

NATIONAL RESILIENCE INDEX



AUSTRALIA 2022

driven

RELEASED OCTOBER 2022
By **Driven** - hellodriven.com

THEME:
**Rebuilding Community
Resilience - Balancing
Investment**



driv.ai/nri2022



2022

AUSTRALIA'S RESILIENCE INDEX SNAPSHOT



Resilience training results



▶ Resilience Training Works

Investing in building resilience leads to **14% improvement for all groups** while vulnerable people improve **52% in 180 days**.

This effect can be replicated in various industries and community settings through **balancing investment to create connected resilience**.

[Sections 3 & 4 ▶](#)

Q3 2021

65.4%

Q4 2021

In Q4 2021, Australia's resilience reached a **new low of 62.1%**

62.1%

67.0%

Q3 2022

By September 2022, Australia's national resilience rose to 67.0%.

We remain **18% below the 85% level where resilience becomes protective**.

[Section 5 ▶](#)

9 in 10

People Are Not Protected

Since the pandemic, 93% of Australians are now **below** the 85+ protective range of resilience, putting them at nearly **4 times greater risk** of depression and anxiety.

[Community Toolkit ▶](#)

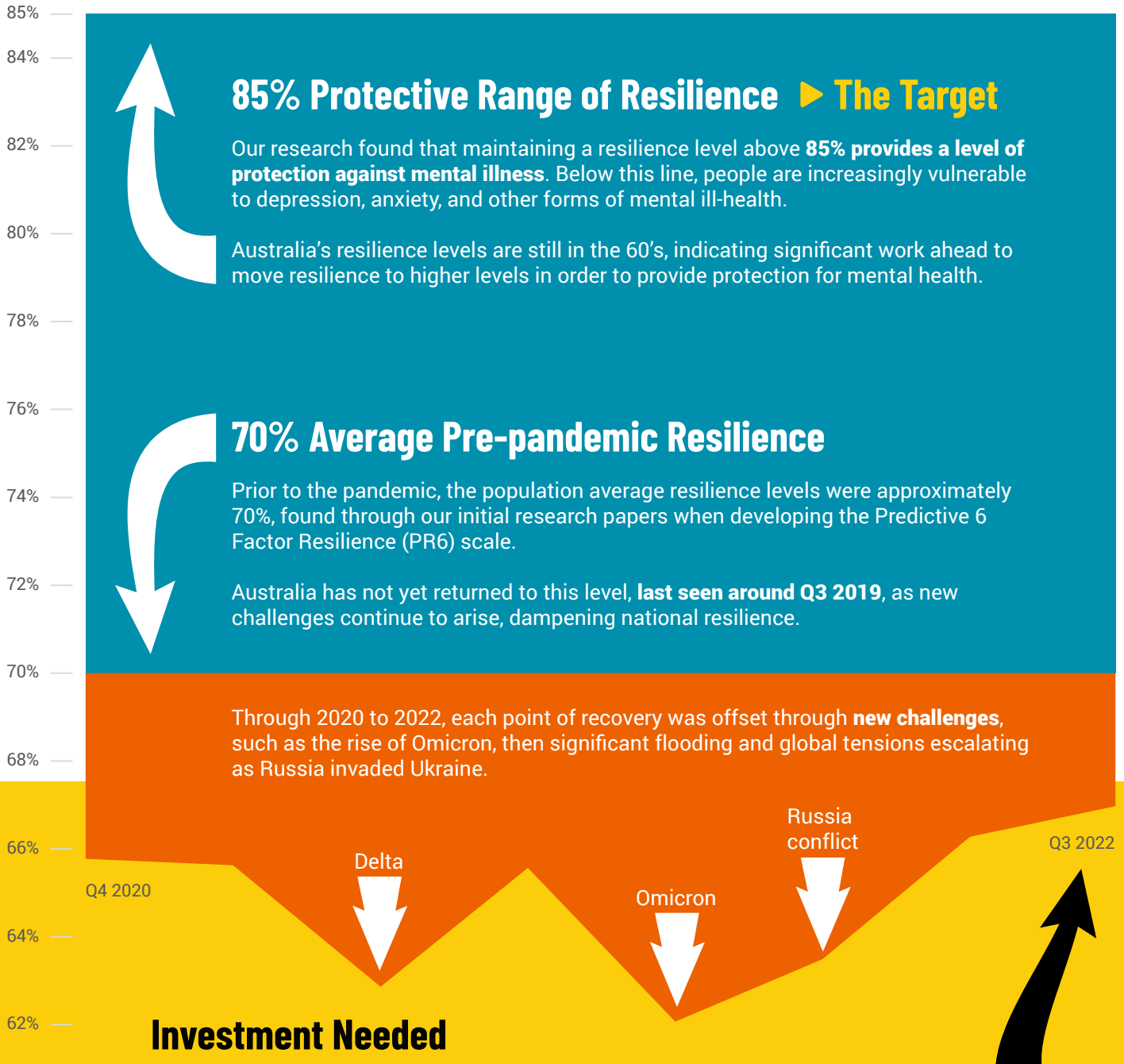


2022

A LONG WAY TO GO TO ACHIEVE PREVENTION

Key PR6 Measurements

The % score shows key resilience levels, from the 85% protective range, to the 70% pre-pandemic average, down to the variation in resilience over the last 2 years, ranging in the 60s.



Investment Needed

Australia's resilience scores over the last two years show ups and downs, **struggling so far to make it back to 70%** to return to pre-pandemic levels.

At Q3 of 2022, we see somewhat of a recovery to **67%**, so eyes will be on the data to see if we can maintain this trend. Overall, significant investment is needed to be able to maintain this as a trend over the years, pushing national resilience into the protective range.





CALL TO ACTION:
RESILIENCE25by25

Target a **25% improvement** in the national resilience level by **2025** to proactively reduce mental illness and save \$6.4 billion each year.



GOALS

FOR A RESILIENT AUSTRALIA

BUSINESSES



Incorporate Assessments

Understand your workforce and their needs, and track progress over time



Adopt Resilience25by25

Get ahead of trends by investing in a clear and valuable target



Embed Resilience

Train leaders, managers, champions, through to family members

INDIVIDUALS



Access Training

Take time to learn about your own resilience



Become a Community Champion

Learn how to support resilience in others

GOVERNMENTS



Adopt a National Resilience Index

Track resilience regularly at a national level



Increase Investment in Prevention

Support initiatives to achieve Resilience25by25



Resilience in Education

Embed comprehensive resilience training in schools

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FOREWORD

The 2021 report indicated a broader return of higher resilience levels, only for hopes to quickly be dashed as Q4 of 2021 and 2022 brought fresh challenges.

These included massive and recurring flooding, the highest COVID-19 levels of infection ever with the Omicron and Delta variants, as well as global tensions increasing following Russia's invasion of Ukraine, ending in a period of economic uncertainty as inflation rise and recession fears worry markets.

These challenges were seen as some of the toughest yet, dropping Australia's national resilience to a new low.

9 in 10 people are in need of preventive services, yet only 1 in 10 dollars spent on mental health goes towards prevention. This disparity in investment helps us understand why psychological distress continues to rise, and why suicide rates are not budging over the years.

Meanwhile, we continue to see a strong impact made through resilience development – 14% average increase overall within 6 months, with a 52% increase in vulnerable people in the same period.

Making a broader investment in resilience training as a primary prevention approach for mental health has the potential to change trends, to a greater extent than spending more on treatment.

Funding-wise, we've yet to learn that prevention is better than cure. Hopefully we can learn this lesson quickly, as the cost of this lesson is broad human suffering, impacting all levels of society.

We continue with our goal – **Resilience25by25**: a national movement to improve resilience by 25% by 2025. As we face wild weather ahead, both due to climate change and from geopolitical instability, we will need resilience more than ever.

Our theme for this report is a focus on **Rebuilding Community Resilience – Balancing Investment**. This is of particular interest as we come out of our COVID shells, restart, and prepare for potentially turbulent times ahead.

For community resilience to be embedded, there needs to be a stronger focus on leaders to create a healthier environment that supports individual resilience, rather than relying on individuals to pull all the weight themselves.

We discuss a comprehensive toolkit to achieve this balance of investment, along with **Resilience First Aid** which we are proud to present as an accredited primary prevention approach to suicide and protecting mental health.



Jurie Rossouw
CEO - Hello Driven
hellodriven.com



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1.

REPORT SUMMARY

7,449 PR6 assessments through the previous two years were analysed, mapping Australia's continued journey on a quarterly basis.

The measurement period is from October 2020, through to September 2022, providing an up-to-date view on Australia's national resilience levels.

The insights in this report are informed by:

- **7,449 PR6 assessments** taken by individuals through Driven's testing platform from October 2020 to September 2022
- **705 participants** followed through reassessments to gauge impact through resilience training

Clinical and treatment data from psychology and counselling practices are excluded from this report.

1.1 DEFINING RESILIENCE

Traditionally, resilience has been defined as how we bounce back from difficult situations. However, this definition does not encompass the true scope of resilience and its many benefits.

Increasingly, resilience – and its application in boosting achievement across the personal, corporate, academic, health, emergency services, defence, and sporting worlds – is showing more nuanced and powerful benefits. A definition of resilience is therefore proposed that more accurately reflects this emerging understanding – **advancing despite adversity**.

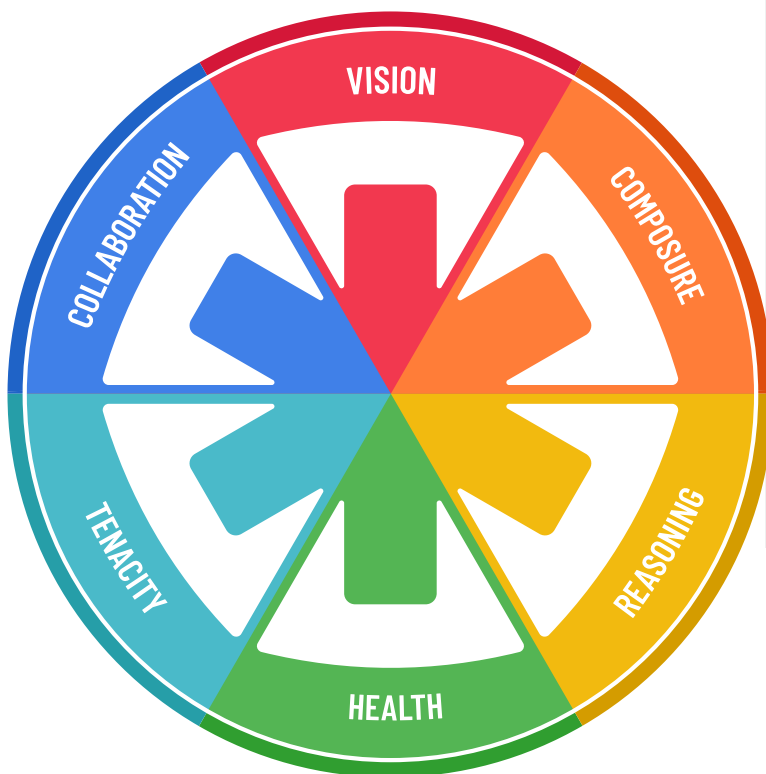
This definition steps away from the traditional idea of resilience as returning to the status quo. Instead, it reflects society's shift towards valuing continuous growth and perseverance towards achieving one's goals, despite minor or major setbacks.

This idea of advancing despite adversity also helps clarify that resilience is a process that we can keep working on throughout our lives.



1.2 THE SIX DOMAINS OF RESILIENCE

The **PR6 – or Predictive 6 Factor Resilience Scale¹** – is a psychometric resilience assessment developed by Driven through peer-reviewed research into the neuroscience of resilience. It identifies six key domains of resilience that make up groups of skills that enhance people’s capacity to be resilient. The PR6 domains are set out below.



VISION – A sense of purpose and goals, alongside a feeling of congruence that actions are moving towards something meaningful

COMPOSURE – Having an internal awareness, being able to regulate emotions, and being able to manage stress

REASONING – Problem-solving skills, being resourceful, anticipating challenges and planning ahead

HEALTH – Healthy nutrition, quality sleep and regular exercise, which in turn support brain Health

TENACITY – Being persistent, having realistic optimism, and bouncing back to regain motivation

COLLABORATION – Building strong support networks, communication skills, and making meaningful connections

Each of these domains interacts to build overall resilience levels and people’s ability to advance despite adversity². It is through these domains that the resilience of the Australian nation is investigated in this report to understand current trends and imperatives for action.

The PR6 is now used widely by organisations across the world to determine staff wellbeing. It is also used by psychologists for patient assessment and universities for research in resilience. Tens of thousands of PR6 assessments have been taken, helping to continuously build a robust data source to analyse resilience trends.

1 - Rossouw, P. J., & Rossouw, J. G. (2016). The Predictive 6-Factor Resilience Scale: Neurobiological Fundamentals and Organizational Application.

2 - Read more about the PR6 domains at <https://home.hellodriven.com/research/pr6-model/>

THE SIX DOMAINS OF RESILIENCE

PURPOSE & MEANING

ALIGNMENT

GOALS

PRIORITIES

VISION

STRESS MANAGEMENT

EMOTIONAL AWARENESS

CALM & IN CONTROL

MINDFULNESS

GOOD RELATIONSHIPS

SOCIAL CONFIDENCE

SUPPORT NETWORKS

TRUST & TEAMWORK

COLLABORATION

COMPOSURE

PERSISTENCE

MOTIVATION

REALISTIC OPTIMISM

BOUNCE BACK

TENACITY

REASONING

INTROSPECTION

RESOURCEFULNESS

PREVENTION & PLANNING

ADAPTATION

HEALTH

EXERCISE HABITS

HEALTH VIEWS & GOALS

SLEEP QUALITY

NUTRITION HABITS

Learn the skills that enable the six resilience domains and how to use them in everyday life with:



2.



2.

KEY FINDINGS

2.1 CURRENT STATE

In our previous report, Australia's national resilient level was at 65.4% at the end of September 2021. In Q4 of 2021, the Omicron variant made a significant impact, with the national resilience level dropping to the **lowest level on record of 62.1%**.

Since then, national resilience levels have made somewhat of a recovery, pushing higher each quarter up to **67% at the end of September 2022**, 1.6% higher than the same time last year.

Vision as the domain of purpose and goals took the biggest hit early through the assessment period, dropping to 60%, likely as Omicron and Delta's growing impact dashed future plans for many people.

Since then, Vision has mostly made a recovery, now with the Health domain (good sleep, nutrition, and exercise) lagging behind, finishing the period at 65%.

Challenges ahead relating to global conflict and instability, as well as fears of a global recession, rising inflation, and ongoing natural disasters in Australia presents a further case for investment in resilience for primary prevention of suicide and mental illness.

2.2 PREPARING FOR THE POST-PANDEMIC POPULATION SHIFT

The pre-pandemic population resilience average was around 70% as assessed through the PR6 psychometric. Nearly three years after the pandemic started, Australia's national resilience is at 67%, struggling to retain progress made as new challenges continue to arise.

