)

10 Significant Outcomes To Systems Of Support

The Systems of Support Program **successfully established effective mechanisms to promote resilience** and enable **early recovery** for Professional Service Groups engaged in Incident work.

94%

of Participants **INCREASED** their resilience



82%

DECREASE in 'Psychological At Risk' Staff



94% of Participants **REDUCED** their cumulative trauma and demonstrate 'repair' from trauma

71%

INCREASE in use of productive coping for self care strategies



66%

INCREASE in problem solving for self-care

STAFF FEEL VALUED



SUSTAINED SUCCESS through Cohort connection



Mix of Roles and Experience Level a **GREAT SUCCESS**

Increased Resilience and Well-being mitigates psychological risk of Post Traumatic Stress Disorder



IMPROVEMENT

in 'emotional protection'. This allows **better management of cumulative trauma** and also **self-repair from trauma**

WHAT WE DID WORKED

- it does make a difference! Staff now have **skills** and structure to **lessen trauma impact from Incidents**



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