

IPAAC 2024

WELLBEING = PERFORMANCE = SAFETY

Panelists:

Bron Sanderson (Wellbeing)

Naomi Radke (Performance)

Jess Nichols (Safety)

Capt. David Holt (HIMS)

Moderator:

Capt. Laurie Shaw

HUMAN BEINGS ARE STORY TELLERS



IDOBATA



TALANOA



CORROBOREE



THE AUSSIE BBQ

OUR PANEL - THE AWESOME FOURSOME



Bron Sanderson
National Coordinator
PAN Priority

Jessica Nichols
National WHS Lead



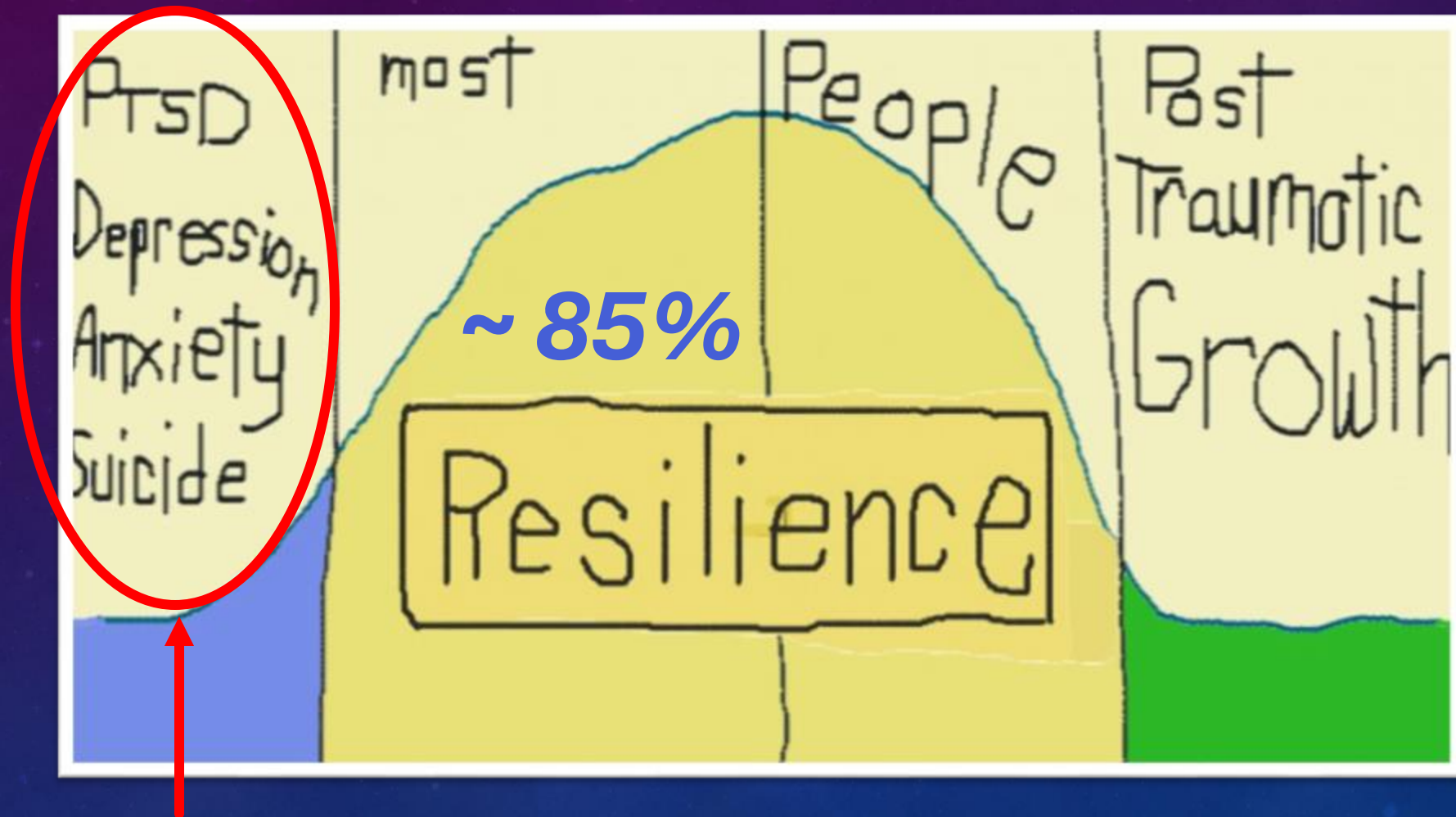
Naomi Radke
Safety & Technical
Australian Federation of Air Pilots
(AFAP)



Capt. David Holt
President
HIMS Australia



RESILIENCE & PTG



Stuck in a "Survival State"

Operationalizing Wellbeing as a Safety Function

Wellbeing

=

Performance

=

Safety



- Psychological and emotional balance
- Creating a positive work environment



- Cognitive clarity and emotional regulation
- Continuous improvement and flow



- Integrating wellbeing into SMS
- From Safety-I to Safety-II

Our actionable values that guide us to build trust and culture within an organization....

trust

1. Care (compassion)
2. Competency
3. Consistency
4. Communication

culture

1. build safety
2. share vulnerability
3. establish purpose

Compared with people at low-trust companies, people at high-trust companies report: 74% less stress, 106% more energy at work, 50% higher productivity, 13% fewer sick days, 76% more engagement, 29% more satisfaction with their lives, 40% less burnout.