A key aspect of is how the population distribution across **four key risk groups** have changed.

- Low Resilience (High Risk) – from 16.2% **increased to 19.4% in 2022**
- Below Average (Moderate Risk) – from 43.8% **increased to 45.4%**
- Above Average (Low Risk) – from 30.8% **decreased to 28.2%**
- Protected (Resilient) – from 9.2% **decreased to 7.0%**



Broadly we see an increase in moderate and high-risk individuals as overall resilience levels decreased through the pandemic. There is an increased risk to mental health that needs to be addressed.

2.3 BALANCING INVESTMENT

Following individuals who took part in resilience training, we found a **37% reduction in participants in the Low Resilience group, along with a 17% increase in the Protected (Resilient) group.**

These results highlight the value of resilience training as a primary prevention approach that can make a population-level impact.

The question from there is in how to achieve engagement with resilience training and inspire individual investment. We explore this in more detail through this report, showing how there needs to be a balance between individual investment and community investment.

This balance is necessary, since if the expectation is purely placed on the individual to make all the investment, then we find low engagement, avoidance of resources and training, and a lack of improvement.

Particularly in organisations, **leaders and managers need to make an equal investment to create a healthy environment that enables resilience**, rather than expect staff to 'toughen up' and put up with worsening conditions.

This community-level investment is needed to communicate fairness and compassion to people, and through that inspire a willingness to engage in resilience training and personal development.

We discuss a toolkit to achieve balance between individual and community investment, and how training such as **Resilience First Aid** as a primary prevention community champion program can assist.



...leaders and managers need to **make an equal investment to create a healthy environment that enables resilience...**



3



3.

IMPACT OF RESILIENCE TRAINING

In the 2021 National Resilience Index, we discussed the potential benefit at a societal level if the population distribution can be shifted. Achieving this reduces the risk of people developing mental illness, particularly if a shift can be made out of the Low Resilience (High Risk) group.

Through the pandemic, the overall percentage of the population in the **Low Resilience group has increased to 19.5%** (from 16.2% in 2019), putting them at a 4 times higher risk of developing mental illness. This is a key target group for resilience development.

Over the last year, we've followed 705 participants as they made their way through resilience training, noting a significant **37% reduction in the Low Resilience group**, shifting into higher resilience groups instead.

At the same time we noted a **15% increase in the Protected (Resilient) group**, who have a 5 times lower risk of mental illness compared to the Low Resilience Group.

This illustrates the **population level impact resilience training can make**, accumulating to large scale human benefit and reduction of stress on healthcare systems.

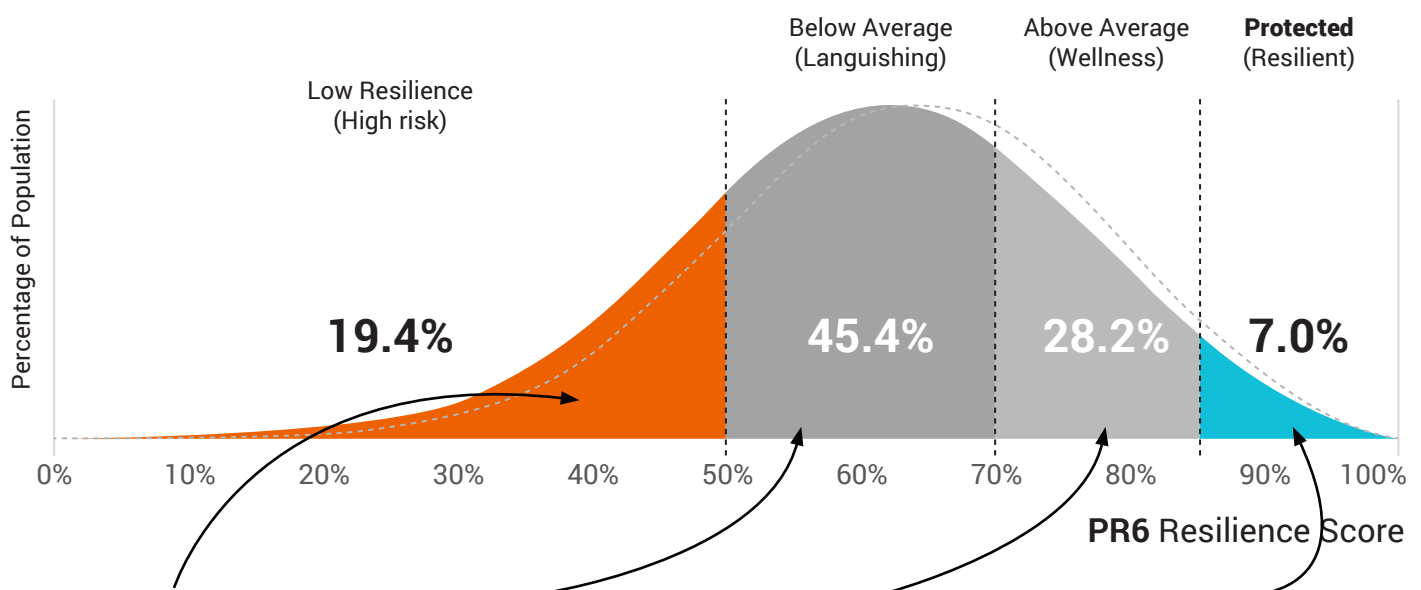
Further, we find that in the Low Resilience group, impact is already visible within 30 days, while a high level of impact is evident between **60 to 180 days, with between 41% and 52% resilience PR6 score improvement respectively**. We discuss the implications of this not only for proactive resilience development, but also in the context of disaster response.



3.1 POPULATION RISK ANALYSIS

Considering the population distribution using initial PR6 assessment scores, updated data shows the distribution has overall shifted left since the pandemic began (Figure 1). The dotted curve shows the previous distribution, noting the overall shift of the population.

This indicates a broader vulnerability within the population, highlighting the need for greater investment in primary prevention, particularly as the **Protected (Resilient) range provides a much higher level of mental health protection** than the Below and Above Average ranges.



Low Resilience

PR6 Score of 50% and below

19.4% of individuals

Most likely to experience anxiety

Most likely to experience depression

Generally characterised as being at higher risk of mental illness.

Below Average

PR6 Score of between 50% and <70%

45.4% of individuals

1.5 times less likely to experience anxiety

1.7 times less likely to experience depression

At moderate risk of mental illness, this range is often referred to as 'languishing'.

Above Average

PR6 Score of between 70% and <85%

28.2% of individuals

2 times less likely to experience anxiety

2.2 times less likely to experience depression

Generally stronger in resilience and attaining a sense of wellness, though still some risk remains.

Protected (Resilient)

PR6 Score of 85% or above

7.0% of individuals

5 times less likely to experience anxiety

5 times less likely to experience depression

In this range, we can say individuals are resilient and indeed are protected from mental illness.

Figure 1: Post Pandemic Population Risk Analysis based on PR6 relation to Depression and Anxiety Symptom Severity

3.2 IMPACT OF RESILIENCE TRAINING

What makes resilience development as a primary prevention approach effective is the ability of people to learn practical skills and measure improvement.

Wellbeing is the outcome we want to achieve – confidence, good mental health, and a general sense of wellness.

However, **resilience provides the pathway to achieve wellbeing** through practical skills and actions we can invest in daily.

Comparing post-training scores, we see this in action through a significant shift in the distribution of the population (Figure 2).

The main achievements are in a **37% reduction in Low Resilience (High Risk) individuals**, a key achievement to reduce the risk of mental illness formation. In addition, the **15% increase in Protected (Resilient) individuals** marks a higher amount of people who have a 5 times lower risk of mental illness.

The 4% change in the Below Average and Above Average cohorts primarily mark movement of individuals from the Low Resilience cohort.

This improvement reflects the goal of **Resilience25by25** - aiming to achieve a broad increase of 25% in PR6 resilience scores, helping people shift into higher levels of resilience towards the Resilient range where they have longer term protection, building deeper community and connected resilience.

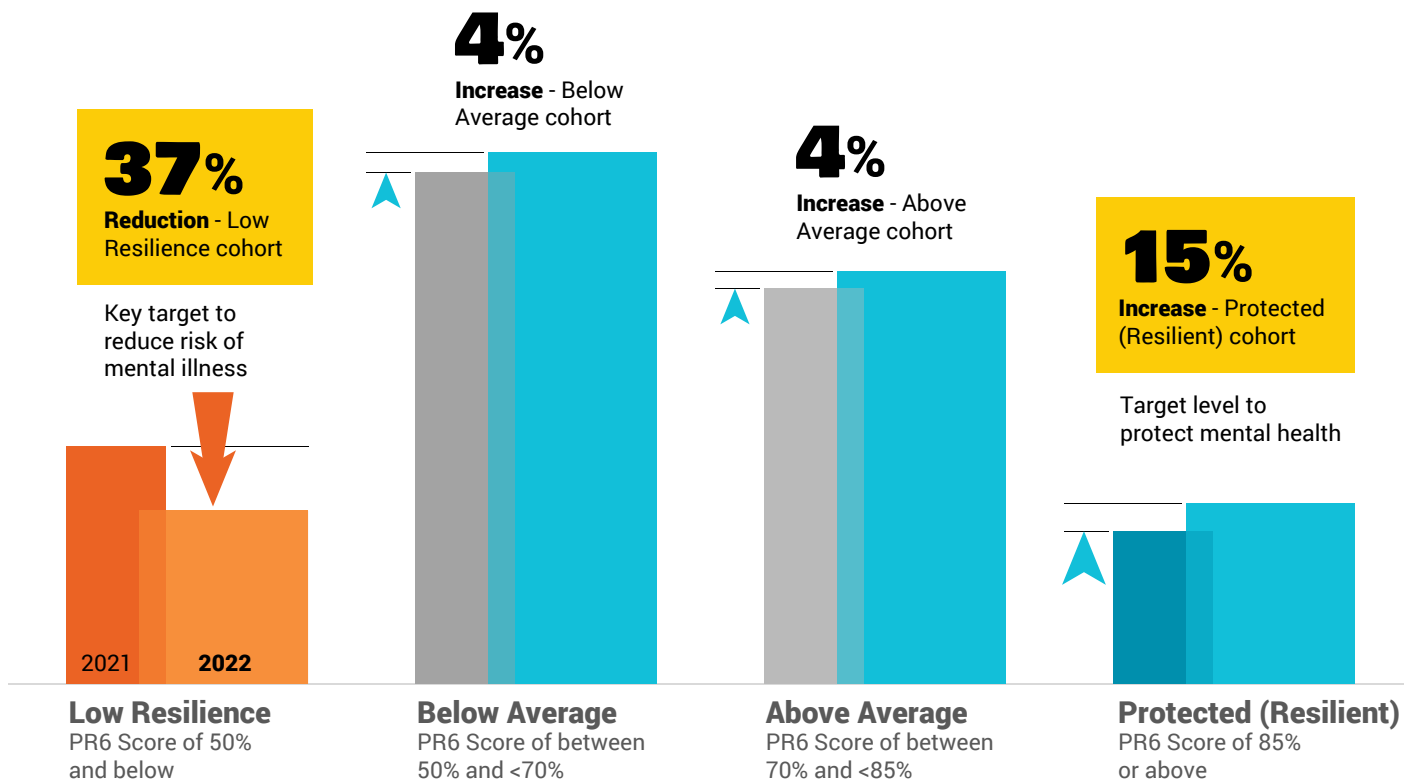


Figure 2: Post-training Comparison of Resilience Groups

Resilience training has a strong impact on vulnerable individuals - those scoring between 0-50% on the PR6.

Data from training results show a 12% improvement within 30 days, expanding to 19% in 60 days, with the highest impact felt in 90 days at a **41% improvement, further improving to 52% in 180 days** (Figure 3).

This shows high value for vulnerable groups in addition to the impact experienced by All Participants who tend to see impact between 6% and 14% on average through the same period.

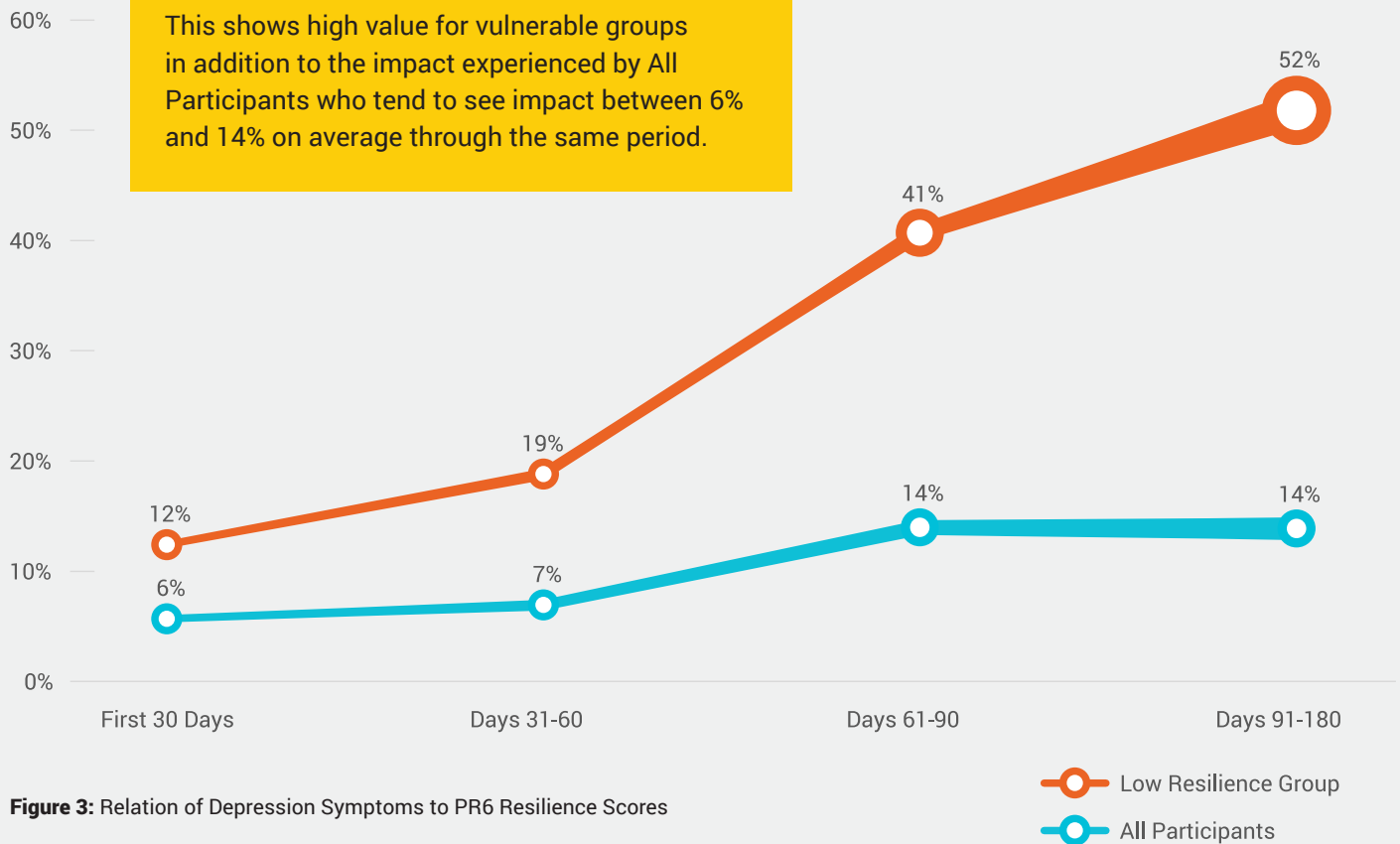


Figure 3: Relation of Depression Symptoms to PR6 Resilience Scores

The ability of resilience training to make a quick and growing impact indicates a further ability for it to be deployed as a quick response tool during moments of crisis and vulnerability, such as natural disasters and health crises.

