

# AV SMART 2.0<sup>®</sup> Program

*The AV SMART 2.0<sup>®</sup> Program is a proactive program developed to assist AV staff in managing their psychological wellbeing and resilience.*

## The AV SMART 2.0<sup>®</sup> program will help you

- Monitor your stress/burn out levels,
- Screen for trauma, depression, anxiety and stress,
- Review coping strengths and weaknesses that may impact your resilience,
- Explore your coping skills,
- Develop a personalised Self Care plan,
- Gain information about available support,
- Establish a baseline and review your progress every 12 month, and
- Develop a relationship with a psychologist.

Additional counselling appointments with our AV psychologist or VACU Network can be arranged at any time. Otherwise, it is recommended that staff participate in a AV SMART 2.0<sup>®</sup> assessment every 12 months.

## Who can participate in an AV SMART 2.0<sup>®</sup> session?

The AV SMART 2.0<sup>®</sup> Program is available to all eligibly AV employees, both operational and corporate, including GAPs, ACOs and CERTs.

**Note - The AV SMART 2.0<sup>®</sup> Program is not available to family members.**

## AV SMART 2.0<sup>®</sup>: online or face-to-face

The AV SMART 2.0<sup>®</sup> Program is now available in an online or face-to-face format. Both formats:

- Focus on personalised support and individualised assessments
- Quick and easy assessments
- Offer more time spent mapping your current psychological health needs with a psychologist
- Provide improved self-care plan containing less clinical jargon and more practical suggestions

Face to face sessions will operate out of your psychologists consulting rooms. Online sessions can be done anywhere, so long as you have a stable Internet connection and an appropriate device.

## What does an online AV SMART 2.0<sup>®</sup> session involve?

All AV SMART 2.0<sup>®</sup> sessions run for 90 minutes. During an online session, you will log in to a confidential TeleHealth space with your clinician via a personalised, emailed link. You will complete a number of questionnaires online, review the results, and complete a personalised self-care and stress-management plan.

This program is free-of-charge, voluntary and run by both AV psychologists and members of the Victorian Ambulance Clinician Unit (VACU) Network who have been trained to deliver this online.

**Please note:** You will need a laptop or PC, as well as a private space, to complete the AV SMART 2.0<sup>®</sup> program online. Please do not use handheld devices such as iPads or Smart Phones, as the assessments cannot be completed in this format.

## Enrolling in a AV SMART 2.0<sup>®</sup> Program

Participation in the AV SMART 2.0<sup>®</sup> program has never been easier. While traditionally only conducting the program face to face, the events of 2020 led the Wellbeing and Support Services team to develop an online version of the AV SMART 2.0<sup>®</sup> program. Now, our people can choose how they wish to engage in the program- face to face, or online.

## Face-to-Face AV SMART 2.0<sup>®</sup>

For face-to-face AV SMART 2.0<sup>®</sup> program enrolment, you can contact one of AV's Victoria Ambulance Clinician Unit (VACU) team members who conduct the AV SMART 2.0<sup>®</sup> program.

You can **find your local VACU clinician within the VACU Clinicians list**. Please **be sure to look out for the red AV SMART 2.0<sup>®</sup>** under Area of Expertise. This tells you who has been trained in providing the AV SMART 2.0<sup>®</sup> program.

Suburb	Area of Expertise	Practice Address
	PTSD Specialist Trauma Specialist Supportive Counselling Depression/Anxiety/Stress Management Sleep Disturbance/Disorders <b>SMART 2.0</b>	

In addition, AV's internal psychology team conduct face-to-face and online AV SMART 2.0<sup>®</sup> programs. The face-to-face programs are conducted in Doncaster or Doncaster East. You can locate and contact a psychologist directly through the **Psychology team's Intranet page**.

**Please note:** There is currently a high volume of referrals to both VACU and AV Psychology. There may be wait times before you make your AV SMART 2.0<sup>®</sup> appointment. Liaise directly with your chosen clinician to discuss enrolment and wait times.

## Branch Visits

You can book a clinician to provide a day of AV SMART 2.0<sup>®</sup> appointments at your branch. Our AV SMART 2.0<sup>®</sup> – trained VACU clinicians can be booked for this purpose Please contact [vacu@ambulance.vic.gov.au](mailto:vacu@ambulance.vic.gov.au) and the VACU team will help coordinate it for you.

## Online AV SMART 2.0<sup>®</sup>

Just like face-to-face sessions, AV SMART 2.0<sup>®</sup> online sessions can be arranged via contacting your preferred clinician and requesting a booking. You will then receive a confirmation email with a personalised link to a TeleHealth space for the agreed appointment time. AV Psychology clinicians all conduct AV SMART 2.0<sup>®</sup> online. In addition, we have a number of VACU clinicians trained in the administration of AV SMART 2.0<sup>®</sup> online.

If you have a specific clinician who conducts AV SMART 2.0<sup>®</sup> in general that you wish to arrange a session with, please contact the clinician to determine how they are currently undertaking their AV SMART 2.0<sup>®</sup> sessions.

## What happens to my results?

Individual results remain confidential between the participant and the psychologist or clinician. As the participant you are given the option to provide consent for your results to be included in de-identified, collated data that summarises trends. This information is used to develop prevention strategies and programs to assist AV staff.

For more information on privacy and confidentiality please refer to our procedure: ***PRO/PAC/099 Management of Health Data*** or contact the AV SMART 2.0<sup>®</sup> Program at [smart.program@ambulance.vic.gov.au](mailto:smart.program@ambulance.vic.gov.au)