Paul Zak, The Trust Factor

“Culture is a set of living relationships working toward a shared goal. It’s not something you are. It’s something you do”

BUILDING A TRUST CULTURE



- Identify your **SUPERCONNECTORS**
(superconnector vs networker)
- Superconnectors are also **TRANSFORMATIONAL LEADERS**:
 - Integrity
 - Authenticity
 - Selflessness
 - Ownership



super connector

[\ 'sü-pər kə-'nekt-ər \] **noun**

A person who excels at building and nurturing a wide-reaching network of professional or social relationships.

Often recognized for their ability to connect people from diverse fields, industries, or backgrounds, a super connector fosters meaningful interactions and collaborations that drive opportunities, community growth, and collective success



スーパーコネクター

[\ 'sü-pər kə-'nekt-ər \] **名詞**

幅広い職業上や社交上のネットワークを築き、育むことに卓越した人。様々な分野や業界、背景を持つ人々をつなげる能力で知られ、意味のある交流や協力関係を促進し、機会、コミュニティの成長、共同の成功を推進する役割を果たす

Peer support is not just a safety net.

it's an active, ongoing system that helps build resilience by fostering trust, shared experiences, and continuous support.

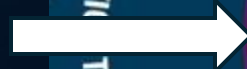


The Salutogenic Approach to Wellbeing

Comprehensibility
Manageability
Meaningfulness



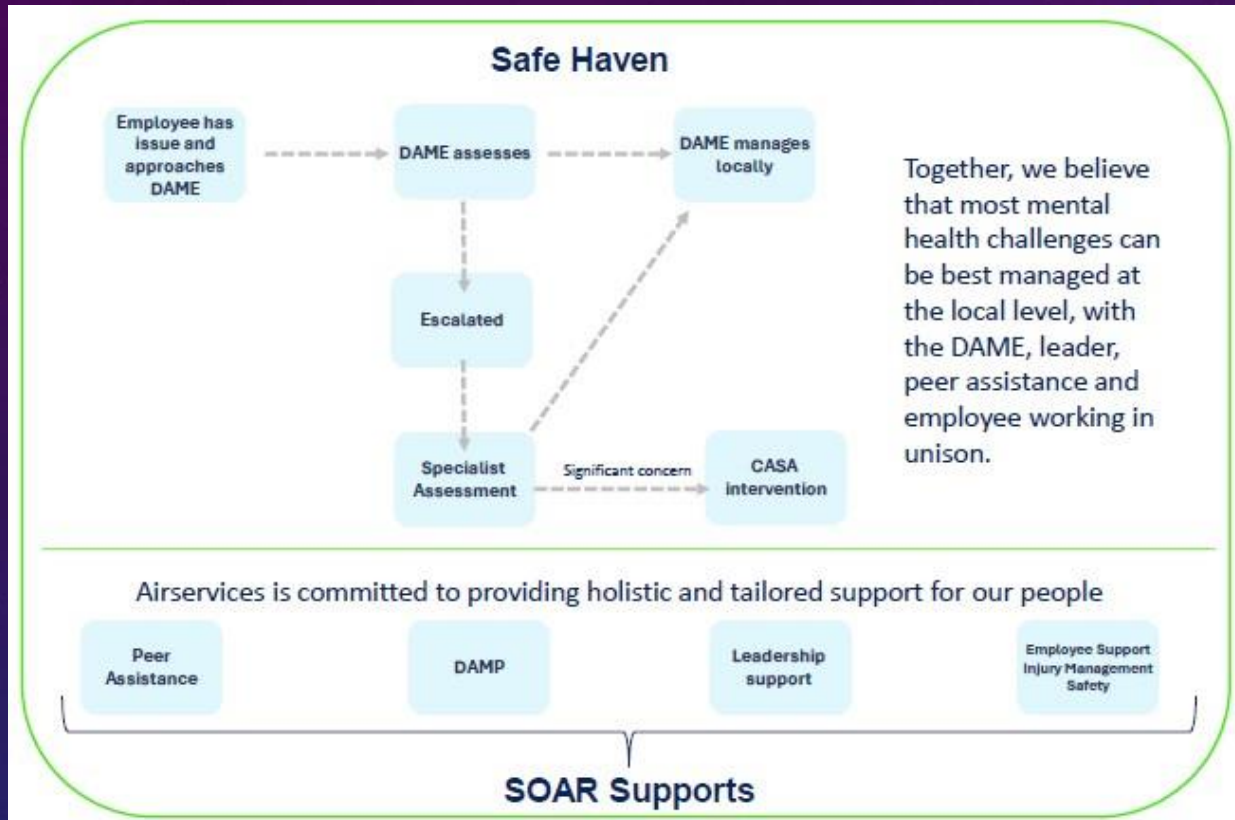
**Sense
of
Coherence**



Through an Organisational Framework



Safe Haven: Fostering Proactive Safety



- Integrated wellbeing and regulatory collaboration.
- Commitment to operational continuity and safe recovery.
- Tailored, holistic support structures.