This is a valuable finding given the rise in floodings and communities still recovering from bushfires. Resilience programs can assist communities as a **rapid response mental health program** following disaster, aiding in preventing mental illness and suicidal ideation.

The advantage is in quickly building protection into the community, helping to defend against

depression, anxiety, and suicidal ideation that can follow major personal setbacks. This helps communities recover, supporting individuals and families as they rebuild.

A proactive approach has a clear moral imperative, providing support when needed to avoid mental illness, rather than waiting for mental illness to arise and only then providing assistance.

Further advantages lie in building deeper community resilience that **embeds strength for future disasters**, as we find these increasing in Australia over time.

4.



4.

REBUILDING COMMUNITY RESILIENCE

- BALANCING INVESTMENT

Over the previous decades through to the current budget, mental health funding is concentrated on the treatment space, focusing on addressing mental illness once manifested.

This trend largely continues, highlighted in Australia's recent \$3 billion budget for mental health where around **90% of funding goes towards treatment and intervention programs**³.

3 - <https://www.health.gov.au/resources/publications/the-australian-governments-national-mental-health-and-suicide-prevention-plan>, <https://www.health.gov.au/sites/default/files/documents/2022/03/budget-2022-23-mental-health-prevention-and-early-intervention-pillar-1.pdf>



Through this broader focus on treatment, suicide rates have remained mostly consistent, with no significant increase or decrease through recent years⁴, while mental distress rates in Australia have been on the rise⁵.

Funding priorities so far have not improved trends in mental health and suicide rates, which is **a natural outcome when the primary focus is on treatment of mental illness, rather than preventing mental illness.**

Figure 4 illustrates the disparity of funding, where the majority of funding is allocated to treatment, while less than a tenth of funding is spread thinly for primary prevention as well as early intervention programs.

4.1 THE ROLE OF PRIMARY PREVENTION

Primary prevention refers to taking action proactively to develop skills and capacity ahead of time to prevent mental illness and suicidal thoughts before they ever occur.

Mental illnesses such as depression, anxiety, and PTSD are broadly related to limbic brain dysregulation⁶. Psychological treatment generally provides skills that help to downregulate activation of the limbic brain.

Current funding priorities focus on providing individuals these skills only after mental illness have formed, however primary prevention means teaching these skills ahead of time to avoid mental illness. Taking a primary preventive approach would **reduce burden on the health system, as well as start to address otherwise unchanging trends.**

Resilience provides a scientifically proven approach for primary prevention. Through a set of tools for individuals, organisations, and communities, a deeper sense of connected resilience can be created.

This functions through increased personal capacity to maintain limbic brain regulation themselves, as well as with the support of strong connection with friends, family, and their broader community.

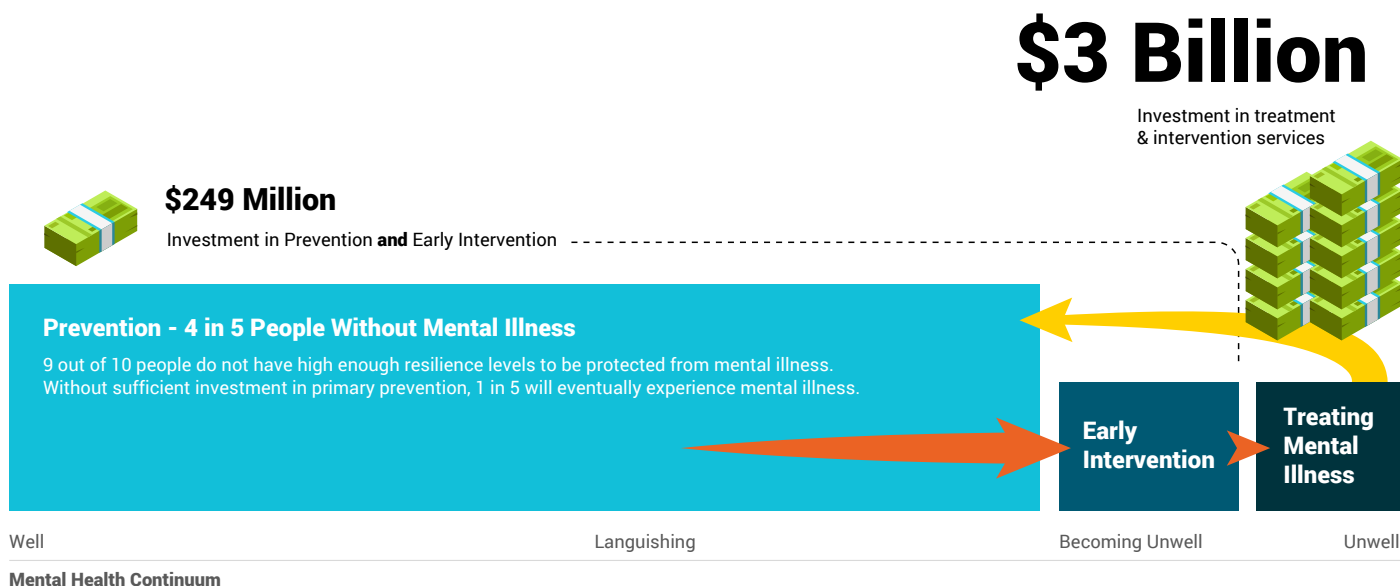


Figure 4: Investment Disparity between Treatment and Prevention

4 - <https://www.aihw.gov.au/suicide-self-harm-monitoring/data/suspected-deaths-by-suicide/data-from-suicide-registers>

5 - Enticott, J., Dawadi, S., Shawyer, F., Inder, B., Fossey, E., Teede, H., ... & Meadows, G. (2022). Mental Health in Australia: Psychological Distress Reported in Six Consecutive Cross-Sectional National Surveys From 2001 to 2018. *Frontiers in psychiatry*, 13.

6 - Bari, A., Niu, T., Langevin, J. P., & Fried, I. (2014). Limbic neuromodulation: implications for addiction, posttraumatic stress disorder, and memory. *Neurosurgery Clinics*, 25(1), 137-145.

4.2 BALANCING COMMUNITY INVESTMENT

Beyond balancing funding between prevention and treatment, there is also community investment that requires balance.

There is a common misconception of resilience as simply being about toughening up.

It's more accurate to **think of resilience as protective wellness.**

This means investing in the skills to enable a sense of wellness, as well as accessing these skills during adversity to maintain or return to wellness.

This is the personal side of resilience, though building resilience takes a balance of effort.

On one hand there is effort from the individual to develop skills that support wellbeing and resilience, while on the other hand there needs to be community effort to create an environment

that supports resilience capacity in people.

- **Individual effort** includes attending workshops, accessing digital training, doing assessments, participating in activities, and investing in personal development
- **Community effort** includes doing training that improves relationships and connection between people, as well as creating a supportive environment. Training community resilience champions, establishing coaching expertise, and leadership taking accountability to address staff concerns raised or identified through surveys is also needed

When there is an overly strong expectation on the individual to invest in themselves without a balance of community-level effort, then this expectation can **result in retreat, low program utilisation, and lack of improvement.**

The key here is that there needs to be a balance of investment between individuals in themselves, and communities creating a healthy environment.

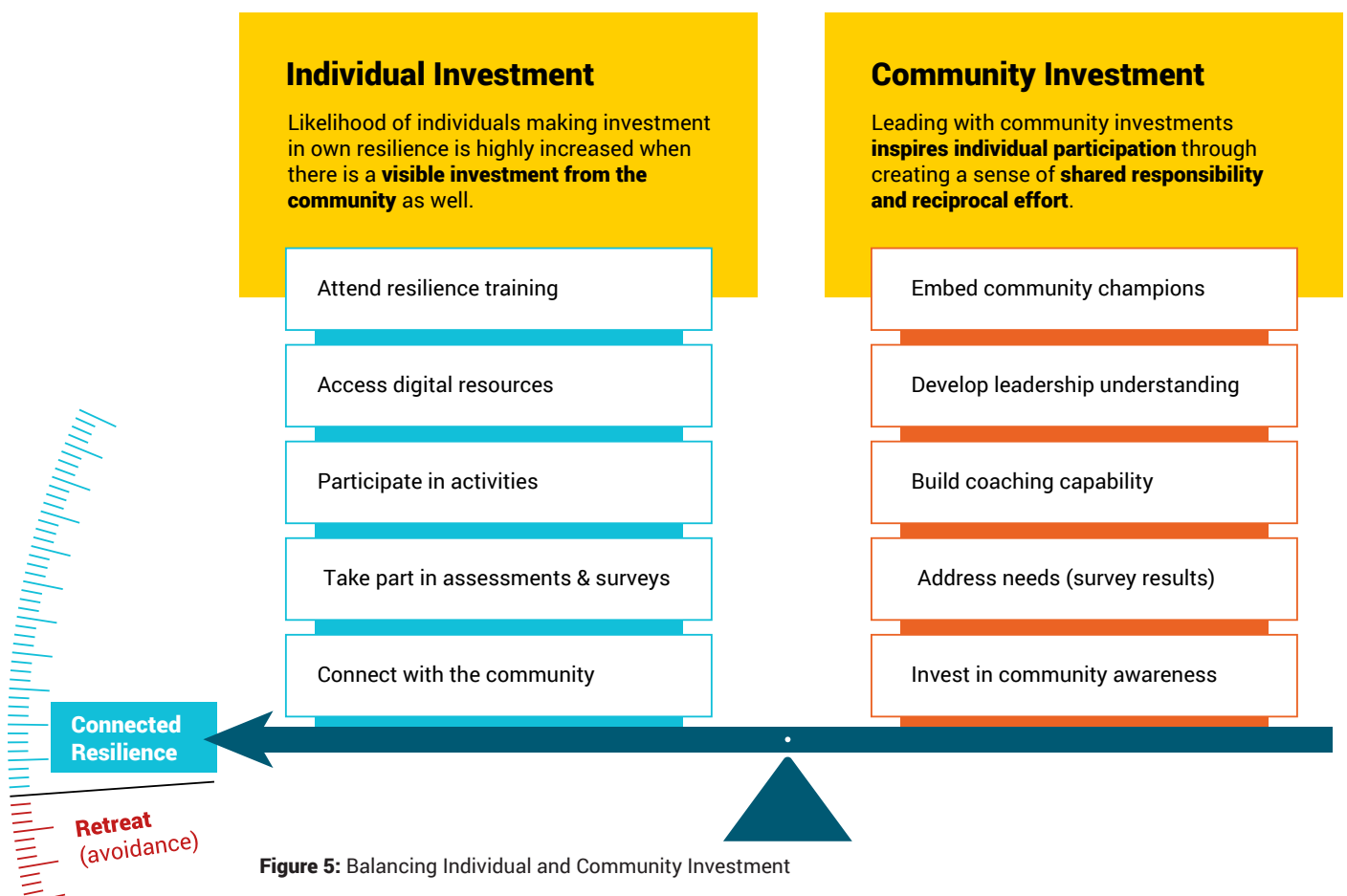


Figure 5: Balancing Individual and Community Investment

At a community level, a lack of balance can result in people not being protected against mental illness, and personal or social challenges (including natural disasters) can result in mental illness over time.

At an organisational level, an investment imbalance can result in higher employee turnover, as well as becoming less competitive over time in recruitment while performance suffers.

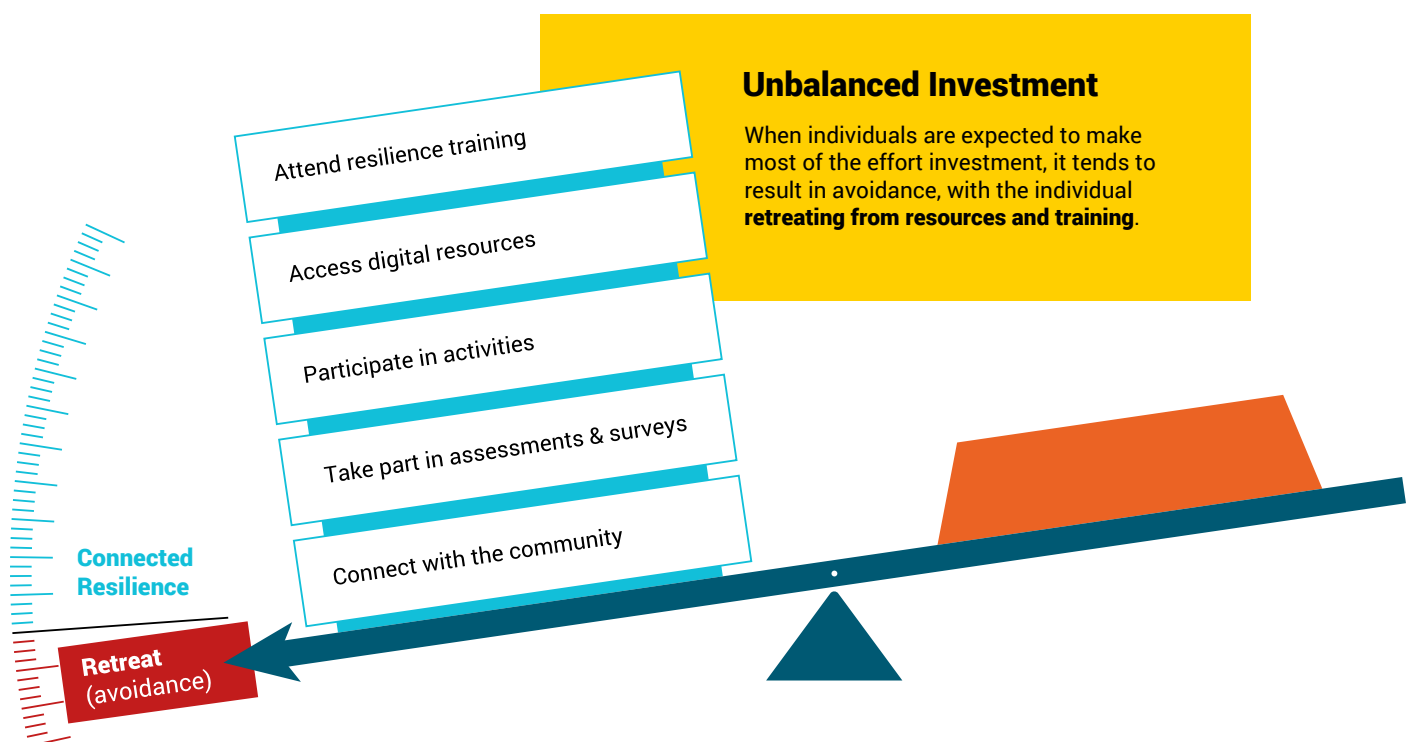


Figure 6: An Imbalance in Investment Leads to Retreat and Avoidance

The key here is that building **resilience as protective wellness is not simply about learning how to endure ever-worsening situations**, but rather also about the community working on creating a healthy environment that supports resilience (Figure 6).

