

# NATIONAL RESILIENCE INDEX

USA & AUSTRALIA 2024



driven

RELEASED OCTOBER 2024  
By Driven - hellodriven.com

The Value of  
Connected  
Resilience



[driv.ai/nri2024](https://driv.ai/nri2024)



# 2024

# NATIONAL RESILIENCE INDEX SNAPSHOT



Resilience First Aid (RFA) Training **increases resilience by 15.8%** on average, and by **56.7%** for those with more mental health needs.

## 15.8%

Average resilience increase in **all people** completing RFA



## 56.7%

Average increase in **vulnerable** people who complete RFA training



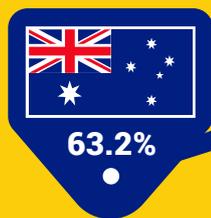
Read the RFA impact report:

[Section 5](#) ▶

Australia started below the 70% benchmark...

## 65.5%

...ending at at similar level in Q3 2024.



63.2%

Q3 2023



58.3%

## 56.9%

The **US** faced volatility over the past year, recovering in early 2024 before being weighed down by rising unemployment, economic instability, and social challenges...

## 63.5%

Q3 2024

## 59.9%

...struggling to regain strength by Q3 2024.

Read the 2-nation comparison:

[Section 3](#) ▶

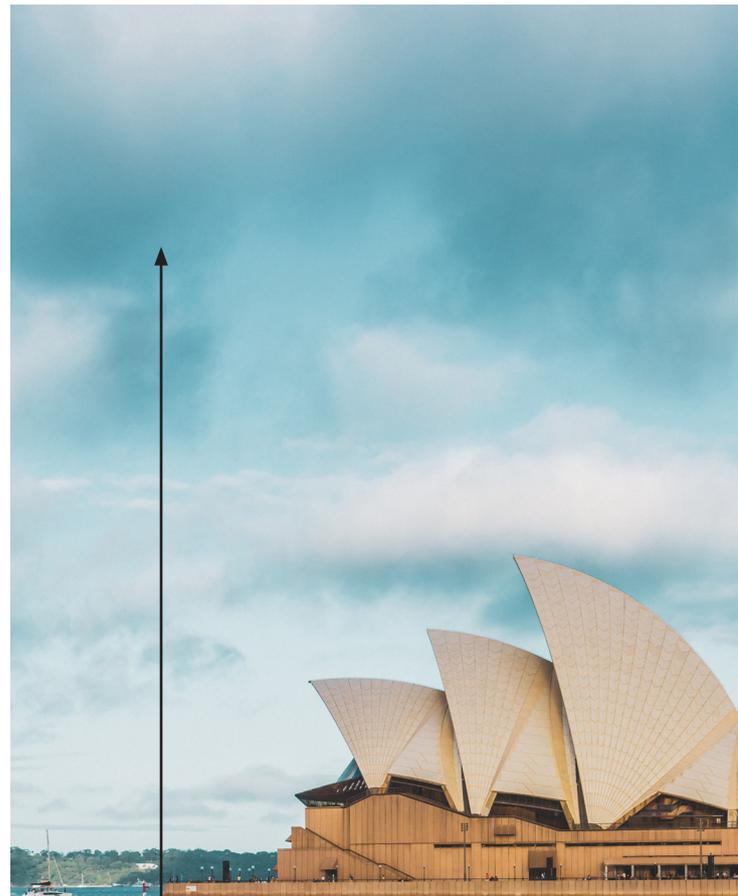
# 9 in 10

## People Are Not Protected

9 in 10 Americans and Australians are **below** the 85%+ protective range of resilience, putting them at **greater risk** of depression and anxiety.

[Community Toolkit](#) ▶





CALL TO ACTION:  
**RESILIENCE25by25**

Target a **25% improvement** in national resilience levels by **2025** to proactively reduce mental illness and build **Connected Resilience**.

# GOALS

# FOR A RESILIENT NATION

## 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

2024 marked advancements through new research and measurable impact, showing that resilience training is highly effective at dealing with ever-evolving challenges. Over the past year, the world has continued to confront an increasingly complex web of economic, social, and environmental difficulties – from rising global tensions, ongoing cost-of-living crises, to a looming question about artificial intelligence and its effect on our future.

This year's National Resilience Index (NRI) incorporates **11,032 PR6 assessments** from Australia and the United States, offering a unique perspective on resilience across two nations over the last two years. While each nation tells a different story, we find common threads in how people have navigated challenges.

In both Australia and the United States, resilience levels have fluctuated under the weight of economic instability, but positive shifts are beginning to emerge in some domains. Encouragingly, we have seen that targeted resilience interventions, such as Resilience First Aid (RFA) training, have made a marked difference. On average, **RFA participants experience a 15.8% increase in their resilience**, and for those with greater mental health needs, the improvement is even more pronounced – **a remarkable 56.7% increase**.

Our commitment to understanding and building resilience is evidenced by **several new research publications** released this year, including the Resilience First Aid pilot evaluation report, an exploration of the relationship between PR6 and Big Five personality factors, and a peer-reviewed paper on High Adversity Resilience Training (HART). Each of these studies helps to advance our understanding of the pathways through

which resilience can be built and sustained in the face of adversity.

For organisations, resilience is increasingly recognised as a critical asset. This year, we launched the Certified Resilient Workplace program, aimed at helping workplaces create cultures that support mental well-being and sustainable performance. Already, **seven businesses have been certified**, demonstrating their commitment to building resilience from the ground up.

While resilience levels across the general population remain below the protective benchmark of 85%, the data is clear: **resilience training works**. Resilience can be grown, nurtured, and embedded as a fundamental skill, not only at the individual level but across entire organisations and communities. Our work continues to show that even in times of uncertainty, there are meaningful steps we can take to ensure that resilience is not just a fleeting moment of optimism but a sustained, everyday strength.



Jurie Rossouw  
CEO - Hello Driven  
[hellodriven.com](https://hellodriven.com)



1.



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# 1.

# REPORT SUMMARY

Over the past two years, resilience levels in Australia and the United States have been analysed using the [Predictive 6 Factor Resilience](#) (PR6) model. This report provides a quarterly overview of resilience trends across these two nations, based on assessments conducted from October 2022 through September 2024.

The analysis aims to provide an up-to-date understanding of national resilience, offering insights into resilience development and its impact over time.

The data contributing to this report include:

- **11,032** PR6 Resilience Assessments from individuals across 112 countries
- **10,954** Industry-identified PR6 Assessments
- **4,040** Australian PR6 Assessments
- **4,914** USA PR6 Assessments
- **1,921** Participants followed through PR6 Re-assessments conducted after resilience training

Together, these assessments contribute to a broad understanding of resilience development, alongside valuable insights into the outcomes of resilience training initiatives in Australia and the United States.

## 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 fields – is showing more nuanced and powerful benefits. A definition of resilience is therefore proposed that more accurately reflects this emerging understanding – **advancing despite adversity**.

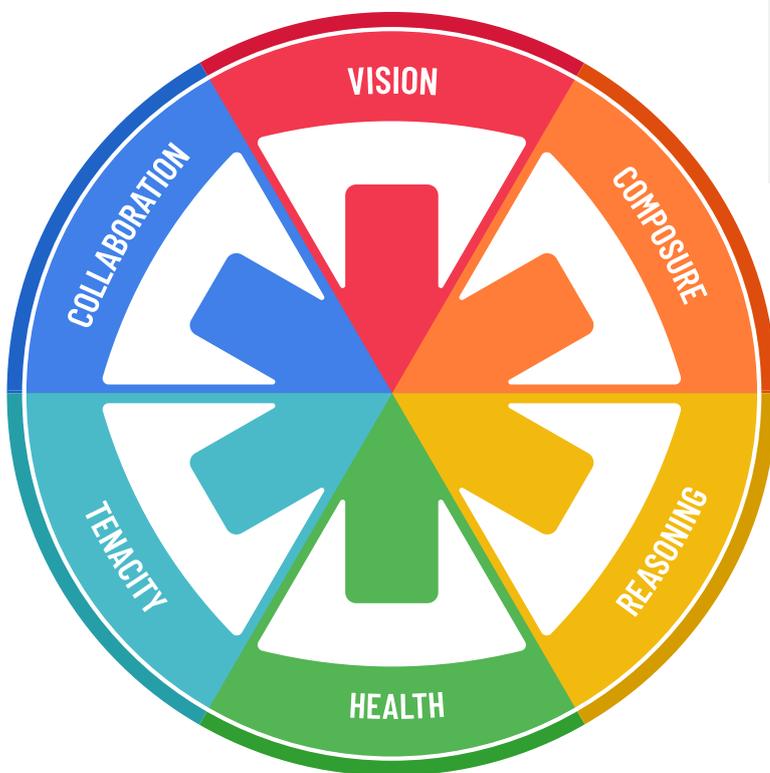


This definition steps away from the traditional idea of resilience as returning to the status quo. Instead, it reflects society's shift towards valuing continuous growth and perseverance towards achieving one's goals, despite minor or major setbacks.

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 Scale**<sup>1</sup> – 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 adversity<sup>2</sup>. 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

## COMPOSURE

INTROSPECTION

RESOURCEFULNESS

PREVENTION & PLANNING

ADAPTATION

## REASONING

## HEALTH

EXERCISE HABITS

HEALTH VIEWS & GOALS

SLEEP QUALITY

NUTRITION HABITS

## TENACITY

PERSISTENCE

MOTIVATION

REALISTIC OPTIMISM

BOUNCE BACK

## COLLABORATION

GOOD RELATIONSHIPS

SOCIAL CONFIDENCE

SUPPORT NETWORKS

TRUST & TEAMWORK



**RESILIENCE  
FIRST AID**

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

2.

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# 2.

# KEY FINDINGS

## 2.1 CURRENT STATE

Throughout the last year, resilience levels in Australia and the United States have shown notable shifts. Australia began with a resilience level of 63.2% in Q3 2023 and saw a recovery to 65.5% by Q1 2024. However, resilience slightly dipped again to **63.5% by Q3 2024**, indicating some fluctuations yet maintaining an overall steady improvement compared to previous lows.

In the United States, resilience began at 58.3% in Q3 2023. It showed a significant rise to 63% by Q2 2024, highlighting a notable recovery after earlier dips. However, this was followed by a decrease to **59.9% in Q3 2024**, suggesting some ongoing challenges in maintaining the higher resilience levels.

Ongoing and expanding global conflicts, cost-of-living pressures, and an uncertain future as AI progress continues to weigh on the resilience of many, as at a global level scores remain well below the established protective level of resilience.

During 2024, Driven published a paper documenting in detail the protective effects and personal development value of resilience, particularly when reaching an 85%+ score on the PR6 assessment<sup>3</sup>.

**85% represents the protected range of resilience.** When people score 85% or higher in the PR6, then it provides a 5.9-fold decrease in emotional vulnerability, protecting against mental illness like depression and anxiety.