Back to the Future: Reviving the Human Heart of the 21st Century Workplace

Aligning seamlessly with best practice:

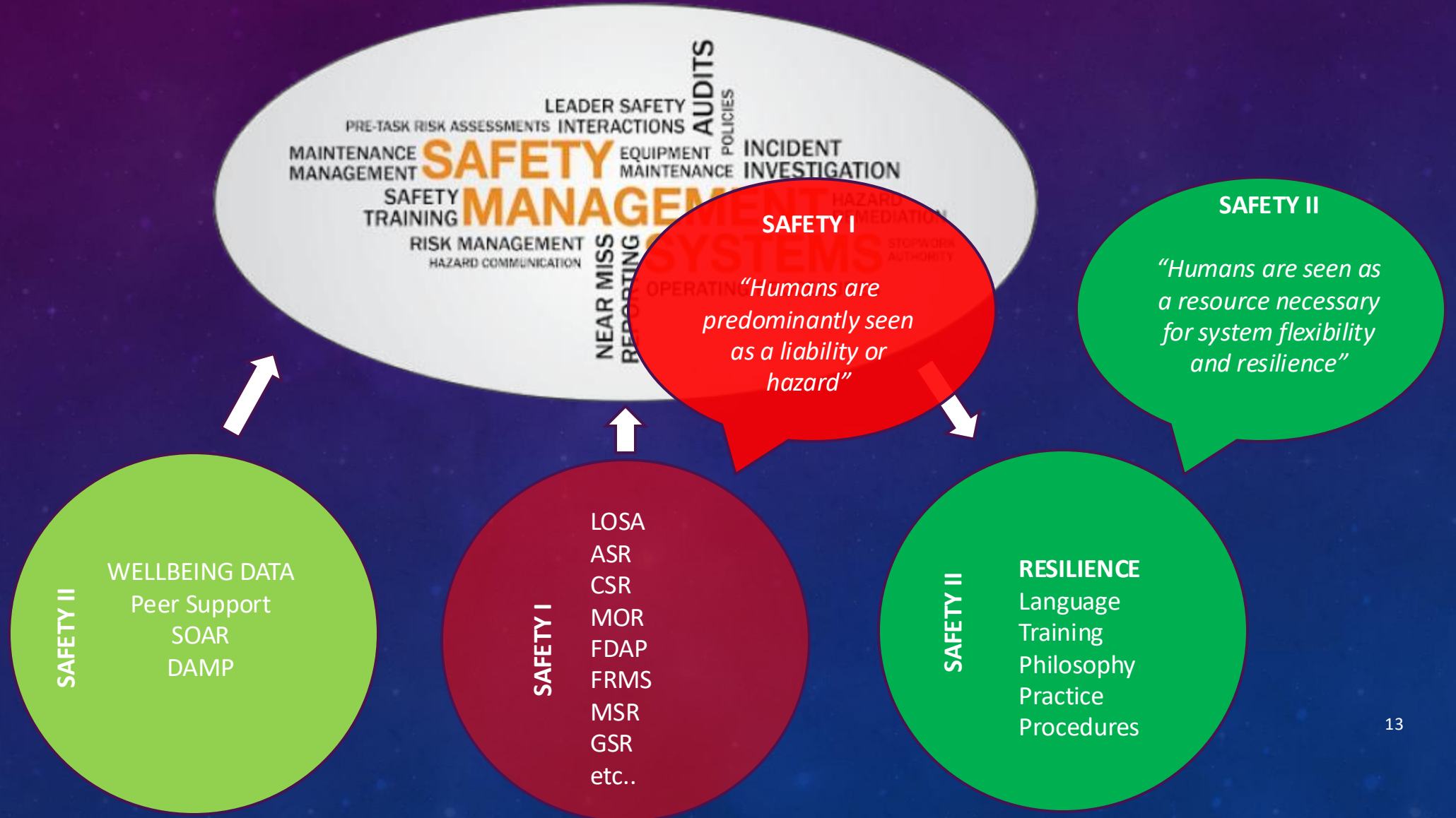
- Healthy, engaged employees are more productive, innovative, and adaptable, reflecting the salutogenic focus on human potential
- Prioritizes wellbeing, creating conditions where creativity and new ideas thrive
- Emphasizes preventing risks while fostering continuous improvement, innovation, and sustainable resilience.



ISO 45003:2021

Guidelines psychosocial risks at work

Let's also look at what we're doing well ...