This same concept applies in different scenarios. For example, a student at school getting bullied, it would be unacceptable to suggest the student needs to toughen up while the bullying goes unaddressed. Here the imbalance of expectation on the student to deal with it, without investment to create a better environment leads to a response of resentment and seeing the world as unfair.

A key component identified that has been missing in the current environment is training to establish community resilience champions. The concept is to provide training on how resilience can be implemented practically for primary prevention through a strength-based approach. These are important skills at all levels of communities and organisations.

Given that many have completed training in early intervention (when mental illness is present or helping someone with suicidal thoughts), the next logical step is to expand knowledge of primary prevention. **Primary prevention training is critical to change the trends of mental illness and suicide.**

4.2 COMMUNITY RESILIENCE CHAMPION TRAINING

Following identification of the needs for champions, Driven developed **Resilience First Aid (RFA)** as an accredited suicide prevention program. RFA improves the balance of investment within organisations and communities through embedding resilience champions.



- **Managers and leaders** learn how to interact with staff with more compassion, as well as skills across the 6 domains to recognise needs and know how to support resilience in staff proactively
- **Resilience champions** are on the ground-level supporting peer resilience through natural everyday interaction using supportive language and showing how practical skills can be put into action
- **Family members** learn how they can better understand and support each other in their relationships, helping with family cohesion to take on a journey of building resilience together, learning a shared language and supporting skills in each other
- **Parents** can learn how to better support resilience in their children, as well as the critically important part of effectively looking after their own wellbeing on a daily basis so they can maintain a constructive state of mind through the ups and downs
- **Teachers** learn how to manage their own wellbeing and resilience, as well as gain tools to support resilience development in students using practical tools that enhance teaching
- **Students** learn critical life skills at an early age, developing lifelong resilience that improves outcomes through life stage changes, such as going through higher education, seeking employment, and beyond
- **Disaster relief efforts** can benefit from moving beyond mental illness, and instead leaning into proactively rebuilding resilience in a community at a time when they need it the most. A strength-based approach can be more beneficial, providing primary prevention to protect against mental illness at a vulnerable time



RFA completes a broader community resilience toolkit that provides a **comprehensive primary prevention ecosystem for protecting mental health.**

COMMUNITY RESILIENCE TOOLKIT

Driven has developed a comprehensive set of tools to develop community resilience, built around the peer-reviewed PR6 resilience model. This approach to develop community resilience can be **adapted to organisations, schools, community groups, defence**, and various other settings to achieve balance in investment and create lasting impact.

INDIVIDUAL INVESTMENT

Attend Resilience Training



Comprehensive in-person training in the 6 domains of resilience, gaining practical skills through the PR6 Toolkit program



High Adversity Resilience Training (HART), advanced skill workshops for emergency services, healthcare & frontline staff

Access Digital Resources



Short daily microtasks to continue building resilience over time using AI-powered chat interaction. Platform to deliver various courses, including RFA, HART, and assessments, helping individuals track progress over time



Enables a scalable approach that can extend training through to families, regional areas, and other groups that often do not have direct access to in-person services

Participate in Activities



Where resilience activities and programs are run, take time to engage and participate. A crucial enabler is for organisations to ensure that people have adequate time available to participate, e.g. manage workload expectation so that sufficient time is provided for training and personal development

Take Part in Assessments & Surveys



Individuals gain personal insight into resilience strengths and development focus areas. Aggregated & de-identified results help to identify community needs and priorities

Connect With the Community



In-person & Online - Make own effort to proactively connect with others and share own stories, challenges, and strategies to maintain resilience through the 6 domains

Connection is a crucial part of resilience and wellbeing - this is where individual investment connects back to community investment to build Connected Resilience

COMMUNITY INVESTMENT

Embed Community Champions



Resilience First Aid training to learn a strength-based approach to support resilience in others proactively. Gain practical skills and physical tools, enabling a peer approach to primary prevention for suicide and mental health protection

Develop Leadership Understanding



Help leaders understand how to develop a culture of resilience fostering safety rather than a fear-based culture through Executive Resilience coaching



Through Resilience First Aid, leaders and managers learn how to engage with compassion, spot needs, and build a supportive environment. As leaders, ensure people are given time and safety to pursue personal development

Build Coaching Capability



Certified Resilience Coach qualification gives ability to run PR6 Toolkit workshops, provide digital resource access, and run surveys



High Adversity Resilience Training Coach qualification enables training for emergency services & frontline workers



RFA Instructor qualification to host Resilience First Aid accredited community champion training, adapting to community context

Address Needs (Survey Results)



Use aggregated results from surveys to consult and identify needs of the community. Each group and community will have unique needs, so it's critical for needs to be recognised and a genuine effort made to improve the environment

Invest in Community Awareness



Making resilience investment engaging, visible and tangible helps to transform it from a once-a-year event into an everyday cultural feature that protects mental health. Using tools such as RFA Awareness Kits help to create daily visibility



5.

AUSTRALIA'S RESILIENCE

The following sections explore Australia's national resilience levels at a quarterly level from 2020 through to 2022.

5.1 AUSTRALIA OVERALL

Figure 7 below continues on the resilience trends we observed from 2019 to 2021 in the previous National Resilience Index report. We explore the two years from Q4 2020, through to Q3 2022.

The previous report ended with an uptick in overall resilience levels for Australia in Q3 2021, however shortly after that, the rise of the Delta and Omicron Coronavirus variants resulted in another sharp decline, **falling even further below the previous record low at 62.1%**.

Omicron continued on to result in the highest ever infection rates in Australia in Q1 2022, though as fears about the virus start to dissipate somewhat, it wasn't long before new challenges would appear.

On 23 February 2022, extreme weather and rain resulted in the **Eastern Australian Floods**, impacting many communities in the east coast of Australia. Many far surpassing previous flood records, resulting in massive community impacts that are still felt many months on.

Only a few days after the flooding began, on 26 February 2022, Russia invaded Ukraine, resulting

in a sharp increase in global tensions. While a quick victory was initially feared, the resilience of Ukraine's leadership and people came as a rallying cry for western nations to come together and provide support.

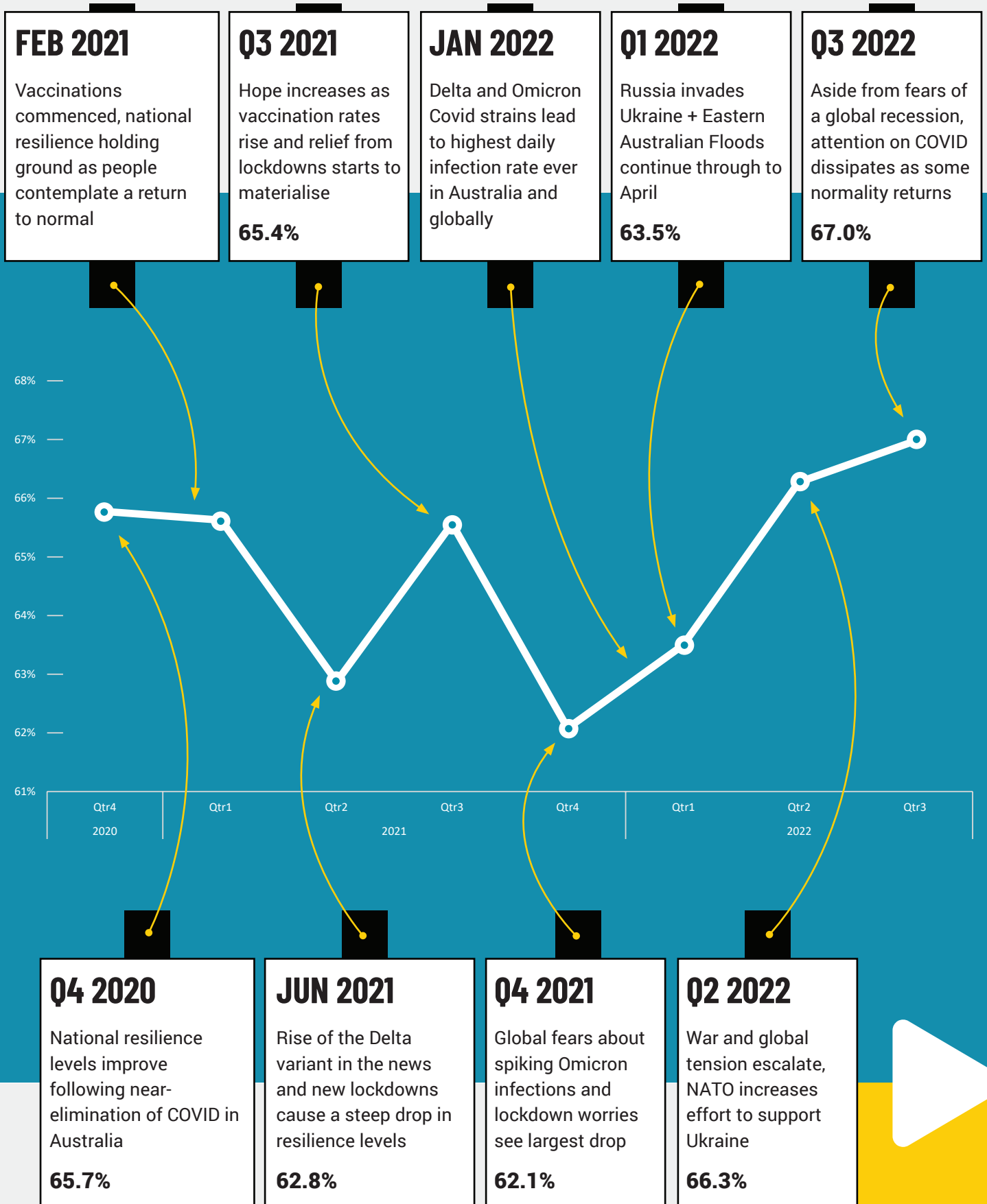
The resulting conflict continues to escalate tensions globally, bringing about an energy crisis, rising inflation, fears of a global recession, and for the first time in many decades, serious worries about nuclear conflict.

Regardless, Australia's resilience levels have recovered somewhat from Q1 2022, being relatively removed from the global stage compared to Europe and the United States, where resilience levels have dived in the same period.

By Q3 2022, Australia's resilience has recovered to 67% measured by the PR6 scale, showing more of a push towards the 70% pre-pandemic resilience level.

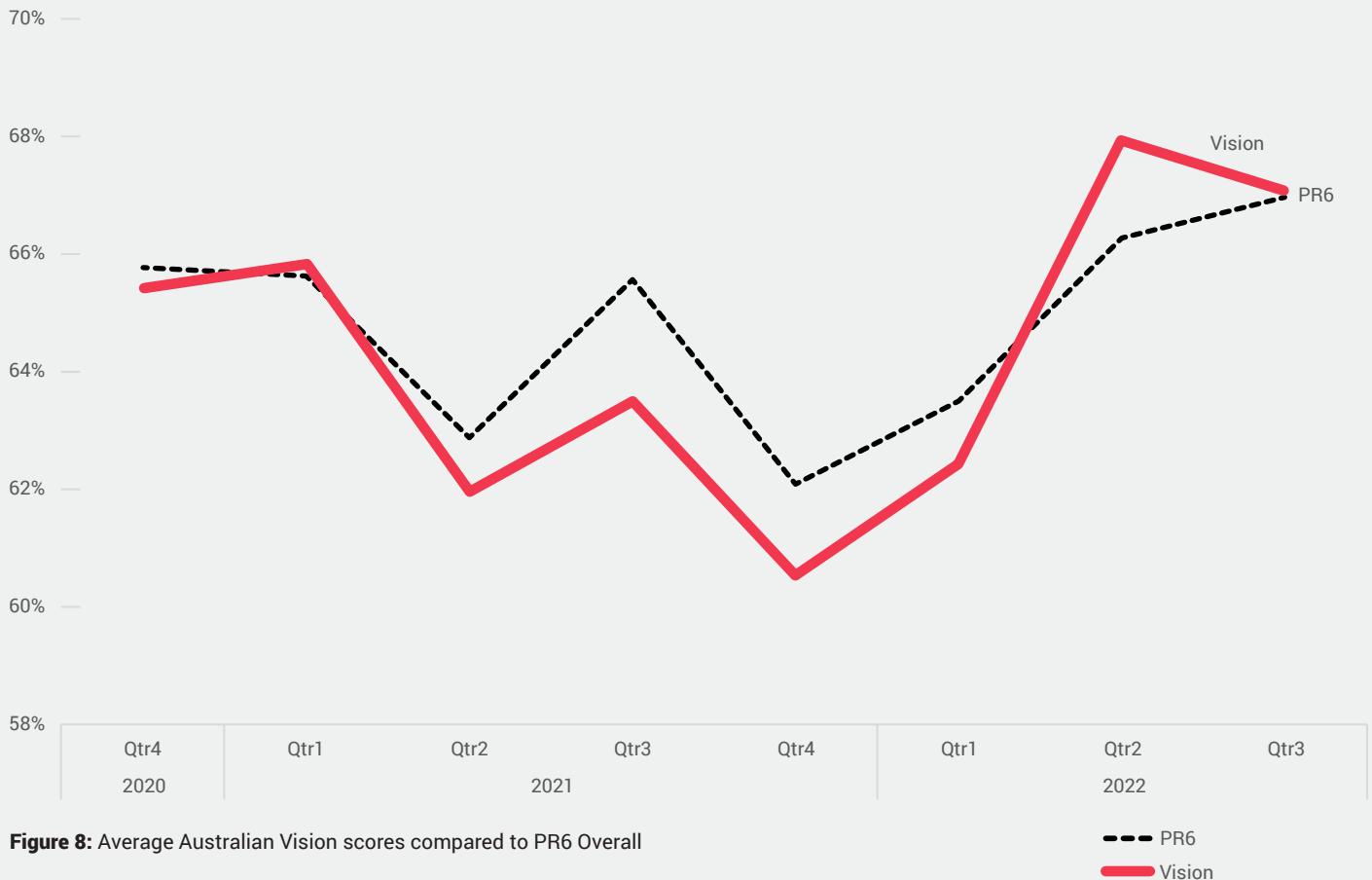


Figure 7: Overall Australian PR6 Resilience Levels 2020–2022



5.2 AUSTRALIAN VISION LEVELS

Vision is the resilience domain of purpose and goals, the feeling of congruence, and actions moving towards something meaningful.