We find that 95.8% of US participants are below this range, while 91.8% of Australian participants are below the 85% protected range. This indicates the crucial need for training, especially since resilience training show better results than ever.



## 2.2 NEED FOR RESILIENCE TRAINING & IMPACT

Through our research we identified four key groups notable for tracking resilience across populations:

- **Low Resilience** (High Risk, PR6 scores from 0-50%) group – This group is most vulnerable to mental illness
- **Below Average** (Moderate Risk, PR6 scores from >50-70%) – 1.7-fold more protected than the Low Resilience group
- **Above Average** (Low Risk, PR6 scores from >70-85%) – 2.8-fold more protected
- **Protected** (Resilient, PR6 scores from 85%+) – 5.9-fold more protected, lowest risk of mental illness

This grouping enables identification of where the highest needs are, and where progress is being made through development.

Particularly, we notice the strong impact of Resilience First Aid training in all participants, **increasing resilience by 15.8% on average**, while in **vulnerable people we see a 56.7%** average increase, highlighting its potential as a culture development program.

This leads to meaningful reductions in risks of mental illness, contributing to a broader reduction in the pressures on the mental health system, and quite simply, people living better lives.

Resilience is a critical prevention component of population-level mental health. Without investment in this proactive approach, we risk seeing increasing levels of mental illness, burdens on the healthcare system, increased waiting times for therapy, and even suicides.

**Now is the time** to recognise the crucial need for more funding to be put towards resilience and primary prevention.



Resilience is a **critical prevention component** of population-level mental health.



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# 3.

# RESILIENCE LEVELS

The following sections explore both the US and Australia's national resilience levels at a quarterly level from Q4 2022 through to Q3 2024.

## 3.1 TWO NATION COMPARISON

From Q4 2022, Australia and the United States began with divergent resilience levels. Australia started at a higher level, benefiting from relatively stable conditions despite ongoing challenges such as flooding and inflation. In contrast, the US was dealing with significant economic stress from inflation, tech layoffs, and rising interest rates. By Q4 2023, both countries experienced declines in resilience, with Australia's drop reflecting the weight of economic pressures and environmental disasters, while the US dealt with the broader implications of mass layoffs and an uncertain economic outlook.

In 2023, resilience trends showed contrasting paths. Australia faced ongoing inflation, weather disruptions, and political tensions surrounding the national referendum. This resulted in a continued dip in resilience, which hit its lowest in mid-2023. On the other hand, the US experienced a brief recovery in early 2023, driven by easing inflation and a stock market rebound, but these gains were short-lived as rising unemployment and global uncertainties took their toll.

By Q1 2024, both nations began to recover, with Australia showing notable improvements in Health and Collaboration, supported by economic stability. The US also showed some resilience gains but was weighed down by rising unemployment. Moving into Q3 2024, Australia saw a steadier recovery, maintaining resilience in several domains, while the US struggled with declining Tenacity and Composure.

Overall, by Q3 2024, Australia maintained stronger resilience levels compared to the US, reflecting its capacity to rebound from both economic and environmental challenges. The US, however, continued to face more significant hurdles particularly in terms of economic instability, social support, and an uncertain election in November. Australia ended this period in a relatively stronger position, with resilience bolstered by stable networks and a gradually improving economic landscape.



## 3.2 USA & AUSTRALIA - OVERALL COMPARISON

The comparison chart from 2022 to 2024 illustrates the different resilience paths of Australia and the United States. Australia started with a higher resilience score in Q4 2022, reflecting relative stability despite challenges like floods and inflation. In contrast, the US began lower, struggling with inflation, interest rate hikes, and tech layoffs.

In 2023, the two countries diverged: Australia's resilience steadily declined due to inflation

and extreme weather, while the US saw a brief improvement as inflation cooled, but this progress didn't last.

By Q1 2024, both nations saw resilience rise as inflation eased, but by Q3, the US dropped again due to rising unemployment, while Australia showed a more stable recovery. By mid-2024, both countries converged, reflecting shared economic uncertainty, though Australia ended with slightly stronger resilience.

### Q4 2022

USA inflation peaks. ChatGPT is released, sparking international discussion about AI and the future of humanity

### Q1 2023

Australian inflation peaks. Mass layoffs commence globally, leading to general pessimism and concerns about the future

### Q2 2023

WHO declares COVID-19 is no longer a global health emergency. Northern hemisphere experiences extreme heat

### Q3 2023

Australia votes on a constitutional amendment. Interest rates reach a current peak, keeping cost of living pressures high

### Q4 2023

Resilience rises in both countries as inflation eases. Expanding geopolitical tensions remain an ongoing concern

### Q1 2024

Australia improves, while the US experiences a smaller recovery held back by rising unemployment

### Q2 2024

The US struggles with unemployment slow its recovery. Both navigate ongoing global risks with a focus on long-term goals

### Q3 2024

US resilience drops as unemployment rises & election nears. Australia improves somewhat, supported by economic recovery

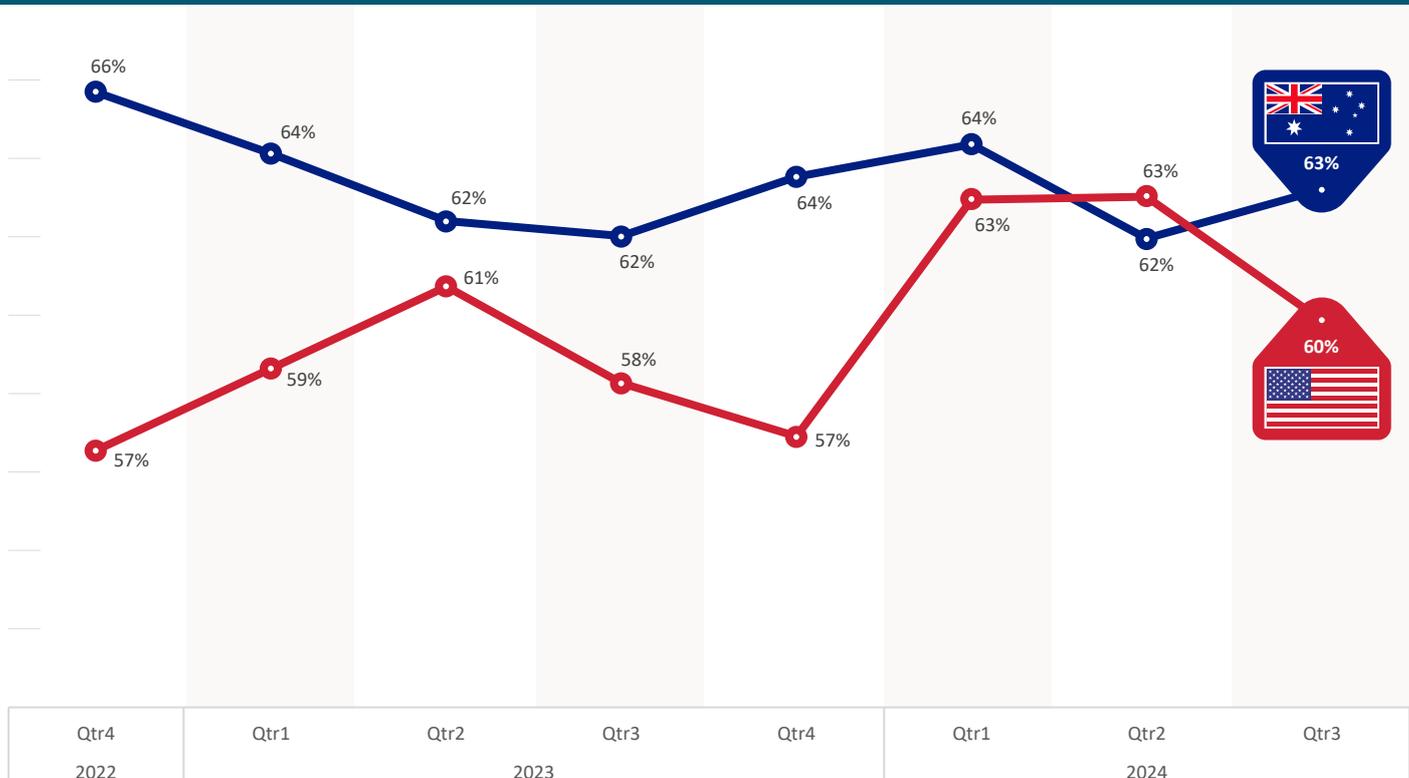
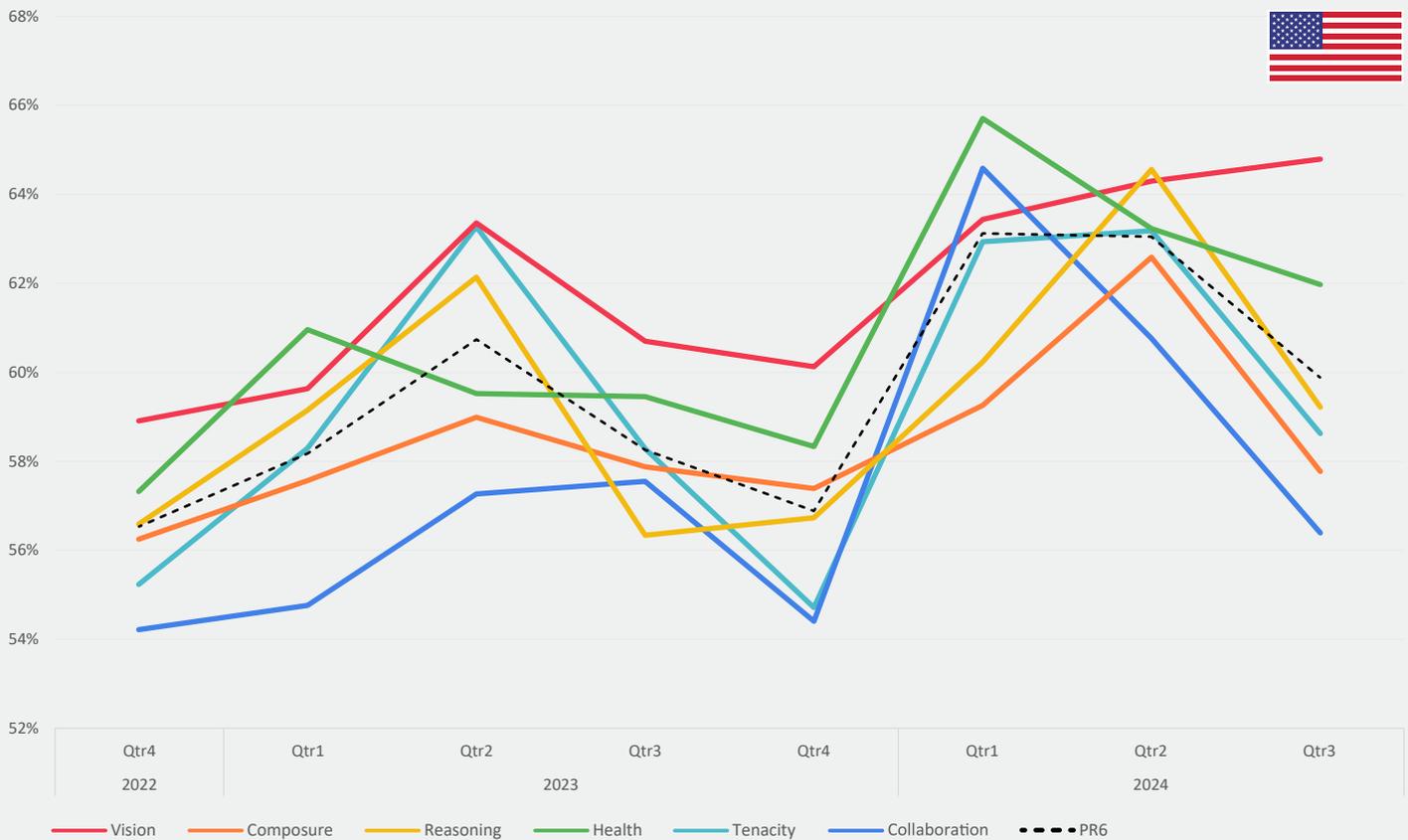


Figure 1: Overall USA & Australian PR6 Resilience Levels 2022–2024

### 3.3 UNITED STATES - ALL DOMAIN SCORES

All six domains are shown in Figure 2 below for the US, showing a comparison of which domains experienced more impact than others through the last two years.