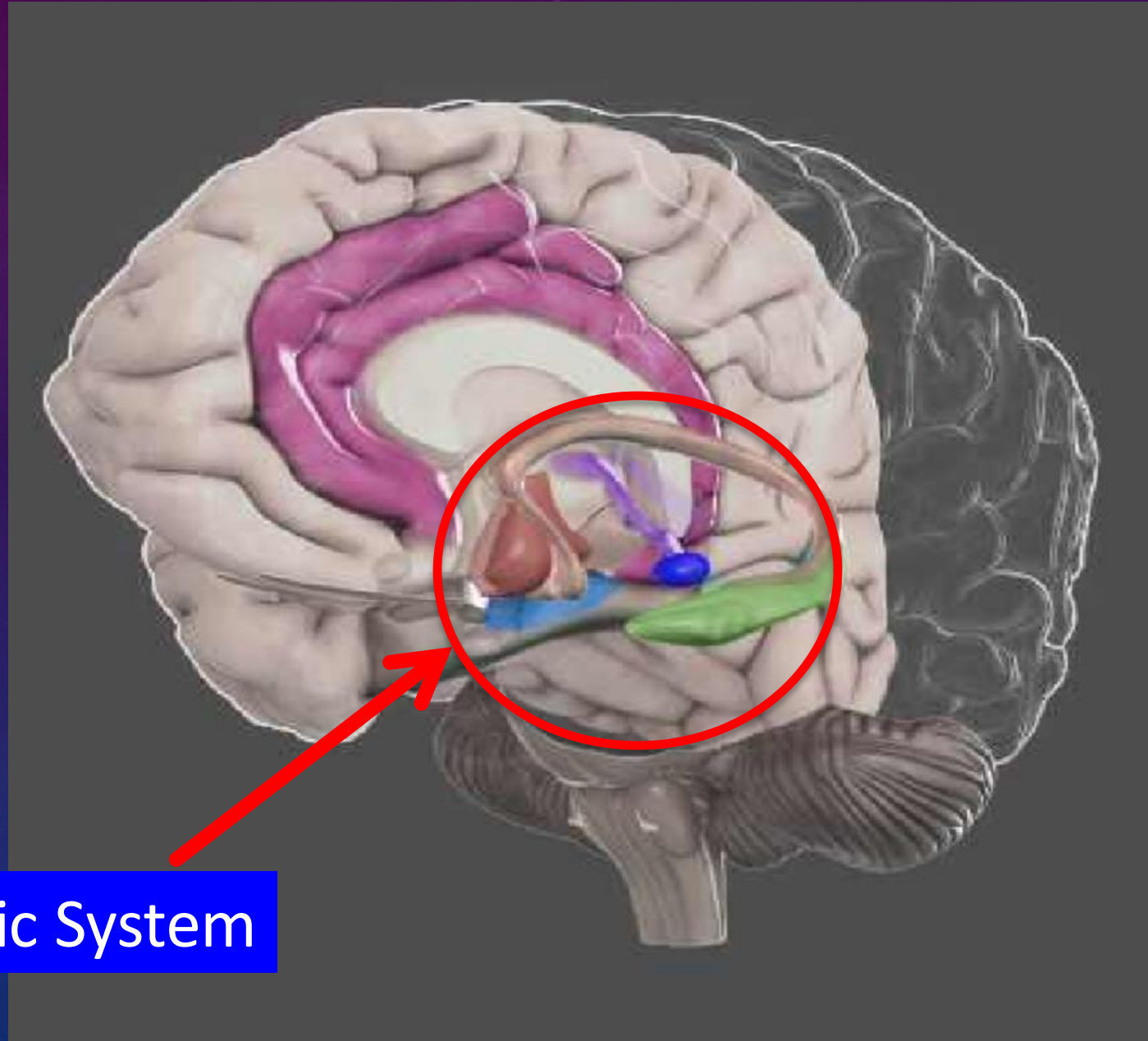
WELLBEING AND
POSITIVE
MENTAL HEALTH
ARE KEY TO
SAFETY



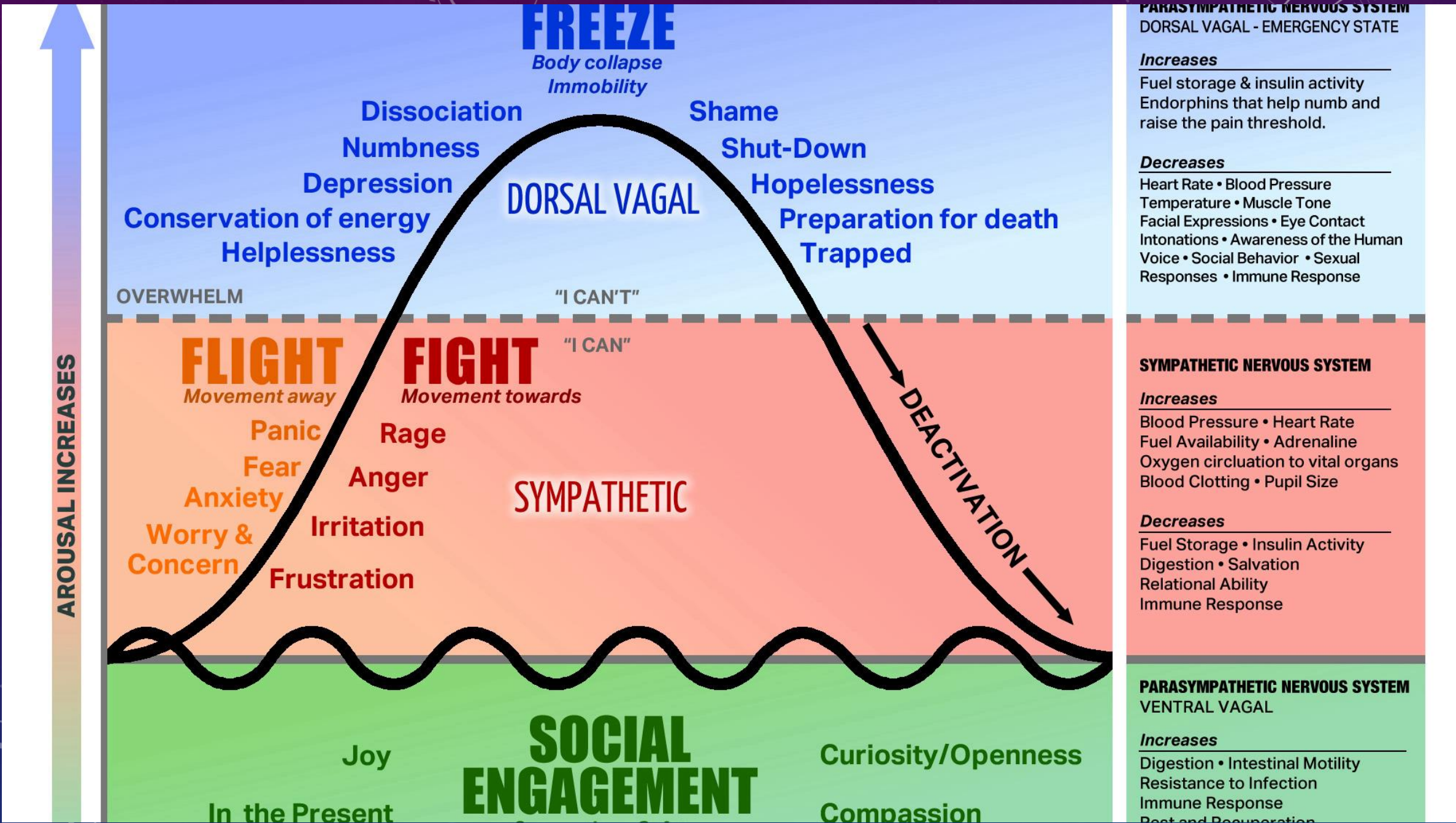
our supercomputer



Our Brains are Hardwired for Anxiety - The Limbic System



Limbic System



Increases

- Dissociation
- Numbness
- Depression
- Conservation of energy
- Helplessness
- Shame
- Shut-Down
- Hopelessness
- Preparation for death
- Trapped

Decreases

- Fuel storage & insulin activity
- Endorphins that help numb and raise the pain threshold.
- Heart Rate • Blood Pressure
- Temperature • Muscle Tone
- Facial Expressions • Eye Contact
- Intonations • Awareness of the Human Voice • Social Behavior • Sexual Responses • Immune Response

OVERWHELM

"I CAN'T"

"I CAN"

FLIGHT
Panic
Fear
Anxiety
Worry & Concern

FIGHT
Rage
Anger
Irritation
Frustration

DEACTIVATION

SOCIAL ENGAGEMENT

Joy

In the Present

Curiosity/Openness

Compassion

PARASYMPATHETIC NERVOUS SYSTEM
DORSAL VAGAL - EMERGENCY STATE

Increases

- Fuel storage & insulin activity
- Endorphins that help numb and raise the pain threshold.

Decreases

- Heart Rate • Blood Pressure
- Temperature • Muscle Tone
- Facial Expressions • Eye Contact
- Intonations • Awareness of the Human Voice • Social Behavior • Sexual Responses • Immune Response

SYMPATHETIC NERVOUS SYSTEM

Increases

- Blood Pressure • Heart Rate
- Fuel Availability • Adrenaline
- Oxygen circulation to vital organs
- Blood Clotting • Pupil Size

Decreases

- Fuel Storage • Insulin Activity
- Digestion • Salvation
- Relational Ability
- Immune Response

PARASYMPATHETIC NERVOUS SYSTEM
VENTRAL VAGAL

Increases

- Digestion • Intestinal Motility
- Resistance to Infection
- Immune Response
- Rest and Recuperation

The background features a dark blue gradient with a subtle pattern of white stars and technical diagrams. On the right side, there are several circular diagrams resembling gauges or dials with numerical scales (e.g., 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200, 210) and arrows. On the left side, there are dashed circular arrows. The overall aesthetic is clean, modern, and technical.