A sense of meaning and purpose is a key contributor to be able to have a sense of hope for the future. It's notable that in Q2 and Q4 of 2021, the appearance of the Delta and Omicron strains each had a significant impact on Vision levels.

We can understand this from the perspective that these resurgences of COVID-19 spells coming uncertainty and disruption in plans, resulting in goals being put on hold while people go into a holding pattern to try and make sense of what's going to happen.

It's no wonder then that those points resulted in the largest drops in Vision levels, only to start to recover through 2022 as the pandemic largely was seen to subside (more so in restrictions being lifted), giving more of a sense of certainty

in making plans for the future.

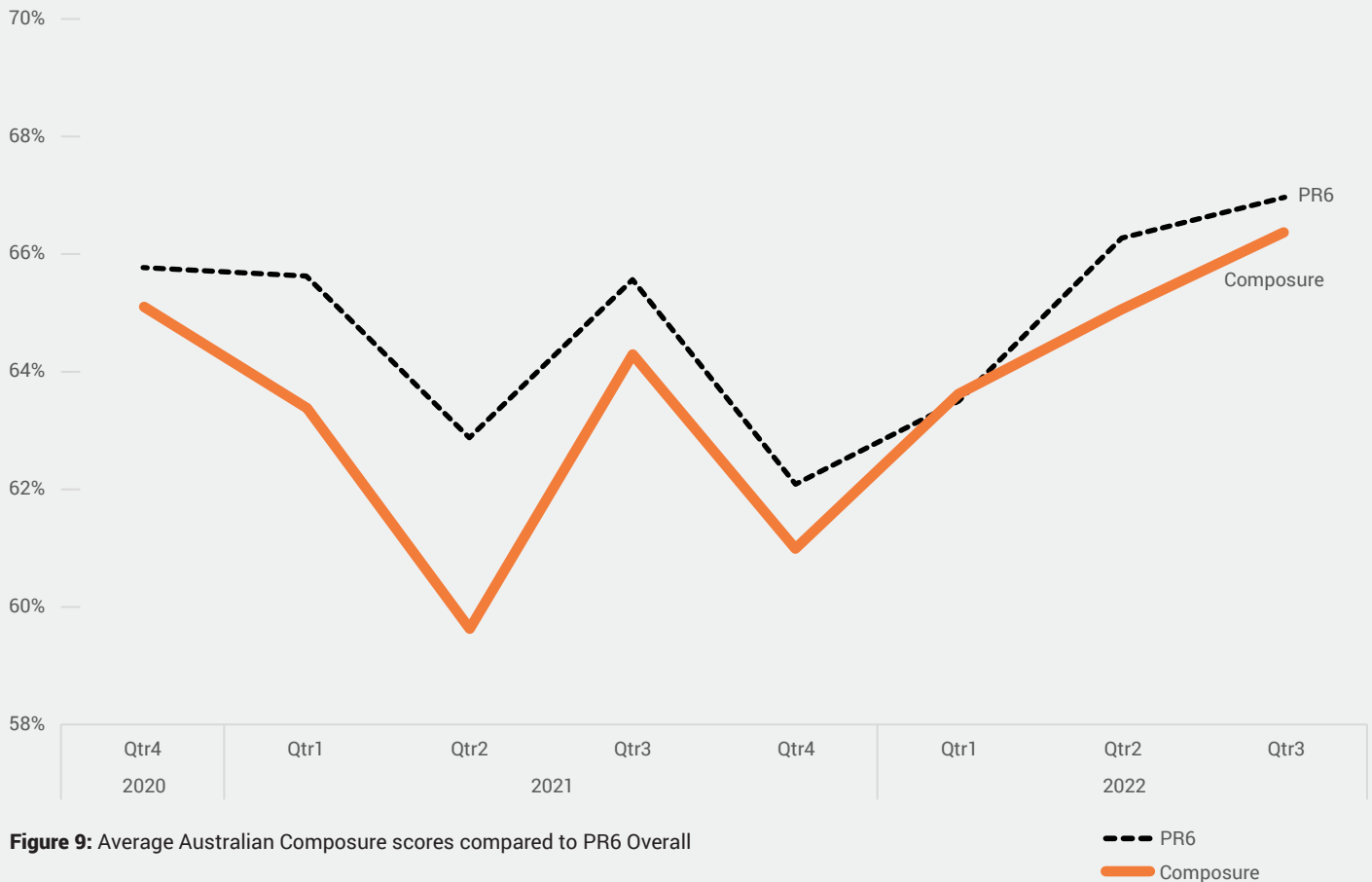
This is notable that through 2022, the Eastern Australian Floods and invasion of Ukraine by Russia had less of an effect on Vision levels. To some extent we can understand this from a societal perspective that, even though those are extreme events, it does not directly hinder most individuals in Australia from pursuing their own personal goals.

The resulting impact of global tensions on inflation and the economy remains to be seen in the coming year.

At 67.1% in Q3 2022, the national Vision score sits 17.9 percentage points below the protective level of 85%.

5.3 AUSTRALIAN COMPOSURE LEVELS

Composure is the resilience domain of emotional regulation, internal awareness, and stress management skills.



A key skill needed by us all through difficult periods is the ability to downregulate the activation of the limbic brain, meaning we are able to regulate emotional reactions and can instead think more clearly and calmly about what's happening.

This skill of Composure is often a key area impacted through sustained periods of challenge, such as the pandemic. We can see here that in Q2 of 2021 as the Delta wave passed through, Composure levels dropped below 60%, then again when Omicron started to make the rounds in Q4 of 2021, once again there was a dip down below the levels of the overall PR6 score.

From there onwards, we see in Q1 of 2022 that Composure levels started with a general trend upwards, potentially due to less concern about

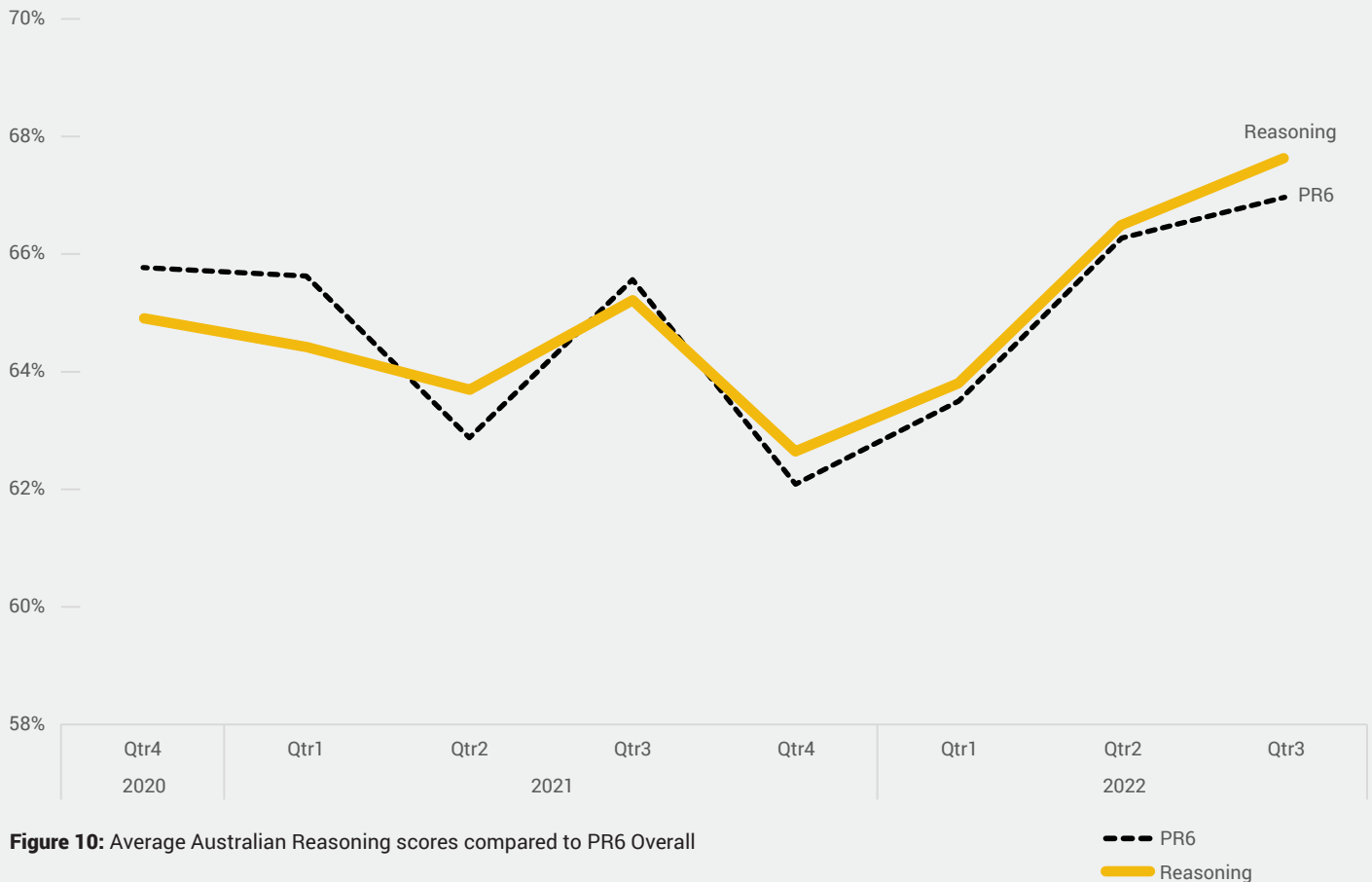
Omicron as it became clear that the impact was not as severe as suspected. Later through 2022, Composure levels continued to recover somewhat despite other significant events such as the floods and worries of a global conflict.

Overall Composure was mostly below the PR6 average score, indicating that people are generally more stressed than in 'normal' times.

At 66.4% in Q3 2022, the national Composure score sits 18.6 percentage points below the protective level of 85%.

5.4 AUSTRALIAN REASONING LEVELS

Reasoning is the resilience domain of problem-solving, being resourceful, anticipating challenges and planning ahead.



Through 2021, Australia's Reasoning skills took a few knocks as the pandemic waves came, though overall it maintained somewhat more steady scores compared to the PR6 overall.

Our ability to apply critical thinking and planning skills rely on Composure skills to calm the limbic brain and through this enhance activation of the prefrontal cortex. Given the sharp declines in Composure in Q2 and Q4 of 2021, it follows that the Reasoning domain would slip during the same times.

Through 2022, Reasoning found an overall upwards trend, recovering slightly in Q1 of 2022, then continuing that to Q2 and higher in Q3.

There certainly is more ground to be gained to reach back into the 70% range from the pre-pandemic era, however the current upswing in

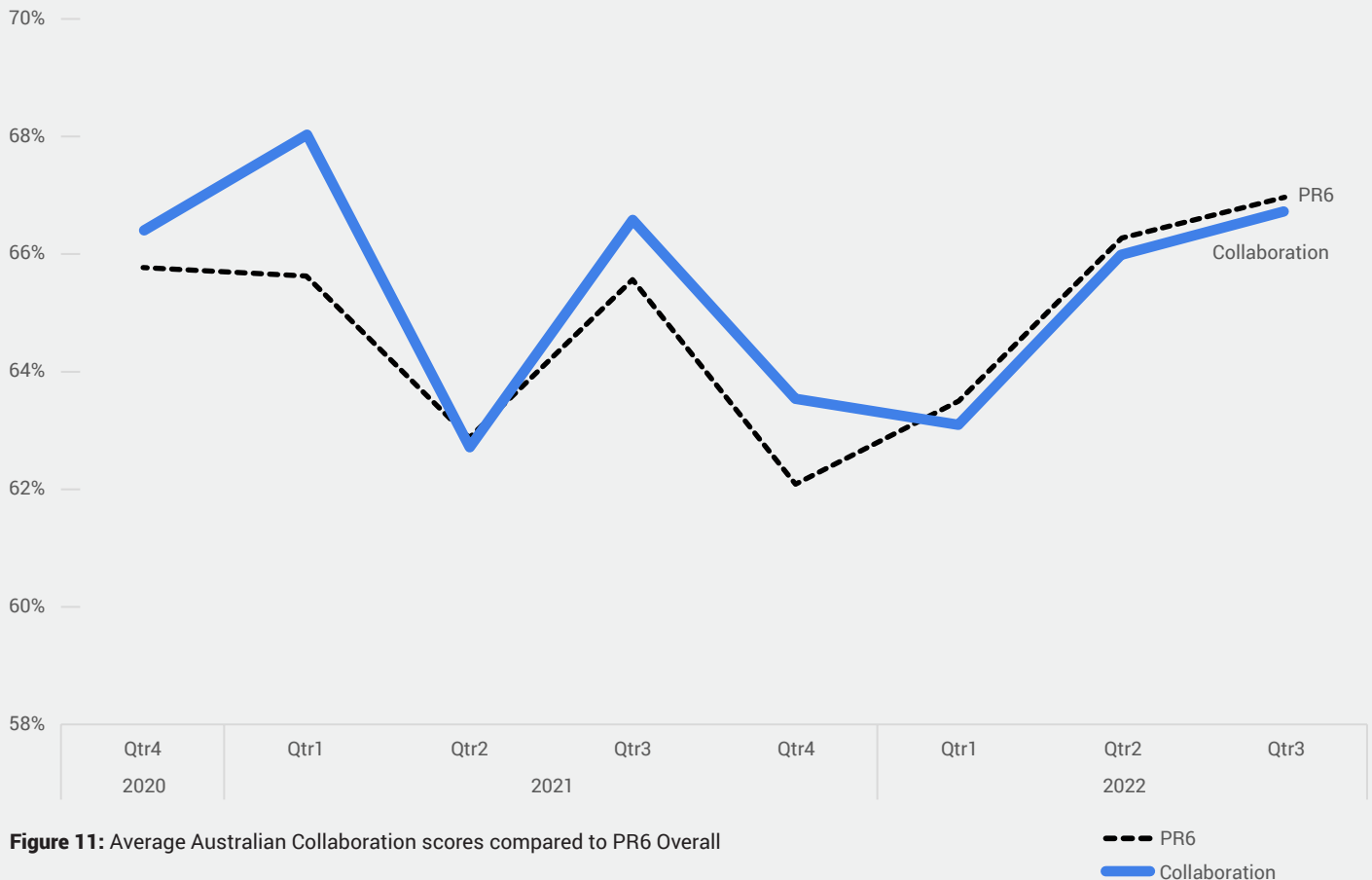
Reasoning is getting closer to scores seen at the end of 2020.

The challenge ahead lies in the ability of people to plan and prepare for times ahead, such as fears of a global recession on the back of uncertainty and rising energy costs.

At 67.7% in Q3 2022, the national Reasoning score sits 17.3 percentage points below the protective level of 85%.

5.5 AUSTRALIAN COLLABORATION LEVELS

Collaboration is the resilience domain of human connection, social support networks, and good communication skills.



Social activities were heavily impacted through the pandemic, leading to the roller coaster in scores through 2021 that continued into 2022.