**Figure 2:** United States All Domains Average Scores

Resilience trends in the US over the last two years highlights an evolving response to key economic and geopolitical events, with each resilience domain displaying unique reactions to the changing landscape.

#### Q3 2022 - Q4 2022: Uncertainty and Political Shifts

Vision maintained stability throughout the latter half of 2022, demonstrating that even amid uncertainty – such as the Federal Reserve’s aggressive interest rate hikes to combat inflation – people retained a sense of purpose and goals. This stability in Vision might indicate that, despite economic turbulence, many remained committed to long-term aspirations. Composure and Reasoning, however, experienced sharp

dips in Q3 2022, likely reflecting the anxiety around inflation and political uncertainty with the upcoming midterm elections. The rebound in these domains by Q4 suggests that, as inflation began to show early signs of easing and political clarity emerged post-election, individuals were better able to regulate emotions and solve problems.

Health remained relatively steady during this period, but Tenacity – a reflection of persistence and optimism – faced a noticeable dip in Q3. As the cost of living soared and economic challenges loomed, staying motivated became more difficult, though Tenacity improved toward the end of 2022. Collaboration was comparatively weak in Q3 and Q4, signalling that,

despite some recovery in other domains, people felt isolated in facing these challenges, possibly exacerbated by the stresses of post-pandemic life and economic pressures.

### **Q1 2023 - Q2 2023: Tech Layoffs and Economic Resilience**

Vision, Health, and Composure continued to strengthen in early 2023, reflecting optimism as inflation showed signs of slowing and employment remained high. However, Tenacity and Reasoning dipped once again in Q1, likely impacted by significant tech layoffs, including major cuts at companies like Google and Amazon. These workforce reductions and fears of a broader economic downturn may have tested people's persistence and problem-solving abilities.

By Q2 2023, resilience in Tenacity began to recover alongside improvements in Composure and Health, as inflation continued to cool and the job market remained relatively robust. Vision stayed high, reflecting continued optimism about future prospects, even as other domains fluctuated. Collaboration saw a modest increase, suggesting that people were beginning to rebuild their support networks after the economic challenges of the prior year.

### **Q3 2023 - Q4 2023: Stock Market Recovery and Political Stability**

In Q3 2023, Tenacity and Collaboration surged, reflecting growing optimism and a strengthened sense of community as inflation fell closer to the Fed's target, and the stock market—particularly in tech—recovered. This period also saw a steady rise in Composure and Reasoning, likely due to increasing stability and confidence as the year progressed.

However, despite this uptick, challenges remained. Geopolitical tensions, especially the ongoing war in Ukraine, weighed on people's sense of resilience, keeping Health and Tenacity volatile. Nonetheless, Vision remained stable, showing that long-term goals and purpose stayed intact, even amid broader uncertainties.

### **Q1 2024 - Q2 2024: Economic Expansion Amid Geopolitical Tensions**

Entering 2024, Vision and Collaboration peaked, reflecting widespread optimism about the

future, likely fueled by economic expansion and the anticipation of Federal Reserve interest rate cuts. The steady rise in Vision indicates that people remained focused on long-term goals, despite ongoing geopolitical concerns and increasing energy prices tied to conflicts in Ukraine. Collaboration's peak might reflect strengthened community ties and professional networks, particularly as businesses expanded AI and tech investments.

However, Health and Tenacity faced significant fluctuations, especially in Q2 2024. The pressures of economic uncertainty and rising geopolitical risks may have impacted people's ability to maintain physical and mental health, as well as their persistence in navigating challenges. Composure, however, continued to show improvement, suggesting growing emotional regulation amid the economic ups and downs.

### **Q3 2024: Rising Unemployment and Election Uncertainty**

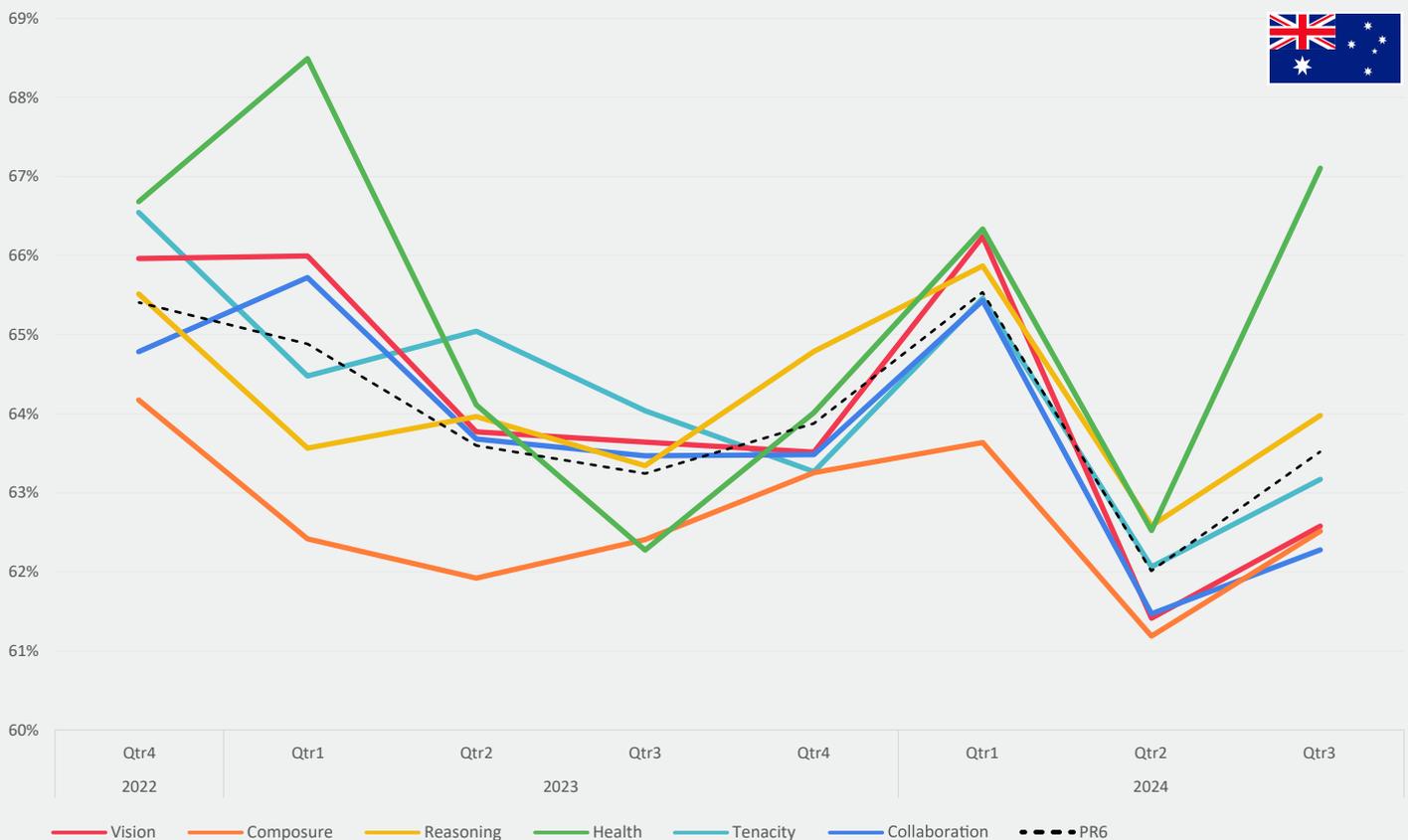
By Q3 2024, most domains - particularly Tenacity and Collaboration - experienced sharp declines. Rising unemployment, the highest since late 2021, coupled with the beginning of the 2024 presidential election campaign, likely triggered heightened stress and uncertainty, contributing to lower levels of resilience. The decline in Collaboration suggests that people felt increasingly isolated during this period of political and economic tension.

Despite these declines, Vision remained relatively stable, signaling that many maintained a sense of purpose and hope for the future, even as other resilience domains faltered under the weight of geopolitical risks and rising unemployment.

Over the past two years, resilience in the US has been shaped by economic turbulence, political changes, and global uncertainties. While Vision and Composure often demonstrated stability, reflecting optimism and emotional regulation, domains like Tenacity and Collaboration fluctuated significantly, correlating closely with major economic challenges and geopolitical events. As the US approaches the end of 2024, resilience remains a critical area of focus, particularly as uncertainty continues to loom over employment and political outcomes.

## 3.4 AUSTRALIA - ALL DOMAIN SCORES

All domains for Australia are compared in Figure 3, indicating how different domains were impacted through world and domestic events over the last two years.



**Figure 3:** Australian All Domains Average Scores

Over the past two years in Australia, resilience trends have shifted in response to a variety of domestic and global challenges, ranging from economic fluctuations to natural disasters and political events. The PR6 domains – Vision, Composure, Reasoning, Health, Tenacity, and Collaboration – reflect the dynamic nature of resilience in this period, as measured in the provided chart.

### **Q3 2022 - Q4 2022: Economic and Environmental Challenges**

Throughout the latter part of 2022, Vision remained relatively stable, reflecting a strong sense of purpose even as Australia faced significant flooding events in Queensland and New South Wales. The floods likely had an

immediate impact on physical and mental well-being, as seen in the gradual decline of Health during this period. Composure also dropped as Australians struggled to manage the stress of these environmental disasters, alongside rising inflation and energy prices

In contrast, Reasoning stayed fairly consistent, suggesting Australians maintained their ability to problem-solve despite these challenges. Collaboration and Tenacity, on the other hand, dipped, highlighting that support networks were strained and persistence was tested as the country dealt with both environmental crises and economic uncertainty.