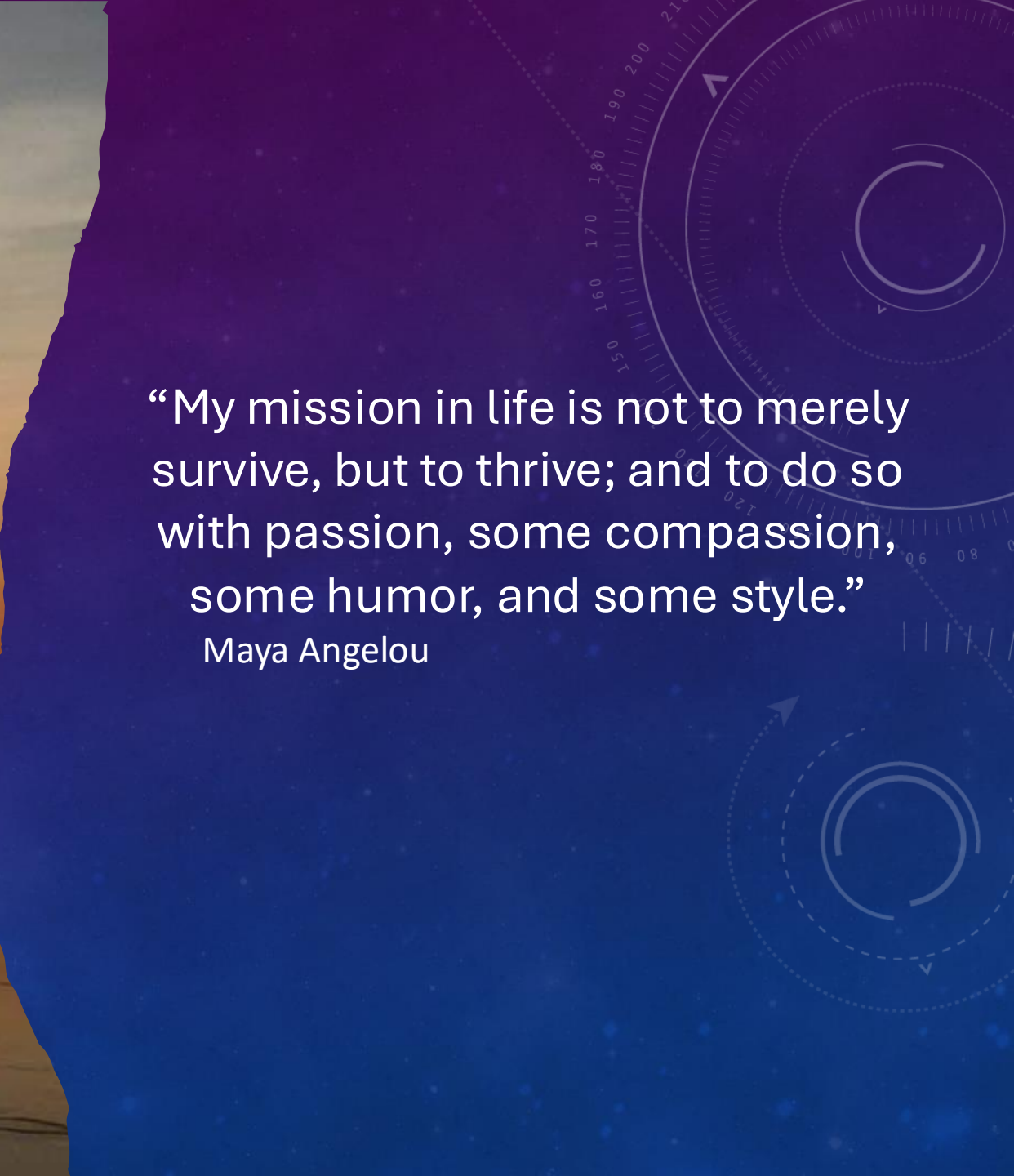
RESILIENCE GOING BACK INTO THE WORKPLACE

WHAT EACH PILLAR MEANS TO OUR PANEL



“My mission in life is not to merely survive, but to thrive; and to do so with passion, some compassion, some humor, and some style.”

Maya Angelou

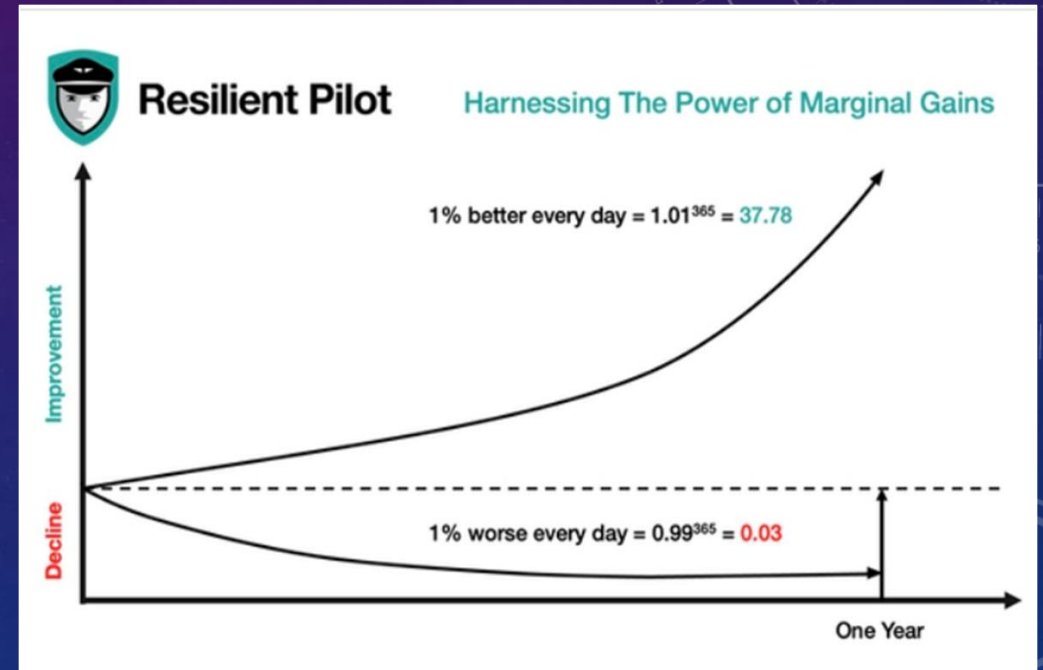


WELLBEING RESULTING IN PTG

- Wellbeing in the HIMS space is not having to take the phone calls!
- By that I mean having a resilient system that identifies, educates, supports and minimizes the occurrence of the “down stream rescue”.
- A recent pilot was a “down stream rescue”. That pilot was terminated 6 days after a positive DAMP test. During ongoing follow up, his response was a comprehensive record of sobriety with the support of family and peers.
- His resilience is enhanced by the peer support that is ongoing.