While in Q1 of 2021, it seemed that social activities were starting to be back on, only to have hopes dashed in Q2 as the Delta wave grew, going on to another flash of hope in Q3 as Delta subsided.

Those hopes were again dashed in Q4 as Omicron fears grew, going into Q1 of 2022 when infections were at its highest in Australia, leading to a continuation of dampening on social activities and connection.

Onwards to Q2 of 2022, the high infection rate of Omicron did not result in as severe medical impacts as expected, leading towards a general relaxation about restrictions and connection.

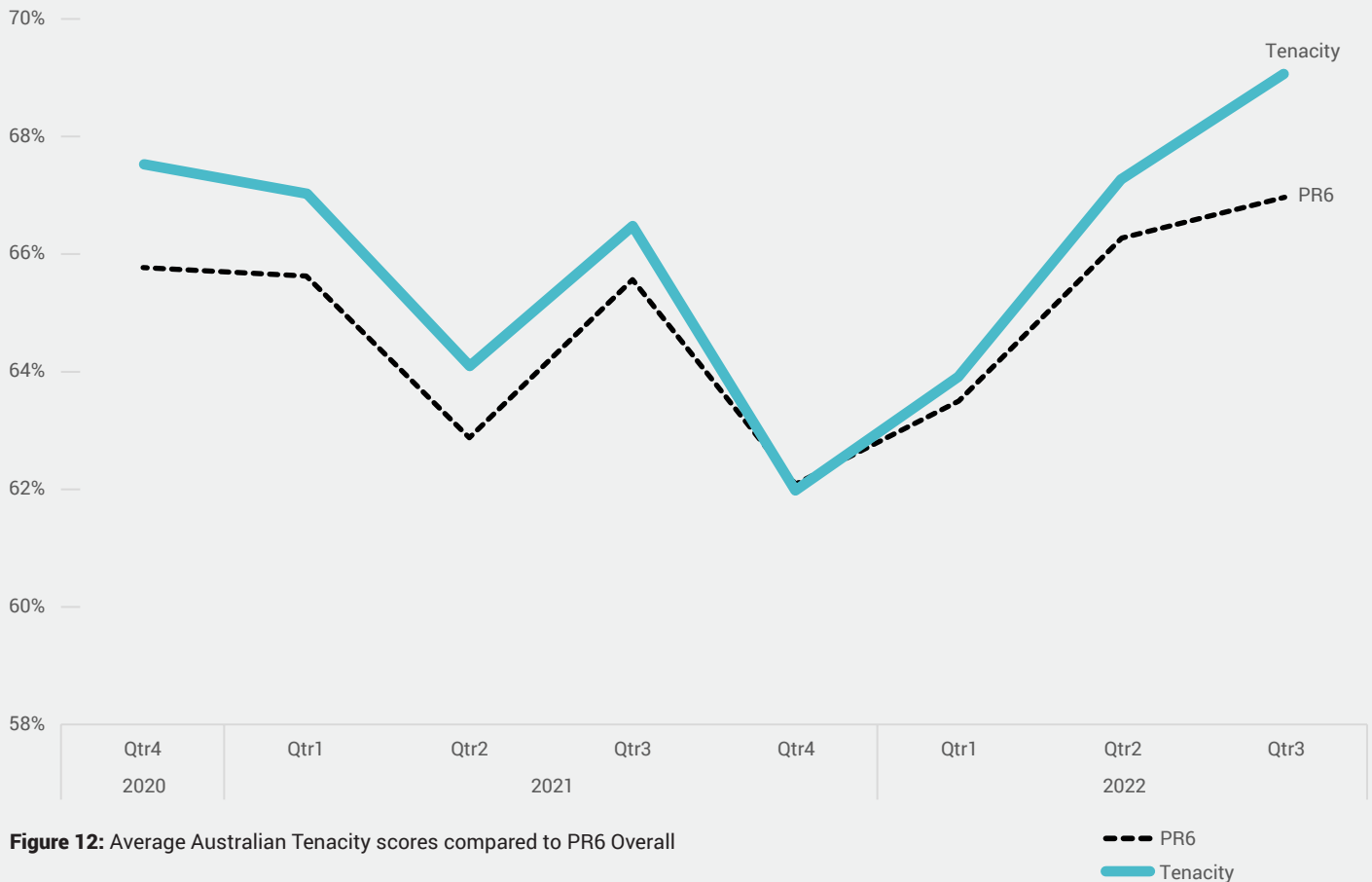
Slowly we started to exit the period of steep highs and lows in Collaboration scores, resulting in more steady recovery to Q3 of 2022.

Collaboration did not see as sharp an increase as it did in Q1 of 2021, this round staying a bit below the PR6 average for Australia.

At 66.7% in Q3 2022, the national Collaboration score sits 18.3 percentage points below the protective level of 85%.

5.6 AUSTRALIAN TENACITY LEVELS

Tenacity is the resilience domain of persistence, having realistic optimism, and bouncing back to regain motivation.



Previously, Tenacity scores managed to maintain a higher level than the PR6 average score, however the news of Omicron seems to have taken the wind out of our collective sails in Q4 of 2021, showing how ever-worsening news after and already long pandemic can have a major impact on our ability to maintain optimism.

Tenacity in itself represents our ability to have hope for the future. Early on in the pandemic, we saw this hope stay alive and well through the first two years. However we see here that eventually, ongoing bad news does take a toll.

This phenomenon is to be expected when feeling that we've collectively made it out of a major challenge, only to find out in our tired and worn-out state that the biggest challenge is yet to come.

However, as Omicron started to take hold through a highly virulent though less deadly variant, our national Tenacity levels started to recover.

This persisted through the floods, the global uncertainty, and nationally there seems to be a general feeling of optimism as Q3 of 2022 ended.

At 69.1% in Q3 2022, the national Tenacity score sits 15.9 percentage points below the protective level of 85%.

5.7 AUSTRALIAN HEALTH LEVELS

Health is the resilience domain of investment in physical wellbeing, including regular exercise, quality sleep, and healthy nutrition.



In our previous report we observed the uptick from Q2 2021 going into Q3 as a level of optimism returned. However as at Q4 of 2021, we saw the largest drop in national Health scores as news of Omicron spread.

Measurements of the Health domain considers the quality of sleep, habits around healthy nutrition, maintaining a general level of fitness, and also how people view their own health overall.

It's notable that through most of the period from 2020 through to Q1 in 2022, the Health domain generally tracked along with the PR6 overall score. However more recently the rebound in PR6 overall has not directly translated in a rebound for the Health domain.

In Q2 of 2022, Health scores remain somewhat muted, leading to a similar score in Q3 of 2022 ending at 64.8.

Our national Health scores can therefore benefit through more awareness and a community focus to support each other in pursuing and maintaining good habits, embedding Health as a foundational domain for resilience.

At 64.8% in Q3 2021, the national Vision score sits 20.2 percentage points below the protective level of 85%.

5.8 COMPOSITE VIEW - ALL DOMAIN SCORES

All six domains are shown in Figure 14 below, illustrating our overall journey through the last two years and trends through that time.

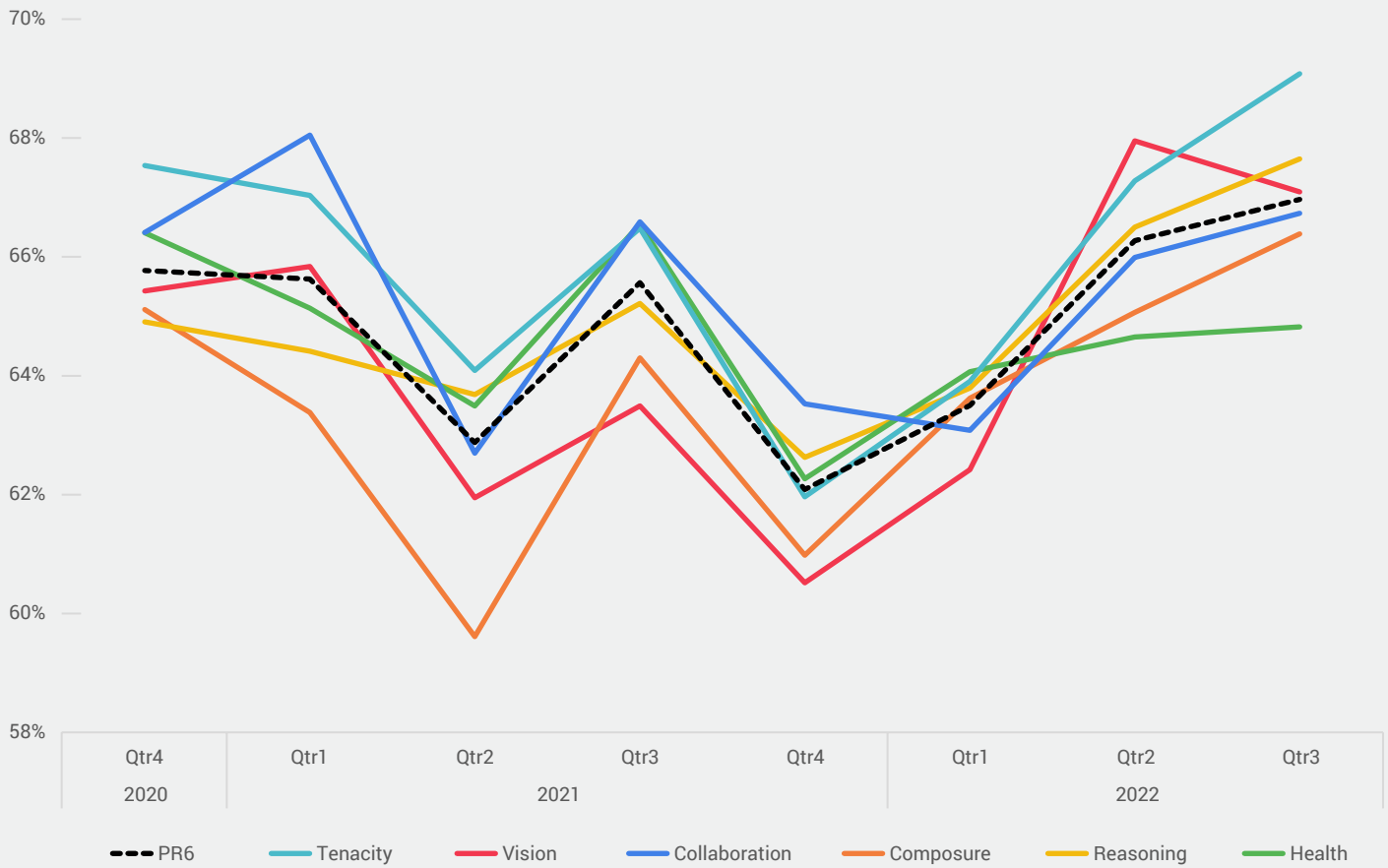


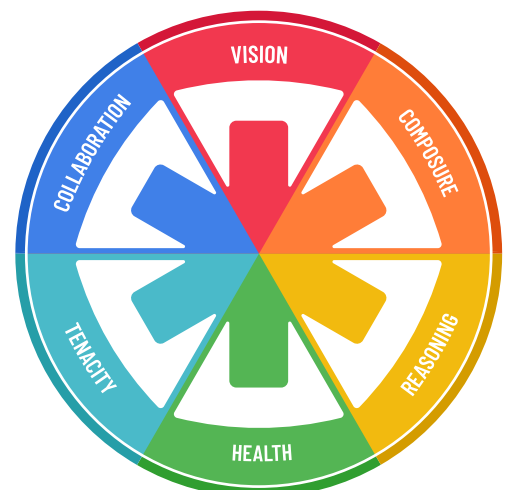
Figure 14: All Domains Average Australian scores compared to PR6 Overall

The composite view of all domains and the overall PR6 score for Australia show that the Vision and Composure domains overall recorded the biggest impacts through 2021.

These two domains started to make more of a recovery later into 2022, while Health remains a lagging domain as we head towards 2023.

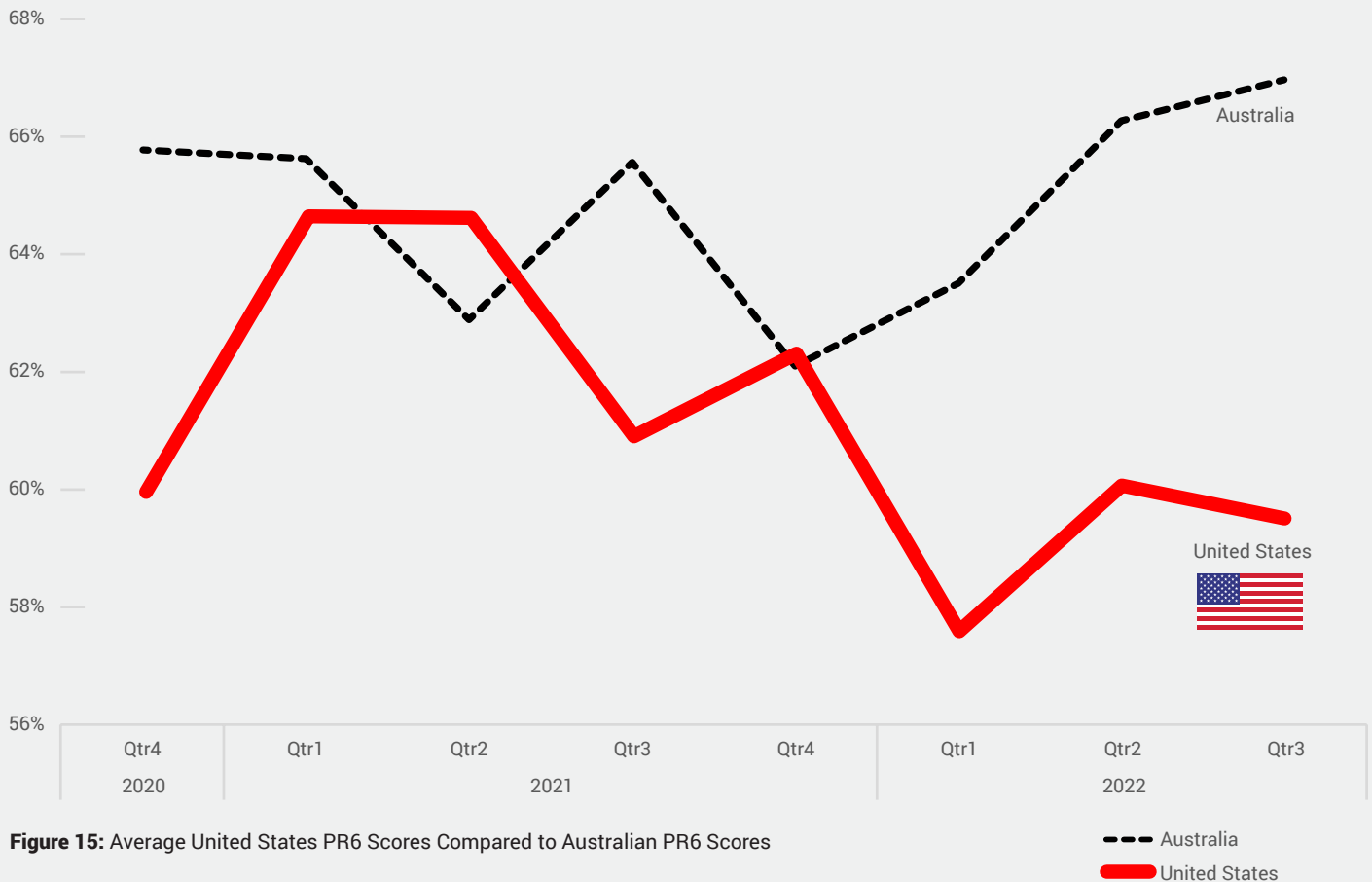
Tenacity overall saw the strongest recovery through to Q3 of 2022, pointing towards a greater sense of optimism for the period ahead, despite global challenges.