### **Q1 2023 - Q2 2023: Recovery and Economic Instability**



As 2023 began, there was a noticeable drop in most resilience domains, particularly Composure and Tenacity, which fell to some of their lowest points. This could correlate with continued economic instability, including inflationary pressures and the global economic slowdown that weighed heavily on households. The decline in Composure suggests that managing stress became increasingly difficult as cost-of-living pressures mounted, while the fall in Tenacity indicates that maintaining optimism and perseverance was particularly challenging.

Health took a dramatic downturn during this period, reflecting the physical and psychological toll of ongoing pressures. Despite this, Vision remained relatively high, suggesting that Australians still held onto their sense of purpose and long-term goals, even amid the adversity.

### **Q3 2023 - Q4 2023: Stabilisation and Political Focus**

Moving into the second half of 2023, resilience in key domains such as Vision, Tenacity, and Collaboration started to recover. This aligns with improvements in inflation rates, as well as growing optimism regarding economic stabilisation. The strengthening of Tenacity and Collaboration during this period suggests that individuals were beginning to rebuild their support networks and regain their persistence in tackling challenges.

Vision remained a source of strength, and Composure, while still lower than other domains, showed slight recovery as Australians adapted to the evolving economic conditions. Health, however, remained lower, likely reflecting lingering stress and physical health challenges caused by inflation and the high cost of living.

### **Q1 2024 - Q2 2024: Geopolitical and Economic Uncertainty**

At the start of 2024, resilience scores in domains like Vision and Health improved significantly. The strong rise in Vision suggests that despite global uncertainties, including geopolitical risks from

conflicts such as the war in Ukraine, Australians continued to focus on their long-term goals. The health domain, after bottoming out, began a significant rebound in Q2, perhaps reflecting improved well-being as inflationary pressures eased and government support helped alleviate the worst economic stresses.

However, Composure and Tenacity both experienced another drop during Q2 2024. This could reflect the growing geopolitical tensions, as well as domestic challenges like rising unemployment. The fall in Tenacity in particular suggests that resilience in terms of persistence was tested during this time, as Australians contended with both global and local pressures.

### **Q3 2024: Recovery Amid Ongoing Risks**

By Q3 2024, most domains experienced a notable rise, with Health surging to its highest level in two years. This rebound likely reflects increased confidence in the economy and improved living conditions as inflation was brought under control. Collaboration also saw an increase, suggesting that support networks were being rebuilt as communities came together in response to the economic and social challenges of the previous years.

Tenacity, however, showed a slower recovery compared to other domains, indicating that while Australians were regaining their physical health and support systems, maintaining consistent motivation and resilience in the face of ongoing challenges remained a work in progress.

Resilience in Australia has been shaped by a variety of challenges over the past two years, from devastating floods to economic pressures and global geopolitical risks. While Vision remained a consistent strength, providing a sense of purpose and long-term focus, domains like Tenacity and Health fluctuated in response to both domestic and global pressures. The ability to recover in 2024, particularly in Health and Collaboration, highlights Australians' adaptability, even as challenges persist.

# 4.

## NATIONAL RESILIENCE INDEX

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... isn't that  
 ... sounds so simple  
 ... duty of it, maybe that  
 ... things, the small wor  
 ... thing changes, and yo  
 ... feel it. Appreciate  
 ... ng them, not just  
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## 4.

# INDUSTRY OVERVIEW

Industries and organisations take varied approaches to supporting mental health and resilience. By comparing different sectors over the past two years, we can see key differences and emerging opportunities for improvement.

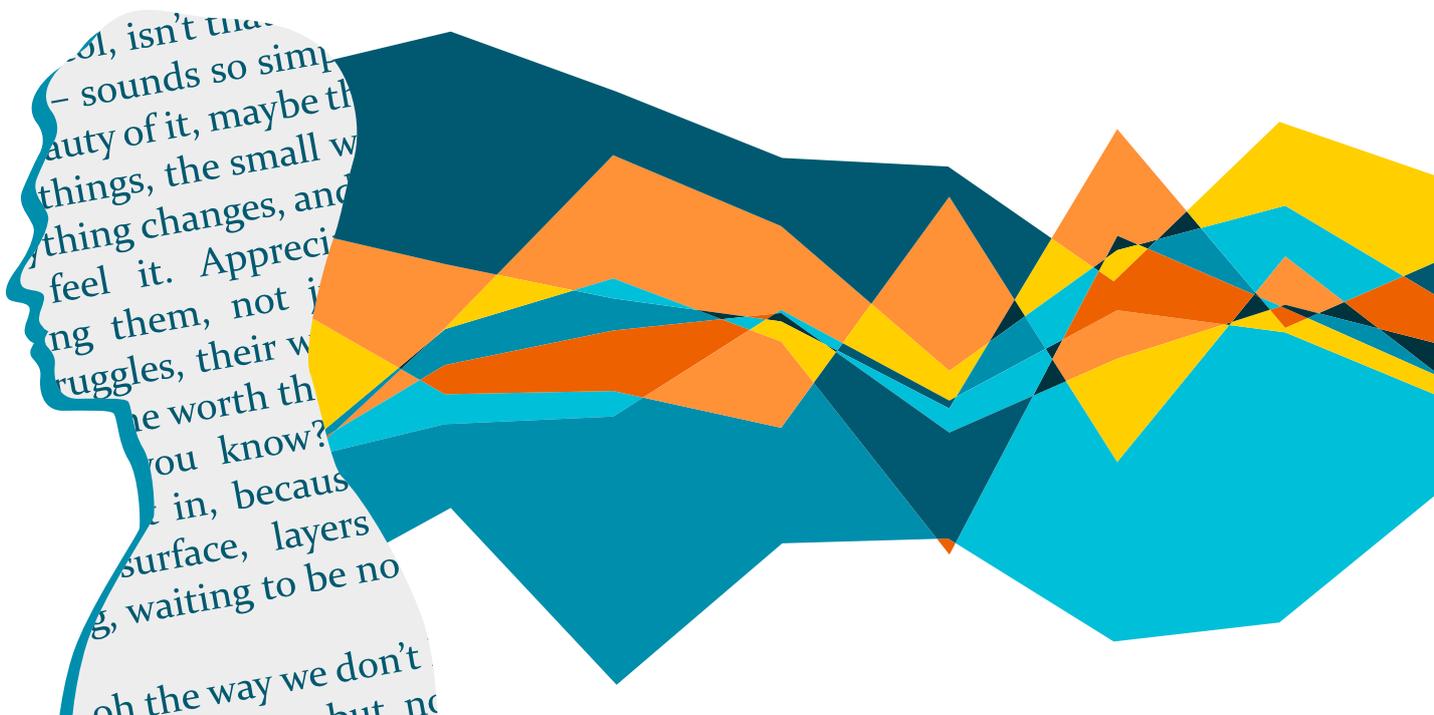
Industries need tailored approaches to build resilience and adapt training to their unique contexts. There is a growing need for deeper integration of cultural resilience-building strategies, using tools like Resilience First Aid to foster a supportive environment.

Over the past two years, we have observed significant differences between industries as they navigated various challenges. Each

sector has experienced its own ups and downs, highlighting areas where resilience support can be improved.

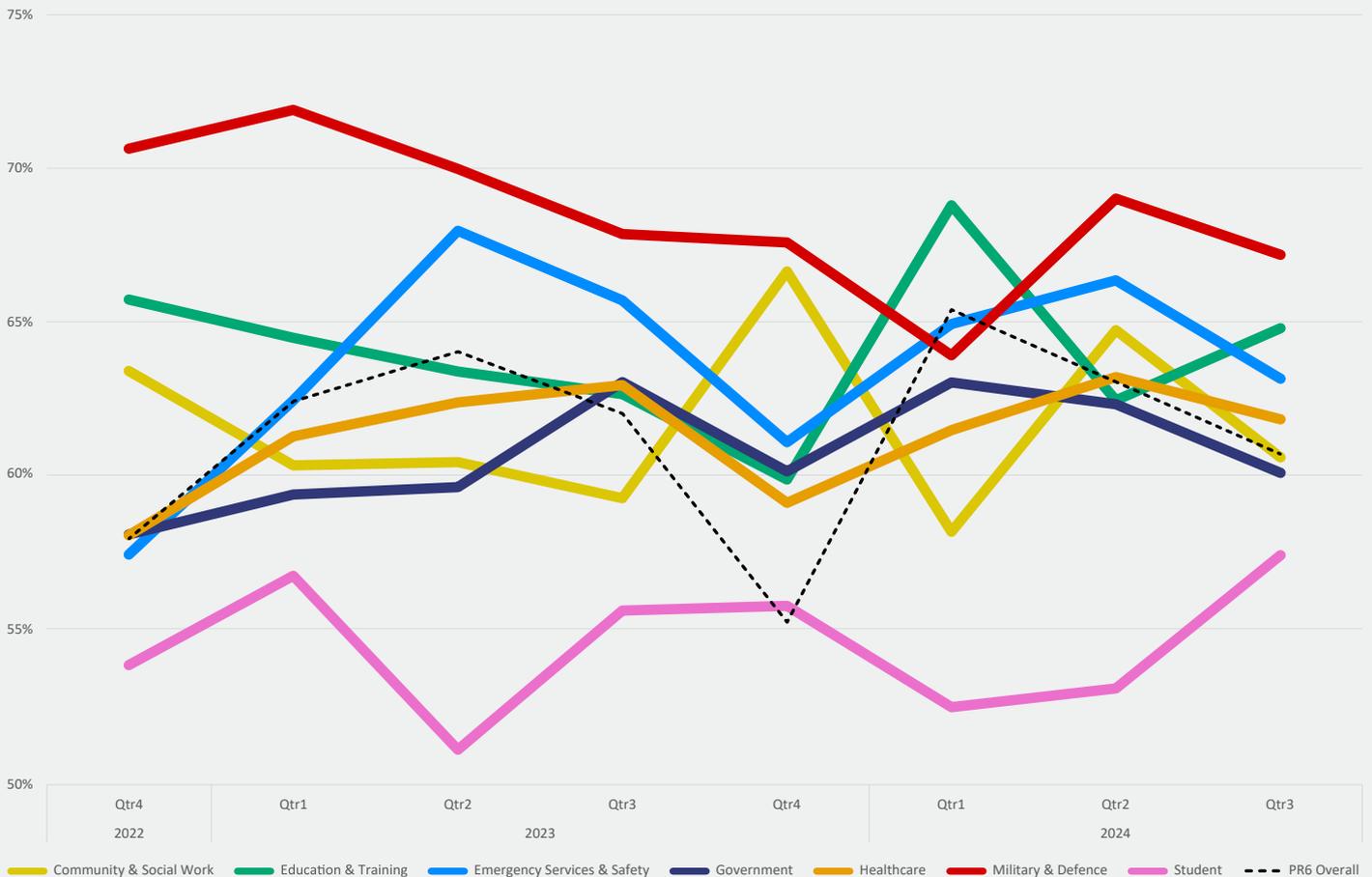
This section delves into specific industries, analysing their resilience trends and identifying opportunities to help more individuals **reach 85% on the PR6 scale to embed a protective level of resilience**. This way we can better support both individuals and organisations in managing high-pressure environments effectively.