WELLBEING = PERFORMANCE IS WHEN PILOTS REGAIN HOPE

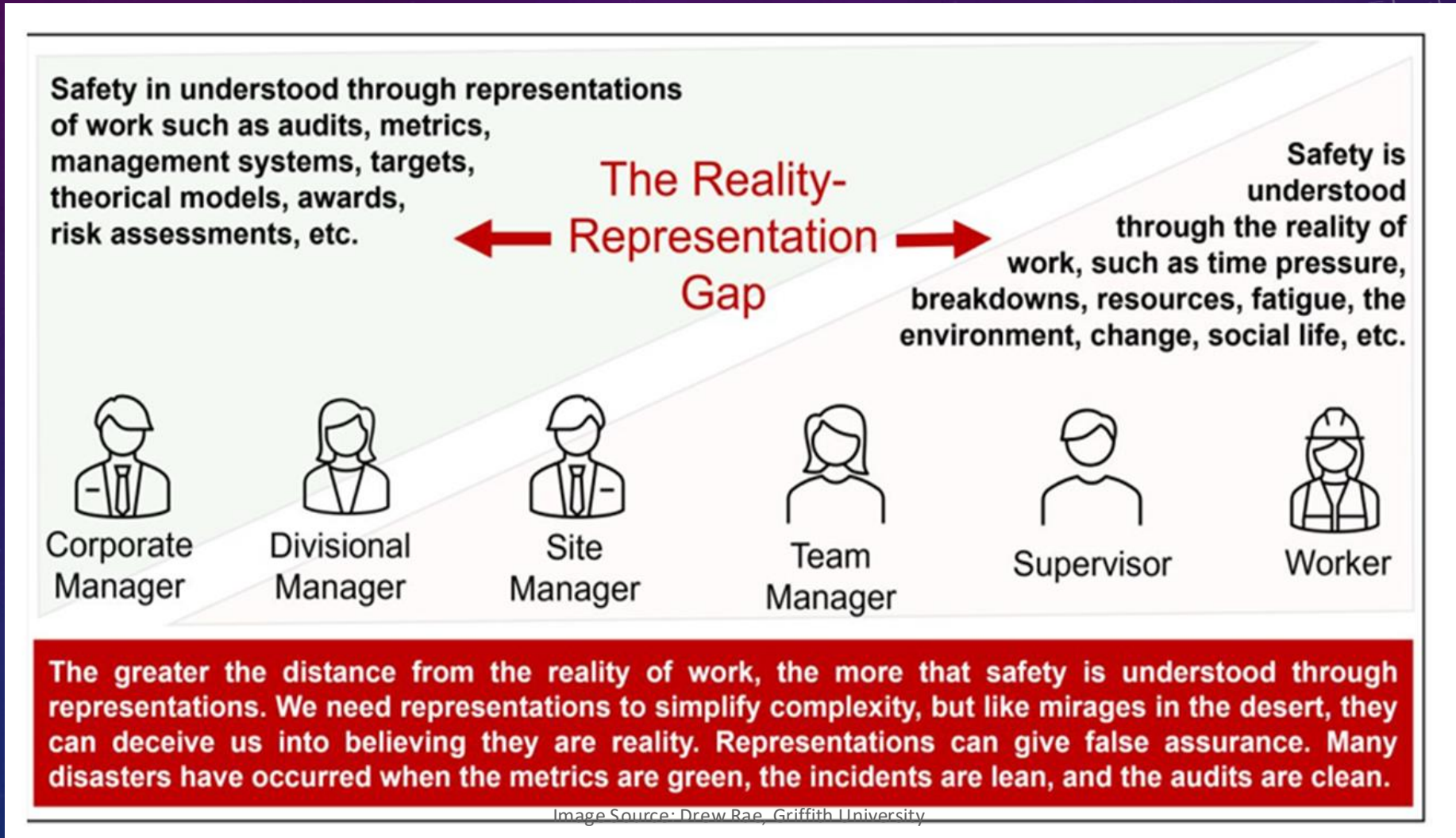
0.0 Application of Knowledge - KNO <ul style="list-style-type: none"> OB 0.1 Demonstrates practical and applicable knowledge of limitations and systems and their interaction OB 0.2 Demonstrates the required knowledge of published operating instructions OB 0.3 Demonstrates knowledge of the physical environment, the air traffic environment and the operational infrastructure (including air traffic routings, weather, airports) OB 0.4 Demonstrates appropriate knowledge of applicable legislation. OB 0.5 Knows where to source required information OB 0.6 Demonstrates a positive interest in acquiring knowledge OB 0.7 Is able to apply knowledge effectively 	3.0 Flight Path management Automation - FPA <ul style="list-style-type: none"> OB 3.1 Uses appropriate flight management, guidance systems and automation, as installed and applicable to the conditions OB 3.2 Monitors and detects deviations from the intended flight path and takes appropriate action OB 3.3 Manages the flight path to achieve optimum operational performance OB 3.4 Maintains the intended flight path during flight using automation whilst managing other tasks and distractions OB 3.5 Selects appropriate level and mode of automation in a timely manner considering phase of flight and workload OB 3.6 Effectively monitors automation, including engagement and automatic mode transitions 	6.0 Problem Solving and Decision Making - PSD <ul style="list-style-type: none"> OB 6.1 Identifies, assesses and manages threats and errors in a timely manner OB 6.2 Seeks accurate and adequate information from appropriate sources OB 6.3 Identifies and verifies what and why things have gone wrong, if appropriate OB 6.4 Perseveres in working through problems whilst prioritising safety OB 6.5 Identifies and considers appropriate options OB 6.6 Applies appropriate and timely decision-making techniques OB 6.7 Monitors, reviews and adapts decisions as required OB 6.8 Adapts when faced with situations where no guidance or procedure exists OB 6.9 Demonstrates resilience when encountering an unexpected event
1.0 Application of Procedures – PRO <ul style="list-style-type: none"> OB 1.1 Identifies where to find procedures and regulations OB 1.2 Applies relevant operating instructions, procedures and techniques in a timely manner OB 1.3 Follows SOPs unless a higher degree of safety dictates an appropriate deviation OB 1.4 Operates aircraft systems and associated equipment correctly OB 1.5 Monitors aircraft systems status OB 1.6 Complies with applicable regulations OB 1.7 Applies relevant procedural knowledge 	4.0 Flight Path Management Manual - FPM <ul style="list-style-type: none"> OB 4.1 Controls the aircraft manually with accuracy and smoothness as appropriate to the situation OB 4.2 Monitors and detects deviations from the intended flight path and takes appropriate action OB 4.3 Manually controls the aeroplane using the relationship between aeroplane attitude, speed and thrust, and navigation signals or visual information OB 4.4 Manages the flight path to achieve optimum operational performance OB 4.5 Maintains the intended flight path during manual flight whilst managing other tasks and distractions OB 4.6 Uses appropriate flight management and guidance systems, as installed and applicable to the conditions OB 4.7 Effectively monitors flight guidance systems including engagement