The recovery has been slower from Q2 to Q3 in 2022, however it will be interesting to observe if this recovery continues to pre-pandemic levels as we move towards a post-pandemic world.



5.9 AUSTRALIA & UNITED STATES

Each country has their own challenges. Here we see Australia's journey compared to the United States through the last two years.



2,206 PR6 resilience assessment scores were added from the United States to provide a contrast for Australia's resilience scores.

Comparing Australia's trends to the United States, we see divergence in overall direction. The US elections in Q4 of 2020 saw a major downswing, followed by a strong upswing on announcements of the outcome.

From there a broader downtrend started from Q3 in 2021, through to a major drop in Q1 2022 as Russia invaded Ukraine. This drop to 57.5% was further than any noted through the pandemic, with the previous low being 59.5%.

With the US taking a highly active interest in the conflict, it is perhaps understandable that major concerns flowed over to affect the resilience of people in the US.

Uncertainty regarding the impact of the conflict spread, including rising energy prices, inflation increases, frequent interest rate hikes, recession fears, and concerns about escalating conflict seems to be taking a toll, much more so than in Australia.

This leads to where we find in Q3 of 2022 a nearly 10% gap between Australia's and the United States' national resilience levels.

At 59.5% in Q3 2022, the United States national resilience score sits 25.5 percentage points below the protective level of 85%.



6.

INDUSTRY OVERVIEW

As part of the analysis of Australian PR6 resilience results, overall resilience scores across three sectors were looked at to provide a snapshot into the impacts on some key Australian industries:



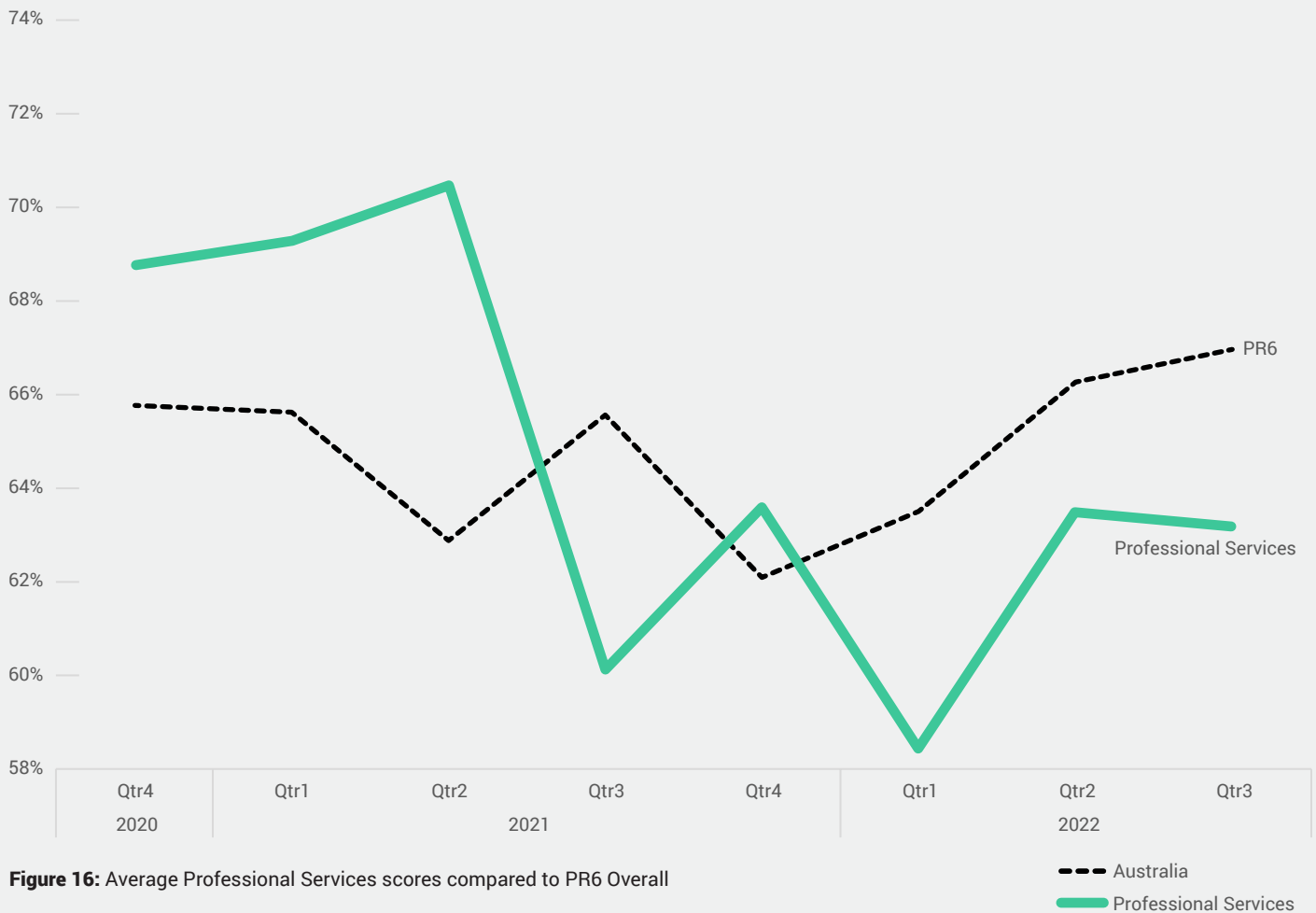
Professional
Services

Emergency
Services &
Healthcare

Education
& Training
Services

6.1 PROFESSIONAL SERVICES

Figure 16 below compares the average PR6 scores of employees in professional services to the average PR6 scores in Australia.



Professional Services came into focus through 2022 following a public suicide at one of the Big Four consulting firms, casting again a light on the high demands on staff and harsh environments.

Considering trends across this industry, we find that from Q4 in 2020 through to Q2 of 2021, overall resilience levels were felt to be significantly higher than the average levels of resilience at the time.

However in Q3 of 2022 there was a sharp drop down, coinciding with end of financial year in Australia, often putting extreme demands on staff, especially in a time with highly frequent changes in accounting rules to assist people

through the pandemic.

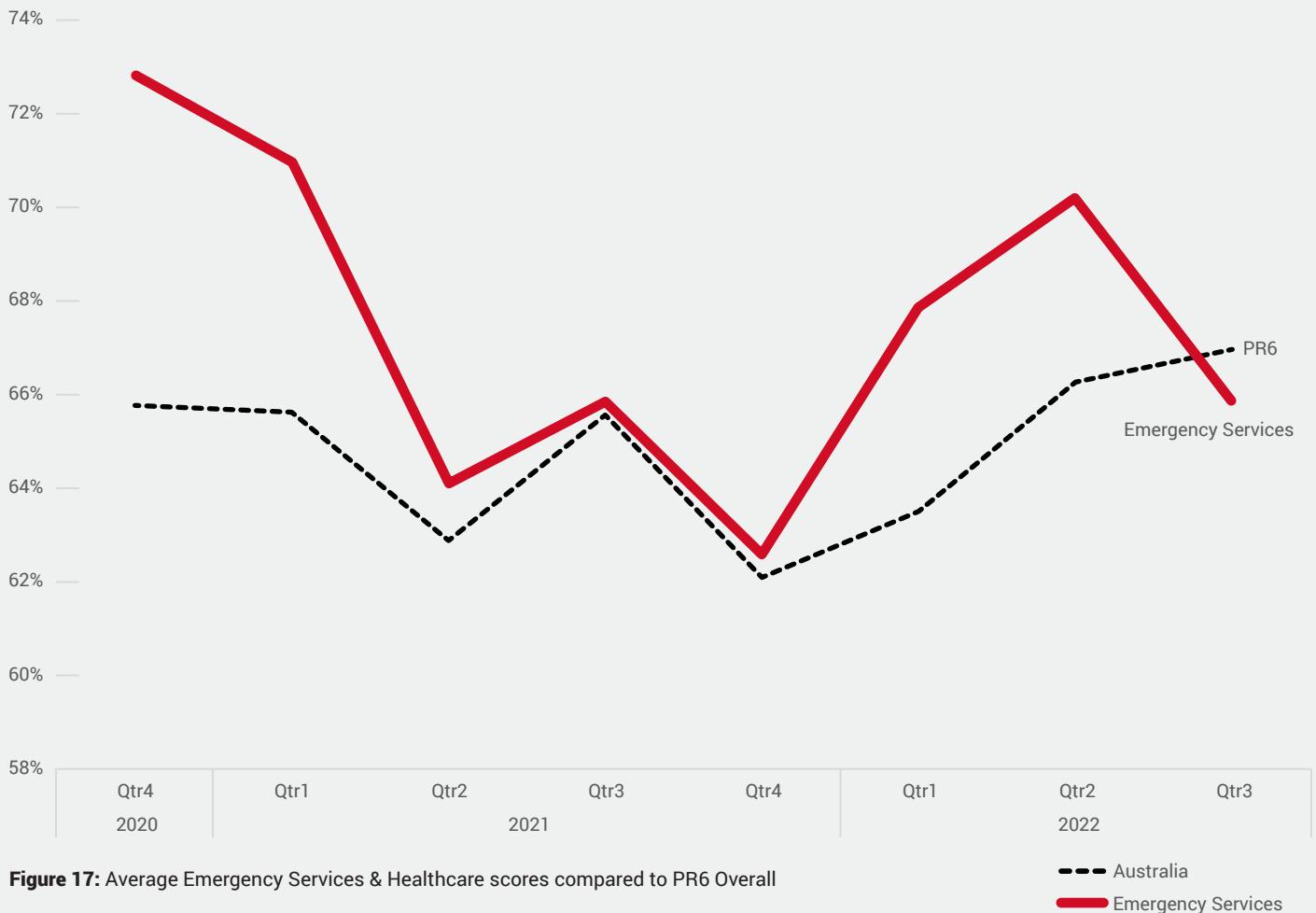
Q4 in 2021 saw a slight return, only to fall much further in Q1 of 2022 as Omicron cases spiked and global uncertainty took hold following the Russian invasion.

From there in Q2 and Q3 of 2022, the industry remains significantly below the population average at the time, suggesting a systematic approach may be needed to enhance culture, especially as highlighted by recent events.

At 63.2% in Q3 2022, the Professional Services industry sits 21.8 percentage points below the protective level of 85%.

6.2 EMERGENCY SERVICES & HEALTHCARE

Figure 17 below compares the average PR6 scores of employees in emergency services and healthcare to the average PR6 scores in Australia.



In the previous report we noted a significant spike through the end of 2020 in the Emergency Services industry, though that generally fell back in line with the larger PR6 trends in Australia from Q2 to Q4 in 2021 while the Delta and Omicron waves were becoming more active.

In Q1 of 2022 we see once again a higher level of overall resilience compared to the national average, perhaps following the general finding of Omicron being less deadly than expected, however the Eastern Australian Floods were active during this time, which could suggest a rallying of emergency services personnel to assist communities in need.

Efforts to help continued through to Q2 of 2022,

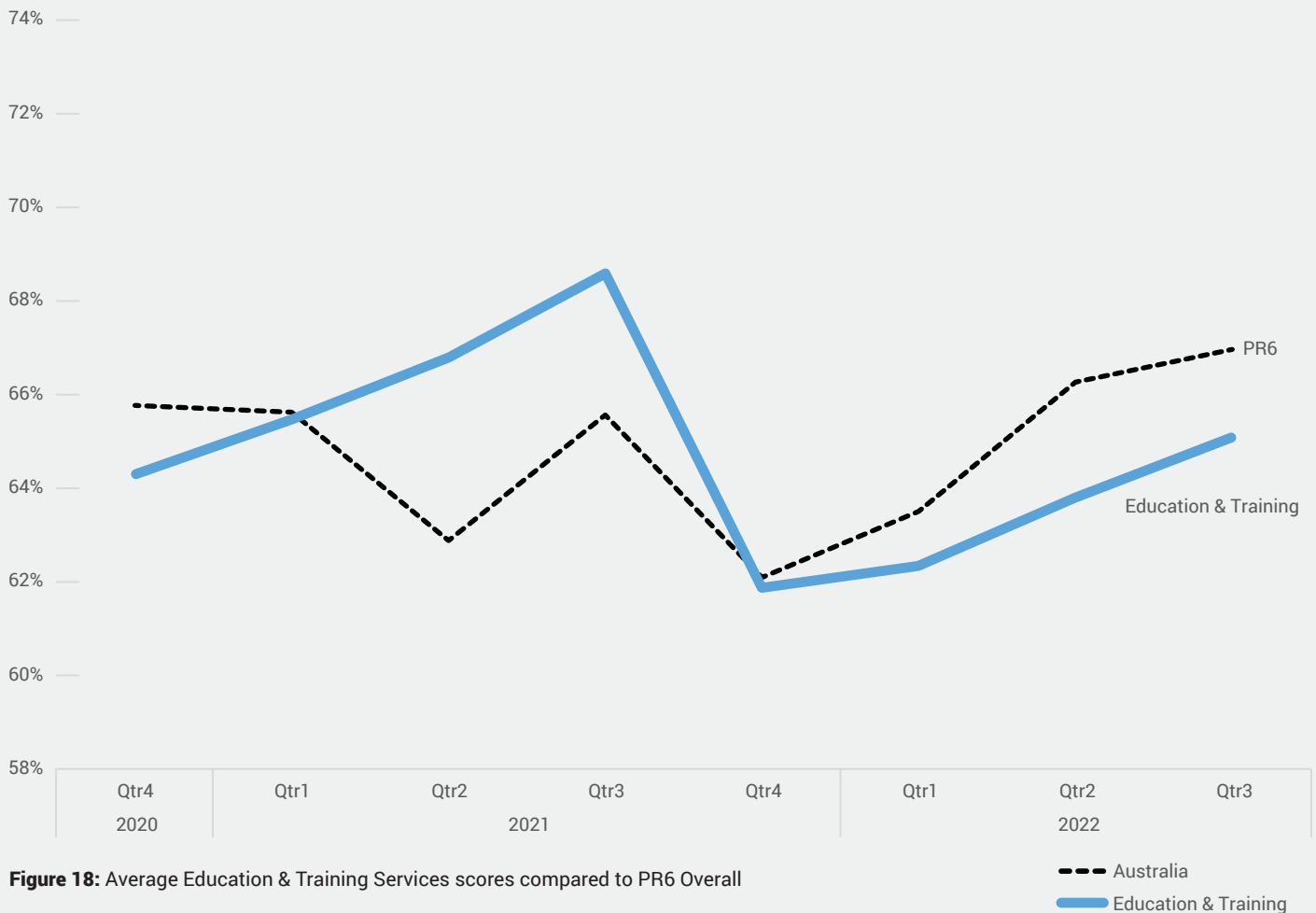
with flood cleanups continuing, and COVID infections remained fairly high, regardless of being less deadly.