Below, we provide detailed insights into the resilience trends of various sectors, including Military & Defence, Emergency Services & Safety, Healthcare, Education & Training, Community & Social Work, Government, and Student populations. A comprehensive comparison table and data can be found at the end of this section.



## 4.1 SELECTED INDUSTRY COMPARISON

Figure 4 compares selected industries to the overall PR6 scores for the last two years. The following pages break down each industry in more detail.



**Figure 4:** Selected Industry Comparison to PR6 Overall

Military and defence personnel demonstrate higher resilience, reflecting proactive resilience training embedded into their culture, though further progress is still needed.

Emergency services, healthcare, and community and social work face high-pressure conditions affecting resilience. Encouragingly, there are signs of improvement, with a shift towards holistic resilience cultures supporting both individual and organisational resilience.

Education remains mostly above average in resilience, showing educators' adaptability and a recent rise in Resilience First Aid training.

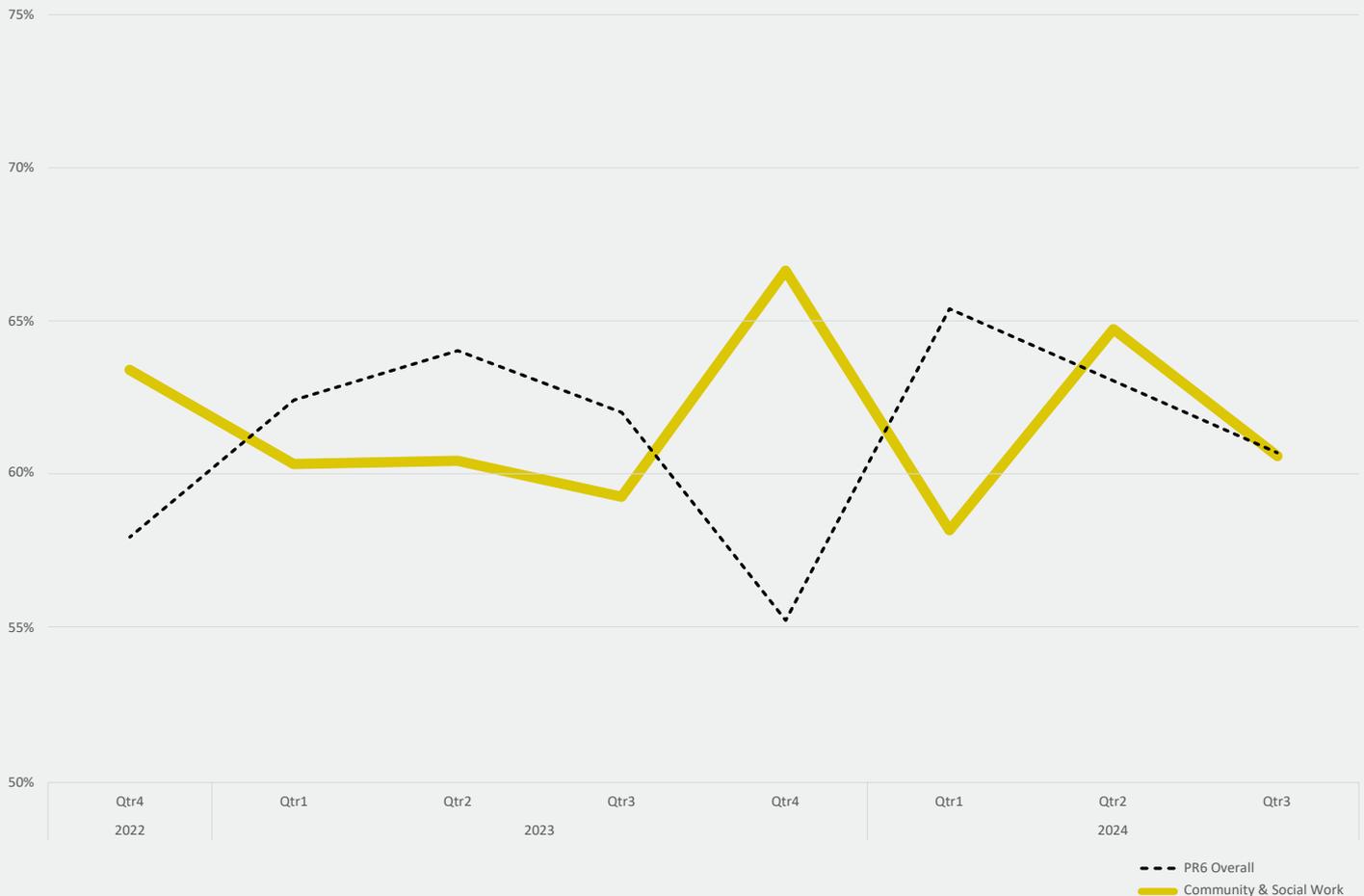
There is a strong interest from educators to use resilience skills for personal well-being and to support students, which is crucial for sustaining effective teaching.

Students consistently show lower resilience scores, highlighting the need for early resilience training to reduce vulnerability. The focus on educator resilience training can help in skills to flow through to students themselves.

The government sector has mixed resilience levels but shows gradual improvement. Public service roles need targeted efforts to enhance resilience through better working conditions and supportive leadership.

## 4.2 COMMUNITY & SOCIAL WORK

Figure 5 explored overall resilience levels in Community and Social Workers over the last two years, compared to PR6 Overall levels.



**Figure 5:** Average Community and Social Workers scores compared to PR6 Overall

The community and social work sector has experienced notable fluctuations in resilience over the past two years, reflecting the complex challenges faced by workers in this industry.

In Q4 of 2022, resilience levels were at 63.4%, slightly above the overall PR6 average. However, resilience saw a decline through 2023, reaching a low of 59.3% in Q3 before recovering to 66.6% in Q4.

In 2024, resilience levels for community and social workers remained variable, starting at 58.2% in Q1, peaking at 64.7% in Q2, and then settling at **60.6% in Q3**. These fluctuations reflect the high-pressure environment of this

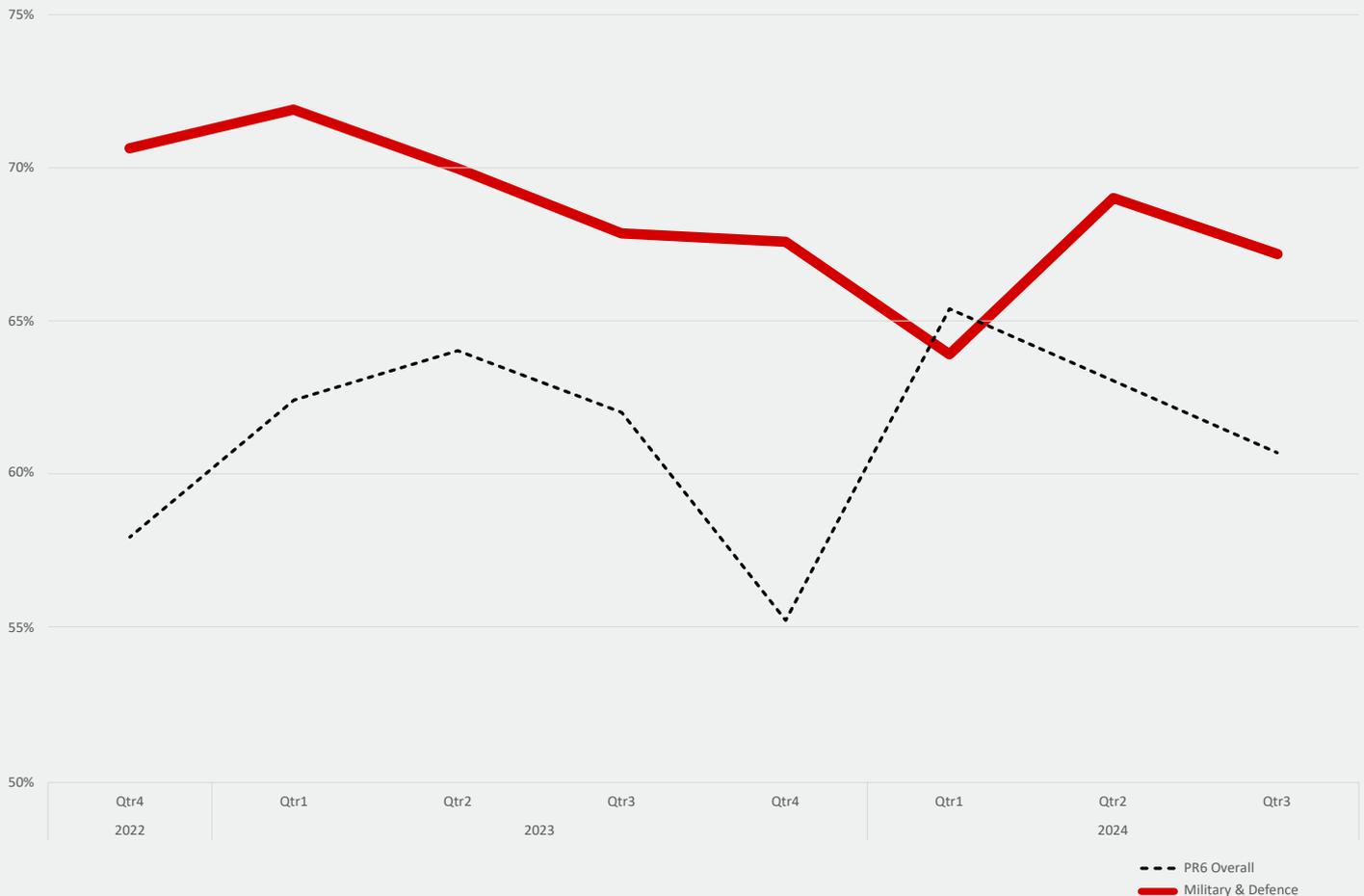
sector, where workers are often managing emotionally demanding situations.

Community and social work is a field where resilience is particularly critical, as workers regularly support vulnerable populations while navigating systemic challenges.

Building resilience in this sector requires a focus on both individual and organisational strategies, including effective supervision, peer support systems, and ongoing training in resilience skills. Supporting community and social workers in these ways can help sustain their capacity to provide care and manage the high levels of emotional labour inherent in their roles.

