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Become a **Certified Resilient Workplace**

Mission

The **Certified Resilient Workplace (CReW)** program empowers and acknowledges workplaces that proactively foster a culture of resilience, enhancing mental well-being by prioritising preventative mental health strategies.

Our mission is to transform workplaces into supportive, thriving environments, creating a world where mental health is not just managed, but championed.

Why Resilience

Hello Driven is a research and training agency that is at the forefront of developing a comprehensive model of resilience that protects mental health and develops thriving communities and workplaces.

Bringing this model to life, the CReW program provides a tangible and measurable approach to develop a culture of resilience through accredited neuroscience-based tools.

The **CReW program symbolises best practice** – a roadmap to embed a philosophy of prevention. Participation in the program shows a commitment from any workplace to more beyond being reactive, and towards being **proactive**.

Recognition

CReW awards can be achieved by **whole workplaces or by groups or departments separately**.

Each workplace or group who achieve any status level will be formally recognised through the program and receive a certificate, digital badges, a social media post, and a public listing.

This recognition can be used to advertise and display the workplace's proactive mental health efforts.



Receive a **certificate** of achievement to commemorate the level reached

A **social media post** by Hello Driven to announce the achieved status level

Digital badges of the achieved level that can be used in email signatures, on company websites, and printed materials

A **public listing** on hellodriven.com noting that achieved status level and any related achievements

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Training Recognised

As a framework for prevention in mental health, the CReW program builds on the peer-reviewed **Predictive 6 Factor Resilience (PR6) Model**. The PR6 provides a cohesive framework for mental, physical, and relational health.

This enables a centralised approach to build connected resilience across all levels of the workplace. Using this framework, CReW recognises preventative training to work towards creating a resilient workplace. This recognition spans two categories:

Community Development

Training aimed at building skills that contribute to improved connection and awareness at a community and cultural level to create a supportive environment.

Resilience First Aid (RFA) certification is the primary requirement for developing proactive knowledge, awareness, and skills that contribute to building a culture of resilience. RFA's value includes:

- **Accredited** as a best practice suicide prevention program
- **Science-based**, building on recognised frameworks and the peer-reviewed PR6 model
- **Proactiveness**, extending its focus into everyday conversations that build resilience
- **Measurable**, through certifications and assessments

Community Development targets are based on valid RFA certifications within the workplace or department as a percentage of total staff and must be maintained yearly to retain the status level.

Personal Development

Training aimed at building personal resilience skills within individuals themselves.

The aim is to train individuals to proactively manage their wellbeing and protect mental health given the challenges they will face in life as well as in their specific occupations.

Recognised training includes:

- **High Adversity Resilience Training (HART)** – Accredited certification with advanced resilience skills for challenging environments
- **PR6 Workshops** – Coach-led training across the six resilience domains
- **Driven Resilience App** – Daily digital resilience training access (included in RFA)
- **Resilience First Aid Starter Training (RFAST)** – 2-hour introductory course
- **PR6-Aligned Training** – Other programs to count towards targets (individually assessed)*

Personal Development targets are based on certifications of training, number of staff accessing online training, or counts of staff attending PR6 aligned training courses. Counts need to be maintained on a yearly basis.

*Note - External training submitted to be assessed as PR6-Aligned training will incur an assessment fee depending on the complexity of the training

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Status Levels

CReW status is based on the coverage of training across a workplace. Different levels of training coverage enable the achievement of each CReW status levels: **Pioneer**, **Advocate**, and **Leader**.



PIONEER

Initial actions taken to build towards a culture of resilience.

Targets

10% of staff completed Community Development (RFA Certified personnel, to be maintained yearly)

10% of staff completed Personal Development training



ADVOCATE

Broader steps to create a supportive culture that values prevention, alongside effective general staff training.

Targets

15% of staff completed Community Development (RFA Certified)

50% of staff completed Personal Development training

Ongoing Actions*

Working towards ongoing awareness and engagement:

- At least **5%** of staff involved in the resilience champion working groups
- Maintain visibility of crisis contact details (intranet & physical)
- Availability of resilience champions available to talk and answer questions (peer support)
- Working group meetings at least **every quarter**, followed by workplace-wide comms (email or event)

Optional activities:

- Share stories, articles, recognition of certifications
- Organise events or awareness campaigns
- Maintain a broader resource hub on a staff intranet



LEADER

Meet best practice targets for resilience training and awareness.

Establish an ingrained culture of prevention for mental health at all levels.

Targets

25% of staff completed Community Development (RFA Certified)

75% of staff completed Personal Development training

Ongoing Actions*

Extended actions in addition to Advocate level actions:

- At least **10%** of staff involved in the resilience champion working groups
- Senior level involvement in the working group
- Working group meetings at least **every 45 days**, followed by workplace-wide comms (email or event)

Optional activities:

- Ongoing recruitment for new training workshops or online courses & onboarding new starters
- Peer support accountability partnering for course completion
- Set workplace targets for resilience development, measure impact over time, and act on feedback

Advocate & Leader Ongoing Actions

At these levels, workplaces must maintain a set of ongoing actions to continually embed resilience into the culture.

This includes establishing one or more **resilience champion working groups,** which could be a new group created, or embedded into an existing wellness community group (if existing).

This group is responsible for ongoing awareness actions to champion resilience and build engagement.

Guidance on working group responsibilities & activities are provided following application.

***Actions are to be implemented within 3 months of recognition.**

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LEADER Additional Achievement Awards

Additional achievements of the workplace are also displayed publicly to recognise effort above and beyond the base targets. These include...

Training achievement levels (recognised for managers or general staff separately):

- **Half-in Achievement - RFA Certified** (At least 50% of staff RFA Certified)
- **All-in Achievement - RFA Certified** (At least 90% of staff RFA Certified)

Other achievements:

- **Family Training Sponsor Achievement** - Workplace provides resilience training access to family members of staff
- **Induction Achievement** - All new employees are given the option to become RFA Certified
- **Manager Induction Achievement** - All new managers are given the option to become RFA Certified

At Leader level, a workplace can use the gold Leader badge to display its status, or alternatively the **blue overall program achievement badge** can be used.

Meeting the Status Targets

Status level targets apply to full time, part time, or other members that are part of a workplace or group.

- Any workplace or group of **5 or more people** can apply for recognition if they meet the targets for a status level
- Targets are the same for all workplaces sizes
- Note that percentage targets are to be rounded up to meet each level (refer to the Example Application)

Program Fees

Public recognition is free under the CReW Program. Following application, a free resource pack is provided for resilience champions & working groups.

Private recognition (no public announcements) is available for AU $750 (US $495) per application.

ResiPulse is available as an ongoing support program for working groups. This program provides an expert Q&A service, custom monthly updates on activity ideas, tailored insights, articles, growing peer support toolkit, and monthly support available through a custom mailing list dedicated for your workplace. Contact for a quote.

More information - email us at: info@hellodriven.com

Example Application

The Rehabilitation team at an Aged Care facility aims to achieve **Advocate** status.

They have 45 full time and part time staff.

- They get 5 staff RFA Certified *(Community Development of 15% * 45 = 4.5, rounded up to 5)*
- And they get 23 staff to complete HART *(Personal Development of 50% * 45 = 22.5, rounded up to 23)*

With their targets met, they then apply for recognition at Advocate level, citing their total staff numbers and training achieved with certificate IDs.

After applying, they use the resources from the CReW Program to establish a Resilience Impact Community to run monthly sessions to build engagement over time.

Result: Public recognition & path towards Leader status.

CReW Application Form: driv.ai/crewapply

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