and automatic mode transitions 	7.0 Situation Awareness/Info Management - SAW <ul style="list-style-type: none"> OB 7.1 Monitors and assesses the state of the aeroplane and its systems OB 7.2 Monitors and assesses the aeroplane's energy state, and its anticipated flight path OB 7.3 Monitors and assesses the general environment as it may affect the operation OB 7.4 Validates the accuracy of information and checks for gross errors OB 7.5 Maintains awareness of the people involved in or affected by the operation and their capacity to perform as expected OB 7.6 Develops effective contingency plans based upon potential risks associated with threats and errors OB 7.7 Responds to indications of reduced situation awareness
2.0 Communication - COM <ul style="list-style-type: none"> OB 2.1 Determines that the recipient is ready and able to receive information OB 2.2 Selects appropriately what, when, how and with whom to communicate OB 2.3 Conveys messages clearly, accurately and concisely OB 2.4 Confirms that the recipient demonstrates understanding of important information OB 2.5 Listens actively and demonstrates understanding when receiving information OB 2.6 Asks relevant and effective questions OB 2.7 Uses appropriate escalation in communication to resolve identified deviations OB 2.8 Uses and interprets non-verbal communication in a manner appropriate to the organisational and social culture OB 2.9 Adheres to standard radiotelephone phraseology and procedures OB 2.10 Accurately reads, interprets, constructs and responds to datalink messages in English 	5.0 Leadership and Teamwork - LTW <ul style="list-style-type: none"> OB 5.1 Encourages team participation and open communication OB 5.2 Demonstrates initiative and provides direction when required OB 5.3 Engages others in planning OB 5.4 Considers inputs from others OB 5.5 Gives and receives feedback constructively OB 5.6 Addresses and resolves conflicts and disagreements in a constructive manner OB 5.7 Exercises decisive leadership when required OB 5.8 Accepts responsibility for decisions and actions OB 5.9 Carries out instructions when directed OB 5.10 Applies effective intervention strategies to resolve identified deviations OB 5.11 Manages cultural and language challenges, as applicable 	8.0 Workload Management - WLM <ul style="list-style-type: none"> OB 8.1 Exercises self-control in all situations OB 8.2 Plans, prioritises and schedules appropriate tasks effectively OB 8.3 Manages time efficiently when carrying out tasks OB 8.4 Offers and gives assistance OB 8.5 Delegates tasks OB 8.6 Seeks and accepts assistance, when appropriate OB 8.7 Monitors, reviews and cross-checks actions conscientiously OB 8.8 Verifies that tasks are completed to the expected outcome OB 8.9 Manages and recovers from interruptions, distractions, variations and failures effectively while performing tasks



ICAO COMPETENCY FRAMEWORK/POWER OF MARGINAL GAINS //

SAFETY & WELLBEING IN CONTEXT

Safety and Wellbeing are not the same - context and who you are matters





RESILIENCE GOING BACK INTO THE WORKPLACE

LIVED EXPERIENCES

STORY TELLING IS ESSENTIAL TO HELP REDUCE STIGMA

EDUCATION IS KEY - "THE ADDICTED BRAIN" (PART 1)

"The Addicted Brain"

- Stigma still prevalent with drug and alcohol addiction
- Education can support understanding of the human condition
- "The Addicted Brain" training tool: 4 x 4 minute whiteboard animations for both employers and employees