## 4.3 MILITARY & DEFENCE

Figure 6 explored overall resilience levels in Military & Defence personnel over the last two years, compared to PR6 Overall levels.



**Figure 6:** Average Military & Defence scores compared to PR6 Overall

The military and defence sector has a critical focus on resilience, having long invested in various methodologies to build resilience in personnel. Given the unique challenges and high-risk nature of this occupational path, it is essential to cultivate very high levels of resilience to safeguard mental health against PTSD and other forms of mental ill-health that are prevalent in this sector.

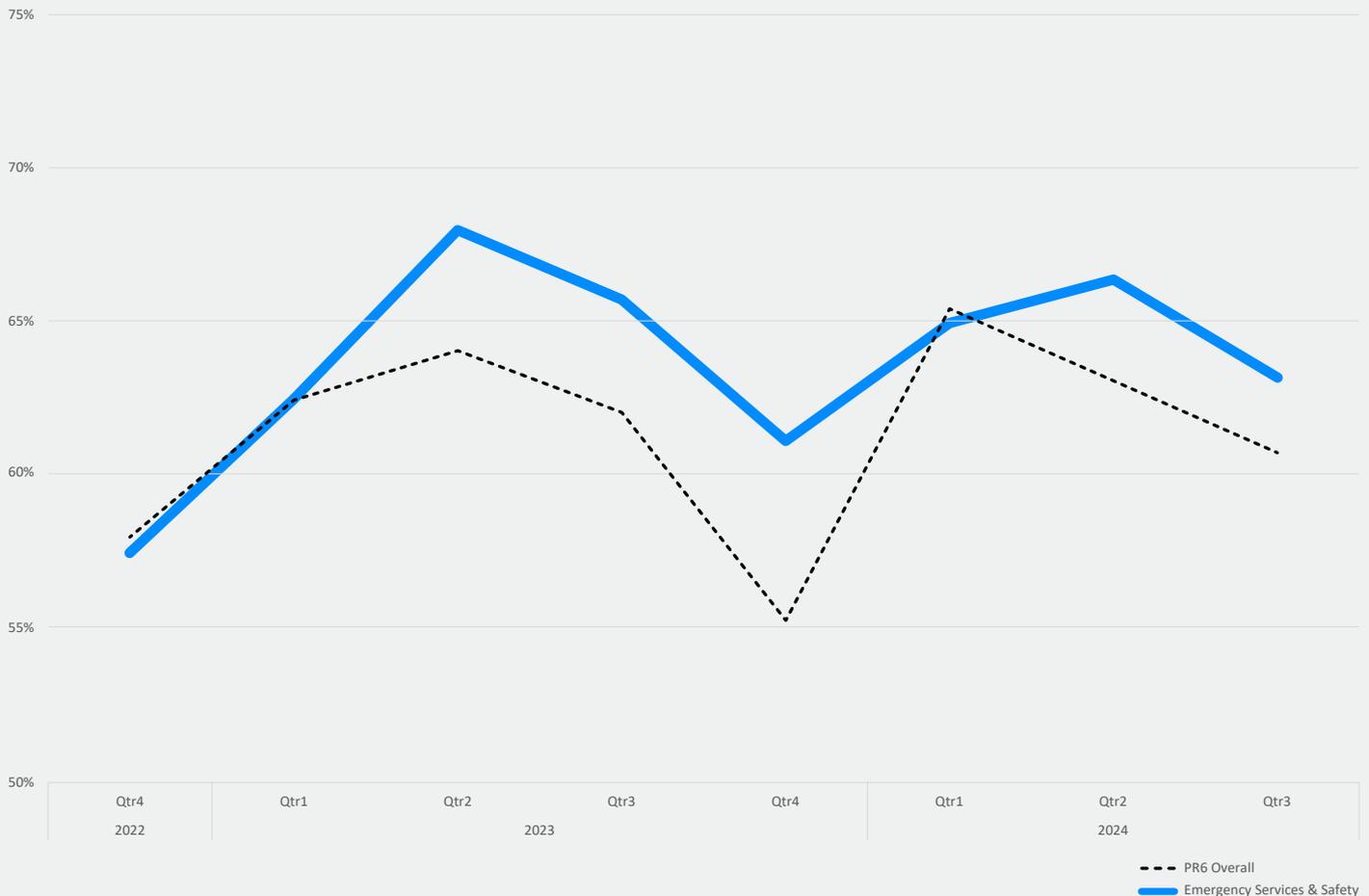
In Q4 of 2022, resilience was at 70.6%, significantly higher than most other industries. This trend continued into 2023, with resilience reaching a peak of 71.9% in Q1. Although there was some fluctuation throughout the rest of 2023, resilience remained strong, ending the year at 67.6% in Q4.

In 2024, the sector experienced a slight dip in Q1, with resilience at 63.9%, followed by a recovery to 69.0% in Q2. **By Q3, resilience levels were recorded at 67.2%.** This sector continues to demonstrate some of the highest resilience levels among all measured industries.

To further strengthen resilience in this high-adversity environment, an investment in cultural resilience is necessary. This includes embedding resilience champions, training personnel in high-adversity skills, and increasing resilience literacy at senior leadership levels. Such measures are crucial to help personnel sustain performance and manage the mental health impacts of deployment, which often pose the greatest test of human resilience.

## 4.4 EMERGENCY SERVICES & SAFETY

Figure 7 compares Emergency Services & Safety scores to the PR6 Overall, including firefighters, rescue workers, and other emergency and first responder personnel.



**Figure 7:** Average Emergency Services & Safety scores compared to PR6 Overall

Emergency services have faced increasing intensity and frequency of natural disasters, such as bushfires, floods, and heatwaves, which continue to put significant strain on personnel.

In 2022, resilience levels for those working in emergency services started at 57.4% in Q4, positioning the industry below the overall PR6 average. A notable recovery occurred in Q1 and Q2 of 2023, with scores rising to a peak of 67.9%. However, this was followed by some fluctuations through the rest of 2023, with resilience dipping to 61.1% in Q4.

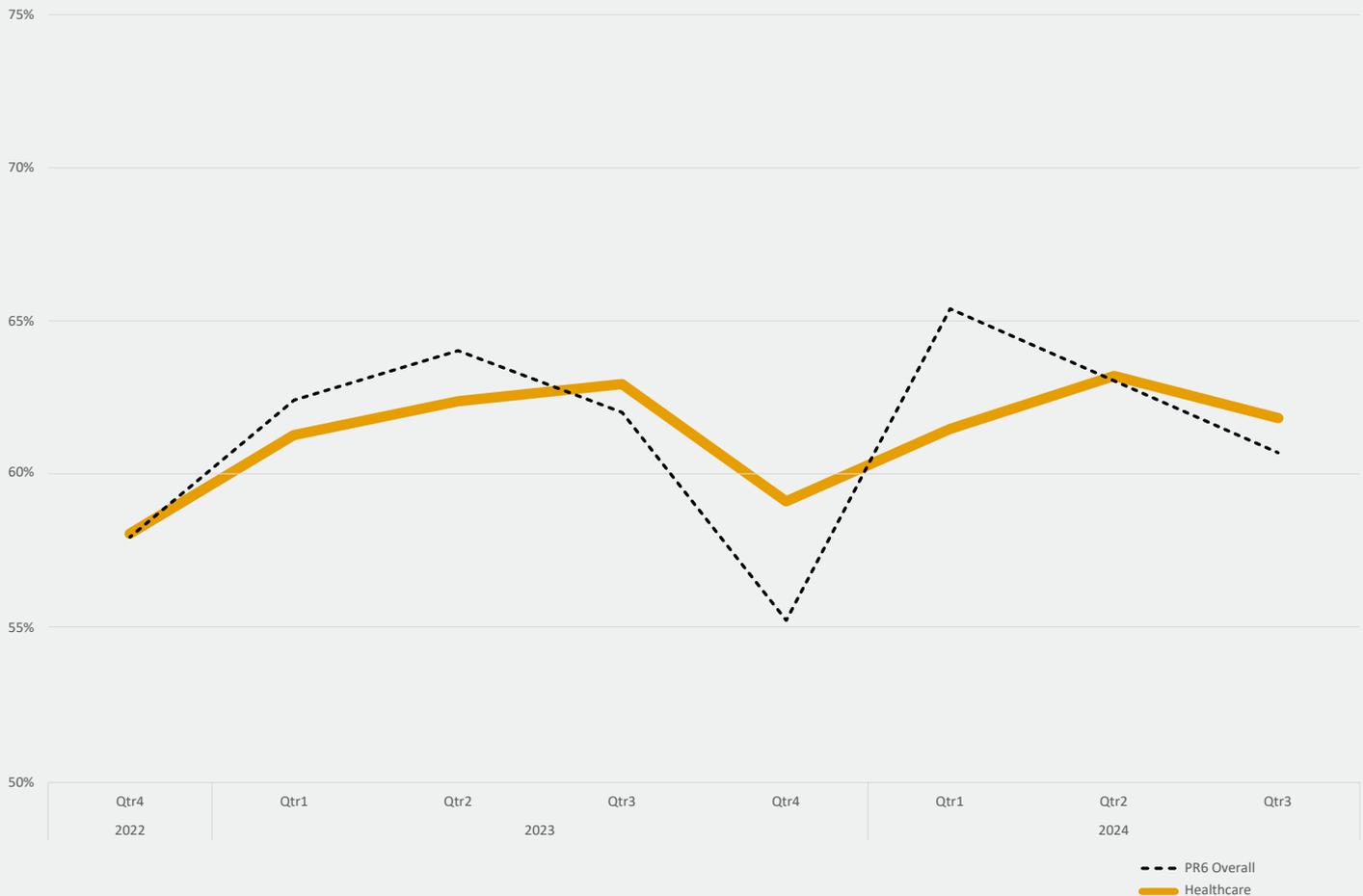
The resilience of emergency services personnel showed an encouraging improvement in the early part of 2024, reaching 64.9% in Q1 and

stabilising around 66.3% by Q2. Although there has been a slight decline to **63.1% in Q3**, the overall trajectory indicates a stronger recovery compared to the previous lows of 2022.

Emergency services are inherently a 'High Adversity' sector, where resilience is crucial for the health and sustainability of the workforce. Addressing resilience in this industry requires a multi-faceted approach, including fostering leadership that prioritises a resilient culture, and enhancing working conditions. These measures are essential to help emergency services personnel navigate the complex challenges they face and maintain their ability to respond effectively under high stress.

## 4.5 HEALTHCARE

Figure 8 compares Healthcare personnel scores to the PR6 Overall, including hospital staff, ambulance-based staff, and other carers such as aged care.



**Figure 8:** Average Healthcare scores compared to PR6 Overall

Much of our previous commentary about the healthcare sector still stands; however, we are seeing initial steps towards improvement in this industry.