As we continue through to Q3 of 2022, we find a general decline in resilience levels, perhaps responding to months of activation through ongoing floods and other events that continue to require emergency response.

At 65.8 in Q3 2020, the Emergency Services & Healthcare industry sits 19.2 percentage points below the protective level of 85%.

6.3 EDUCATION & TRAINING SERVICES

Figure 18 below compares the average PR6 scores of employees in education and training services (mainly teachers) to the average PR6 scores in Australia.



Teachers and others in the Education and Training Services experienced a general rise in resilience and optimism from Q4 of 2020 through to Q3 of 2021, outpacing the national trends at the time.

However the appearance of Omicron quickly dampened hopes of a broader return to normality in education, with resilience levels dropping steeply during Q4 of 2021.

This continued into Q1 of 2022, as the industry monitored infection rates that were much higher than ever in Australia. Worries here tend to be greater than many other industries, given the increased impact on teaching ability as well as exposure in classroom settings.

While there was a minor recovery through Q2 and Q3 of 2022, overall resilience levels in this industry remains lower than the overall average, indicating ongoing impact on the mental wellbeing of workers, who also expressed further concerns about working conditions, resulting in protests through 2022.

At 65.1% in Q3 2022, the Education & Training Services industry sits 19.9 percentage points below the protective level of 85%.

6.4 ALL INDUSTRIES COMPARISON

Comparing all industry data available (n=6272), we can see more clearly how very **few people overall are in the Protected 85%+ range** (Figure 19).

The vast majority of groups fall in the Below Average range, with some showing particular need for support, such as students, researchers, and those seeking employment.

This provides insight into where support can be prioritised, however from the data it is clear that **all industries have significant challenges ahead** in resilience levels of staff and members.

A lack of proactive investment in supporting community resilience in various occupations is likely to result in higher levels of mental distress appearing over time, placing additional stress on communities and businesses.



PR6 Resilience Scores by Industry

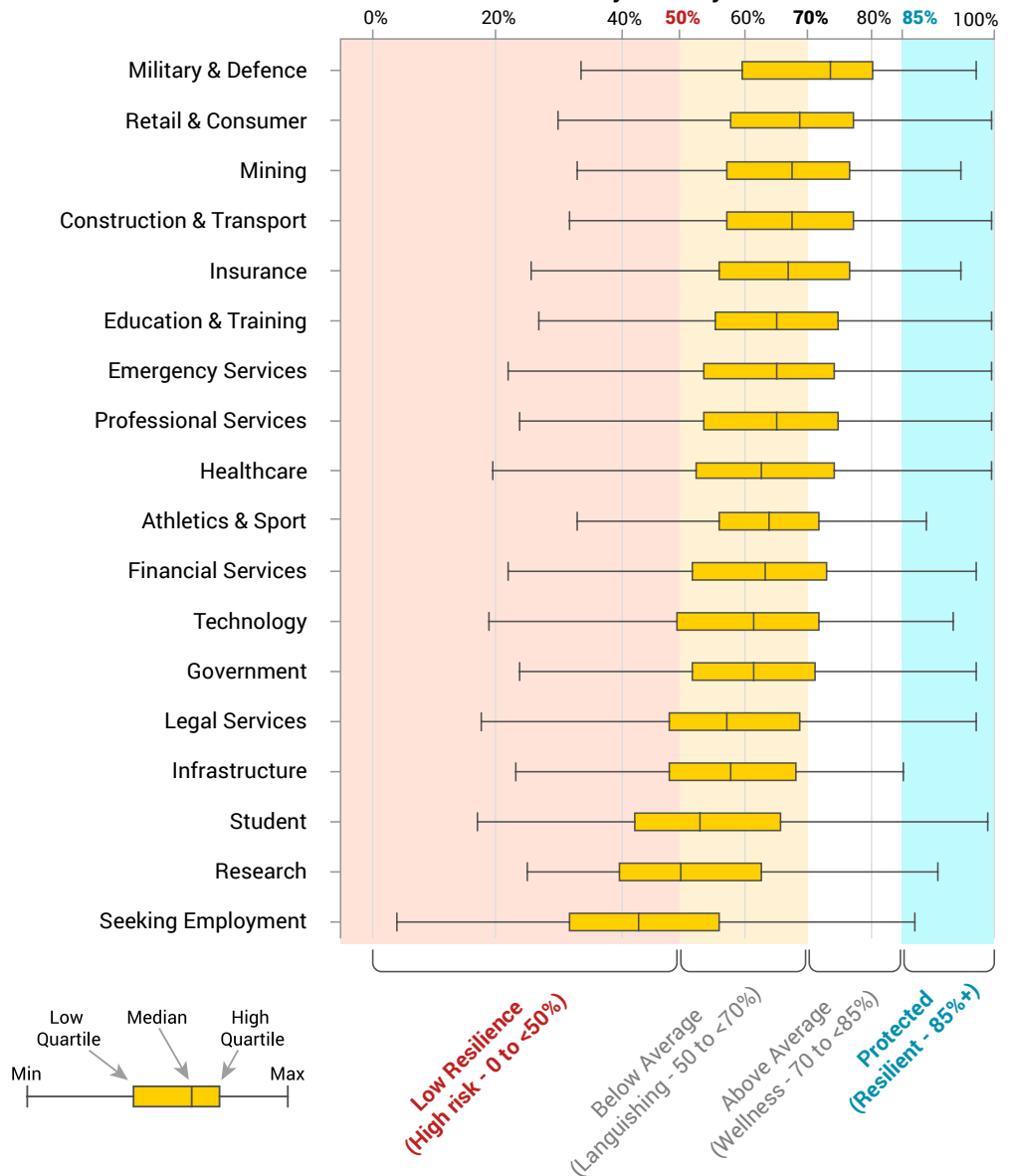


Figure 19: PR6 Resilience Scores by Industry

Athletics & Sport n=61, Construction & Transportation n=481, Education & Training n=1298, Emergency Services & Safety n=564, Financial Services n=637, Government n=266, Healthcare n=909, Insurance n=147, Legal Services n=47, Military & Defence n=65, Mining n=102, Power & Utilities n=62, Professional Services n=445, Research n=43, Retail & Consumer n=814, Seeking Employment n=60, Student n=118, Technology n=153



7.

RESILIENCE ROADMAP

7.1 A NATIONAL CALL TO ACTION - RESILIENCE25BY25

Given the widespread benefits of improved resilience skills and potential savings of \$6.4 billion each year from resilience training, Driven's team of psychologists and resilience experts calls for businesses and government departments to improve the national resilience by 25% by 2025.

To achieve this, action is required across measurement, training, and community support. This can be implemented effectively by businesses, individuals, and government departments.

7.2 RECOMMENDATIONS FOR BUSINESSES

Given the potential benefits for both employees and employers, there is a strong case for organisations to invest in proactive mental health programs.

Below are three actions businesses can take to contribute to national resilience.



Advantages range from **reducing psychological injury** claims through to a more **engaged** and **adaptive** workforce, which results in productivity gains as well as **cultural improvement**.

RECOMMENDATIONS FOR BUSINESSES



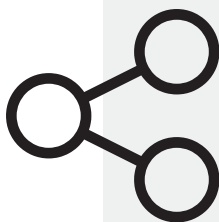
Incorporate Assessments

In our surveys, we noted that few organisations (20.5%) currently employ assessments to determine staff wellbeing. Regularly employing a validated resilience assessment can provide important insights into where action is needed, and the impact over time of preventative programs on achieving a higher level of resilience protection (PR6 85%+). Assessments can drive cost-efficiency in ensuring programs are provided where needed, and ensure program success is quantified.



Adopt Resilience25by25

Most large organisations already have reactive programs in place to assist with mental illness. Now is the time to shift towards implementing resilience training programs to achieve proactive enhancement of individuals' skills to prevent mental illness and psychological injury. Such a proactive focus has additional benefits in improving workplace culture, collaboration and staff connectedness, which enhance organisational innovation. Adopting a target of improving organisational resilience by 25% by 2025 therefore benefits both the organisation itself and contributes to national mental health.



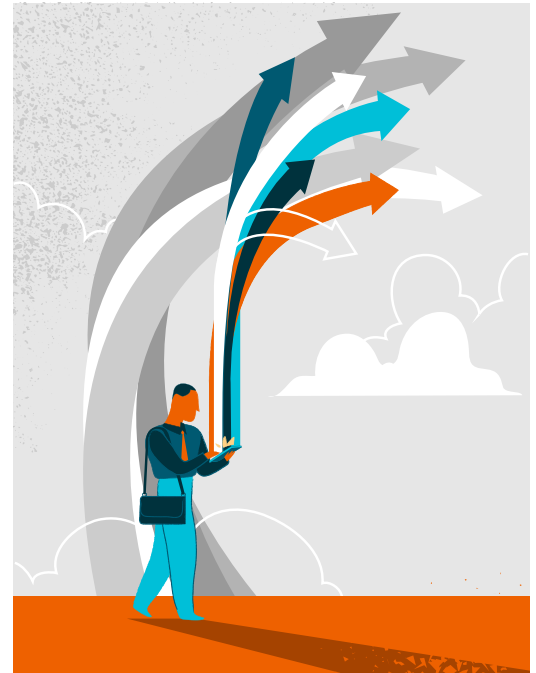
Embed Resilience at All Levels

Individual effort to learn more resilience skills **must** be balanced by organisational effort to create an environment that supports the mental health and wellbeing of employees. This includes leadership training to define resilience at a cultural level, extending training to managers to learn how to lead by example, through to peer champion training to embed a broader culture of resilience.

7.3 RECOMMENDATIONS FOR INDIVIDUALS

The primary benefits of resilience and being proactive about mental health **lie ultimately with the individual**. After all, everyone has their own life experiences, and resilience training helps make life more meaningful and enjoyable – giving everyone the confidence to face the ups and downs along the way. Taking the personal initiative to use this type of training is what it takes to make it possible to lift Australia's national resilience.

Based on these points, it is recommended to:



Take the Time to Learn

If you have access to resilience training, take the time to invest in learning. Skills gained through such training can be protective far into the future. We need to keep exercising to stay physically fit; in the same way, we need to keep doing resilience training to stay mentally fit. You can use **resilience-building apps**, attend workshops, and more. Mentioning to your employer that you are interested in training is a great way to kick-start action.



Become a Community Champion

Consider taking on training to learn how you can proactively support the mental health and resilience of those around you – colleagues, friends, family, children, etc. Knowing more about resilience and everyday language to protect mental health can enable you to help others more proactively. Courses are available in this space, such as the new **Resilience First Aid** certification aimed at building skills to support mental health proactively.



7.4 RECOMMENDATIONS FOR GOVERNMENT

Australia is starting to see the seeds of investment in proactive resilience initiatives. For example, some local councils are beginning to look at resilience-building as a broader community project rather than an individual's problem.

The **Resilient Melbourne** strategy⁷, for example, was released in 2016. It aims to create a resilient environment and city on many different levels.

Resilient Sydney⁸ then followed, bringing together all 33 metropolitan councils of Greater Sydney to collaborate on a strategy for city-wide resilience.

The Northern Beaches Council of Sydney is also developing the **Resilient Northern Beaches**⁹ strategy, which proposes to “build the collective resilience of our community”, addressing all levels of the community, from individuals to businesses and systems.

These initiatives highlight the growing recognition of the importance of investing in resilience for strong, mentally healthy communities of the future.

National and state policy regarding proactive investment into mental wellbeing has a major impact on general wellbeing. As such, three recommendations are proposed for government departments:

7 - <https://resilientmelbourne.com.au/>

8 - <https://www.cityofsydney.nsw.gov.au/governance-decision-making/resilient-sydney>

9 - <https://yoursay.northernbeaches.nsw.gov.au/resilient-northern-beaches>

RECOMMENDATIONS FOR GOVERNMENT



Adopt a National Resilience Index

Tracking resilience at a national level can provide a leading indicator to determine progress on building protective levels of resilience. Given current strains on healthcare systems, this can illustrate future relief and provide hope to overburdened healthcare workers, while also providing employers and individuals with a sense of combined purpose in working towards a national goal. Driven proposes the PR6 as the robust, peer-reviewed assessment model underpinning the National Resilience Index.



Increase Investment in Prevention

Even though recent programs have shown more investment into mental health, such as Victoria's investment in a new mental health system¹⁰, most of these investments are still treatment-focused rather than preventative. Evidence is increasingly demonstrating that focusing on treatment alone does not reduce the recurring incidence of mental illness. Driven calls on government departments to provide stronger support for proactive and preventative systems that can result in primary prevention of mental illness.



Resilience in Education

A solidifying understanding of the skills and techniques that build resilience provide an opportunity to codify a resilience program into a school curriculum. Providing this as a standardised form of education sets the stage for resilience embedded in future generations. This would be particularly valuable for regional areas that have less access to mental health resources and training.

10 - <https://www.budget.vic.gov.au/building-our-mental-Health-system>

9 in 10



people are below the protected
range of **85%+ resilience**



Join the movement to improve
resilience by **25% by 2025**

ABOUT THE AUTHORS



Driven is a global research and technology organisation based in Sydney, Australia, that focuses on scientific and scalable preventative Health methodologies to improve personal resilience.

These methodologies can be applied in a range of settings – for individual use, in workplaces, in high stress environments (first responder organisations) and in places of learning (schools and universities etc). Our Vision is to be the global leading facilitator of resilience in people, and to build **thriving organisations and communities**.

We take a comprehensive view of resilience, looking into the practical skills and mindsets to achieve long-term wellness. In addition, our focus on scientific research and validation has established us as a world-leader in integrating assessments, training, and technology to create **lasting behavioural change**.

We work with leading companies, first responder groups, schools, and thousands of individuals around the world. Our driving force is to help people get the most out of life through a proactive approach to mental and physical wellness.

Driven recently launched Resilience First Aid (resiliencefirstaid.com) – a certification program aimed specifically at improving the preventative skills in championing resilience at a community level. This program builds skills in managers, co-workers, peer support staff, and anyone looking to better support mental health using a strength-based approach in others.

For information on Driven's resilience training, research and science – including peer-reviewed assessments to drive insights and action for maximum impact through the PR6 predictive resilience assessment – visit:

CRISIS SUPPORT

- For life-threatening emergencies, call **000** in Australia
- For life-threatening emergencies, call **911** in the United States
- For assistance with mental health and suicide, contact the Suicide Call Back Service in Australia – **1300 659 467**

hellodriven.com