Healthcare consistently faces the challenge of being in a state of emergency, often lacking staff and resources to manage quality patient care without relying on workers going above and beyond.

Many healthcare institutions still emphasise individual resilience over improving the work environment - such as addressing staffing, resources, pay, and organisational support. This imbalance has often led to resentment towards mental health training, as staff see little

organisational effort to improve conditions.

However, we are seeing a gradual shift towards building resilience cultures more holistically. There is growing interest in creating environments that genuinely support healthcare workers, aiming to make resilience a shared responsibility rather than solely an individual one.

Driven is also making strides towards **accrediting Resilience First Aid for physicians and nurses in the US**. This will help make resilience training more accessible, fostering a cultural shift towards a supportive resilience approach across healthcare settings.

Sectors like emergency services and defence have invested significantly in creating environments that support resilience, which encourages personnel to invest in their own resilience as they see organisational commitment.

Healthcare workers often rely on their strong sense of purpose to manage extreme work pressures, but without adequate organisational support, resilience training can become a mere checkbox exercise, with little real impact. To reverse this trend, healthcare must prioritise organisational investments that create a supportive work environment and foster genuine interest in resilience training.

This has led many in the field to not have access to crucial resilience skills to help them in their work, placing them at higher risk of burnout, compassion fatigue, PTSD, depression, and anxiety.

Staff do not appreciate being asked to toughen up, without seeing any improvement in the environment itself. After all, we must not rely on people's resilience to manage toxic environment - it is the environment that needs to be changed.

Any investment in building resilience in the healthcare sector requires a much greater investment in the organisational side first.

This is crucial to rebuild trust with staff in showing that there's a clear effort being made to improve the work environment itself. Once meaningful progress is made here, there will come a natural interest from staff to re-engage with personal resilience training programs.

Organisational investment efforts can include:

- **Management Training** - Specifically focusing on helping managers and supervisors understand how to build an environment that supports resilience, reducing psychosocial hazards, improving language skills, and understanding the challenges of staff. High Adversity Resilience Training (HART) and Resilience First Aid (RFA) are crucial skills to build in this layer
- **Leadership Training** - Learn how to design a culture of resilience and what program elements to support to achieve successful implementation (part of HART)
- **Assessments** - Conducting broader surveys across populations to understand resilience and psychosocial environmental challenges are important to conduct, but what is more important is a clear drive to action the findings on an organisational level, rather than push actions back on staff to overcome

Thus far the funding pressures and constant-crisis nature of the industry seems to leave little interest in the sector to address these challenges, though some forward-thinking clinics and hospitals are starting to change this trend.

However, as difficult as it is, we urge very strongly that these points be considered to build an environment that can support the resilience the people that play a crucial role in society. Otherwise, the sector will struggle from a decreasing reputation as a field of work to go into, and society will suffer over decades from a dwindling supply of qualified workers in healthcare.

The healthcare sector finished the **Q3 of 2024** at **61.8%**, still well below the 85% protective range.



## 4.6 EDUCATION & TRAINING

Figure 9 below compares the average PR6 scores of employees in the Education & Training sector, mainly including teachers in various institutions.



**Figure 9:** Average Education & Training scores compared to PR6 Overall

The education and training sector has shown notable resilience over the past two years, adapting to ongoing challenges since the pandemic. Despite the disruptions of 2020 and 2021, resilience levels have generally remained above the overall PR6 average, reflecting educators' adaptability and commitment.

In Q4 of 2022, resilience in education and training was at 65.7%, above the PR6 average. This trend continued into 2023, peaking at 64.5% in Q1 and remaining stable through Q2. The latter half of 2023 saw some fluctuation, dipping to 59.9% in Q4, before rebounding to 68.8% in Q1 of 2024.

Resilience stabilised at 62.4% in Q2 of 2024 and

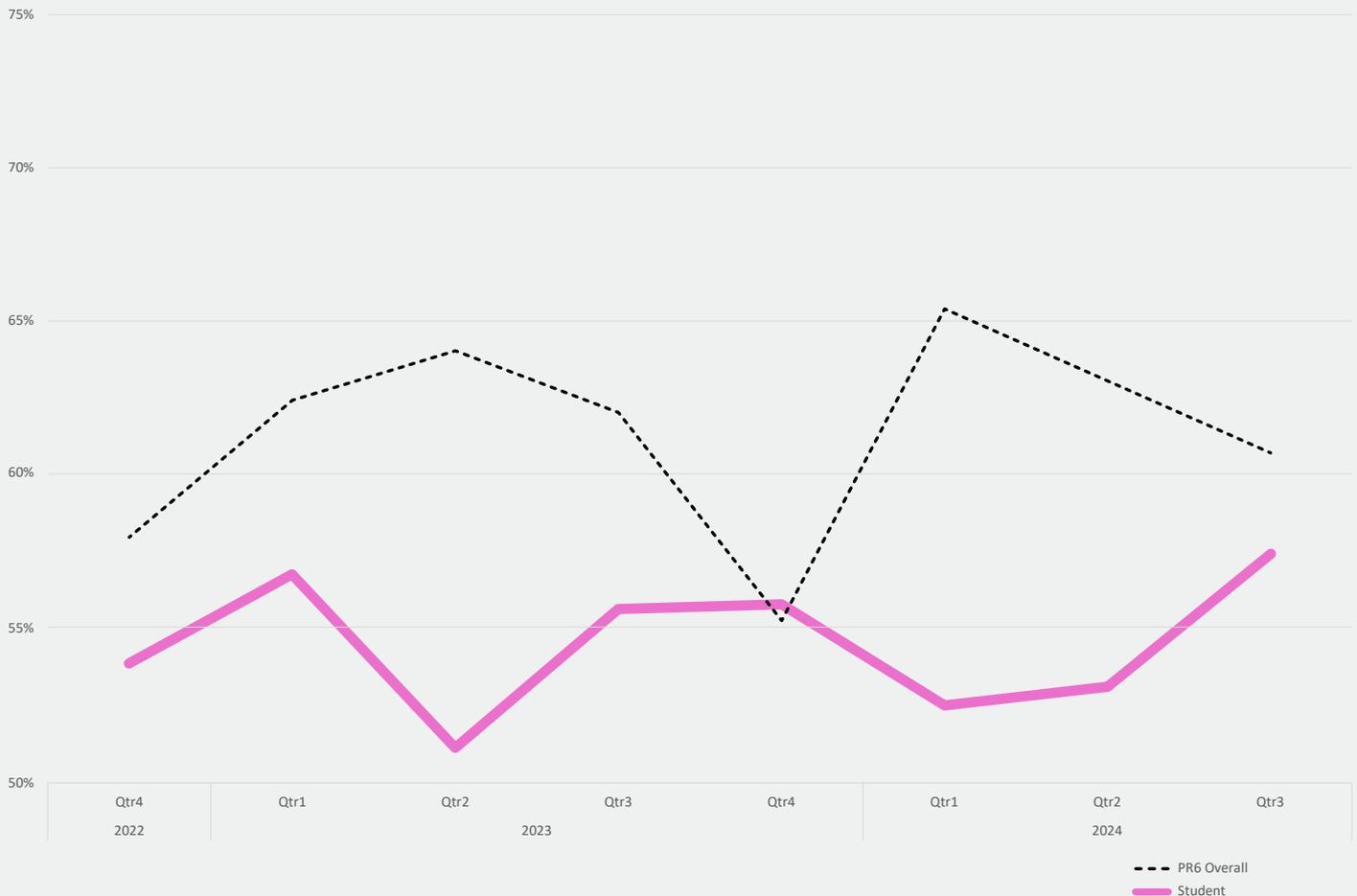
rose to **64.8% in Q3**, showing a positive trend despite ongoing challenges. This resilience highlights the sector's commitment to stability and effectiveness through uncertainty.

There is strong interest from teachers and senior staff in incorporating resilience more broadly. Many educators are focused on using resilience skills to support their well-being and build resilience in students. This commitment to resilience is encouraging and essential for sustaining teaching practices and supporting the school community.

Expanding resilience training, embedding practices, and fostering a supportive environment will be key to further progress.

## 4.7 STUDENTS

Figure 10 compares the scores of student populations to the PR6 Overall for the last two years, mainly including students in universities and tertiary institutions.



**Figure 10:** Average Student scores compared to PR6 Overall

Students have consistently scored below other industries in resilience, highlighting a critical need for early intervention and resilience training. Starting at 53.8% in Q4 of 2022, resilience levels dropped to 51.1% by Q2 of 2023, marking a low point during this period. A slight improvement was observed in Q4 of 2023, reaching 55.7%.

In 2024, student resilience fluctuated, dipping to 52.4% in Q1 but gradually rising to **57.4% in Q3**. These scores remain below the overall PR6 average, underscoring the importance of targeted efforts to build resilience skills at younger ages.

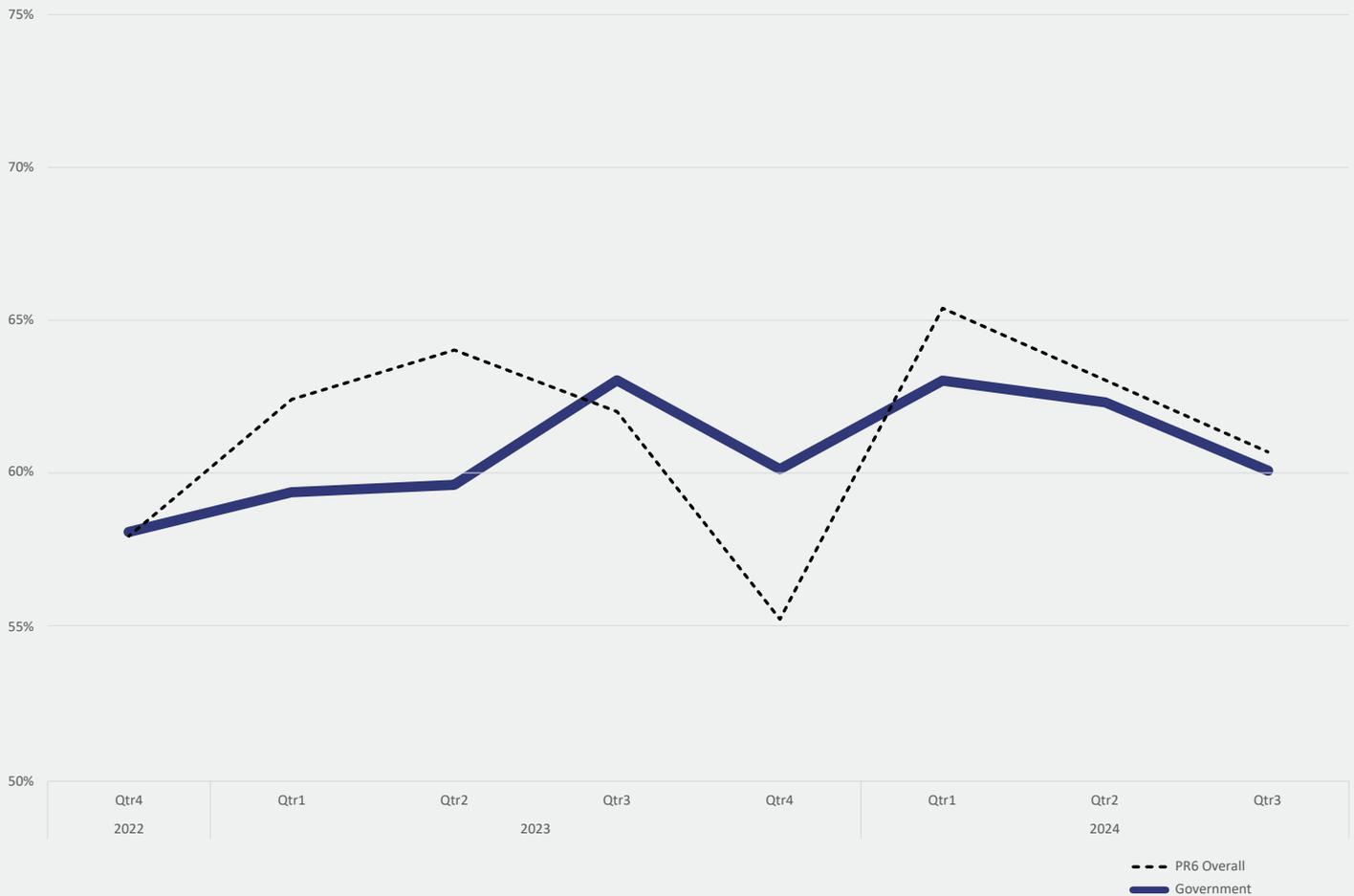
Younger populations often have lower resilience due to many life skills still being developed. Teaching resilience skills earlier, ideally within the school curriculum, can provide essential mental health protection.

At Driven, we have seen that resilience training for 14-year-olds led to a 21% improvement in scores, bringing them above the adult benchmark.

Such training can positively impact young people's lives, equipping them with valuable tools to handle life's challenges effectively. This approach also applies to university and tertiary students, demonstrating that resilience training works at all educational levels.

## 4.8 GOVERNMENT

Figure 11 compares the scores of Government workers to the PR6 Overall for the last two years, working in various government departments.



**Figure 11:** Average Government worker scores compared to PR6 Overall

The government sector has experienced mixed resilience levels over the past two years, reflecting the various challenges associated with public service roles.

In Q4 of 2022, resilience stood at 58.1%, below the overall PR6 average. Throughout 2023, resilience levels showed gradual improvement, reaching a peak of 63.0% in Q3, before ending the year slightly lower at 60.1% in Q4.

In 2024, resilience in the government sector started at 63.0% in Q1, then dipped slightly in Q2 to 62.3%, and further decreased to **60.1% by Q3**. Despite these fluctuations, the overall resilience trend has been relatively stable.

Public service roles are often under significant pressure, with employees navigating both bureaucratic challenges and the need to deliver services to the public.

To enhance resilience, a focus on improving working conditions, leadership training, and fostering a supportive culture is essential. These efforts can help government workers manage stress and maintain effectiveness in their roles.

The efforts of educators to build their own resilience are a starting point of broader system-level resilience literacy which can ultimately enable resilience training to filter through to students directly.

## 4.9 ALL INDUSTRIES COMPARISON

Comparing all industry data available (n=11,032) in Figure 12, we find that the majority of industries rank in the Languishing range, indicating how we are broadly still facing ongoing challenges since the pandemic began.

Overall we still note **few people are in the Wellness and Resilient ranges**. Those struggling the most are researchers, students, and even

further below are those seeking employment, experiencing major challenges and vulnerability in their mental health.

The charts highlight the crucial need for resilience investment as a proactive approach for protecting mental health. All industries can benefit - the time is now to invest.



PR6 Resilience Scores by Industry

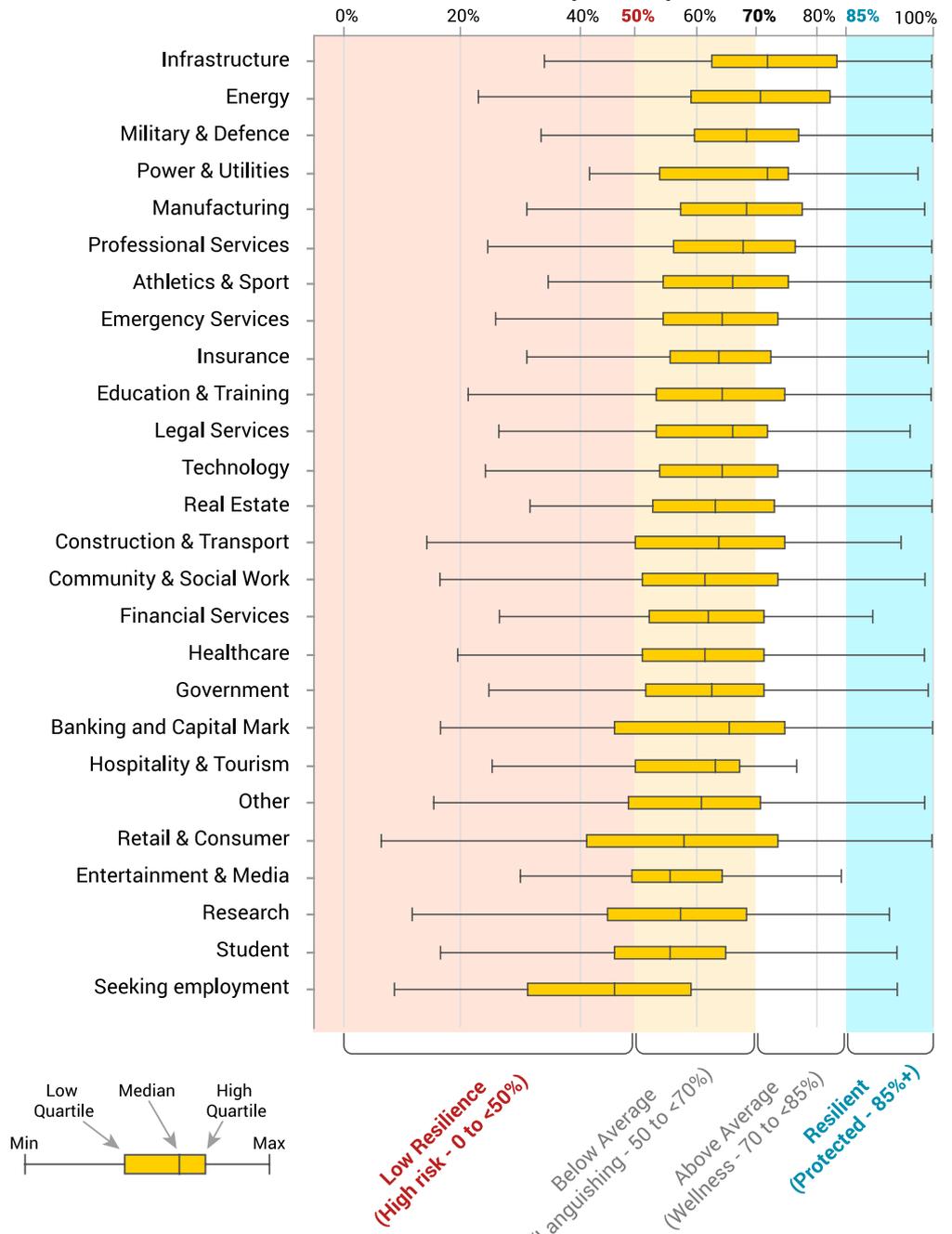
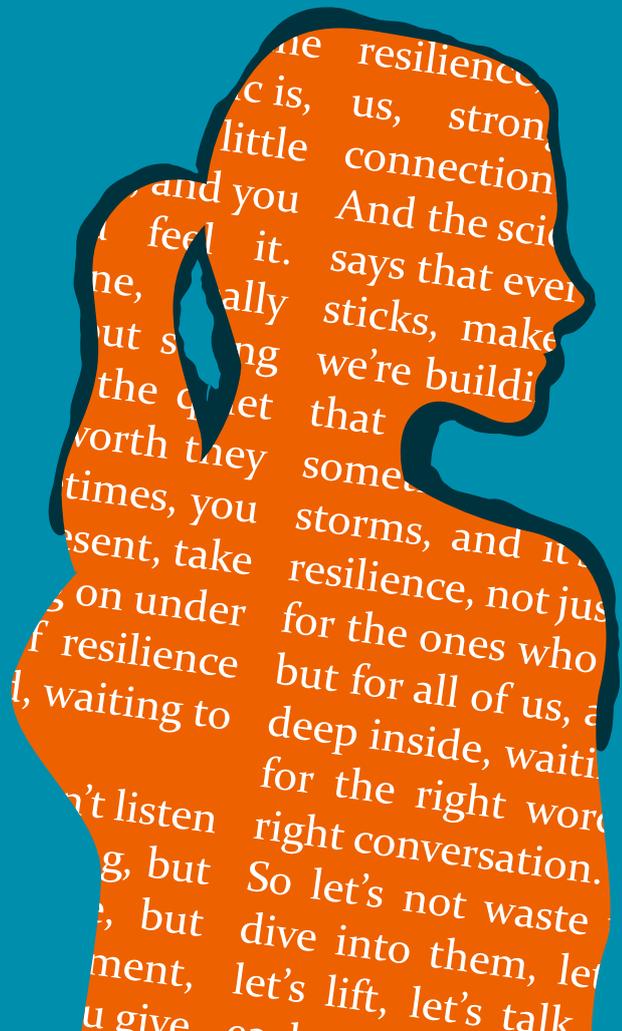


Figure 12: PR6 Resilience Scores by Industry

# 5.

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## 5.

# RESILIENCE FIRST AID IMPACT REPORT

Our efforts towards community resilience saw significant impact through the accredited Resilience First Aid (RFA) Certification, showing an average increase of **15.8% resilience improvement**, demonstrating its effectiveness in enhancing resilience capacity, particularly for those most in need of mental uplift.

**High risk participants** (with a PR6 score between 0 to 50%) experienced an average **56.7% increase in resilience** following completion of RFA. This substantial improvement highlights the course's particular benefit to individuals most in need of mental health support.

**Moderate risk participants** (PR6 score 50-70%) saw a **17% improvement**, while those with above-average resilience (PR6 score 70-85%) experienced a 7.4% increase. Individuals with high resilience (PR6 score 85% or above) maintained their resilience with minimal change.

Overall, the RFA Certification is effective in improving resilience across all levels, as well as building peer support skills. Its most significant impact is in supporting those who need it most, fostering a proactive approach to mental health.

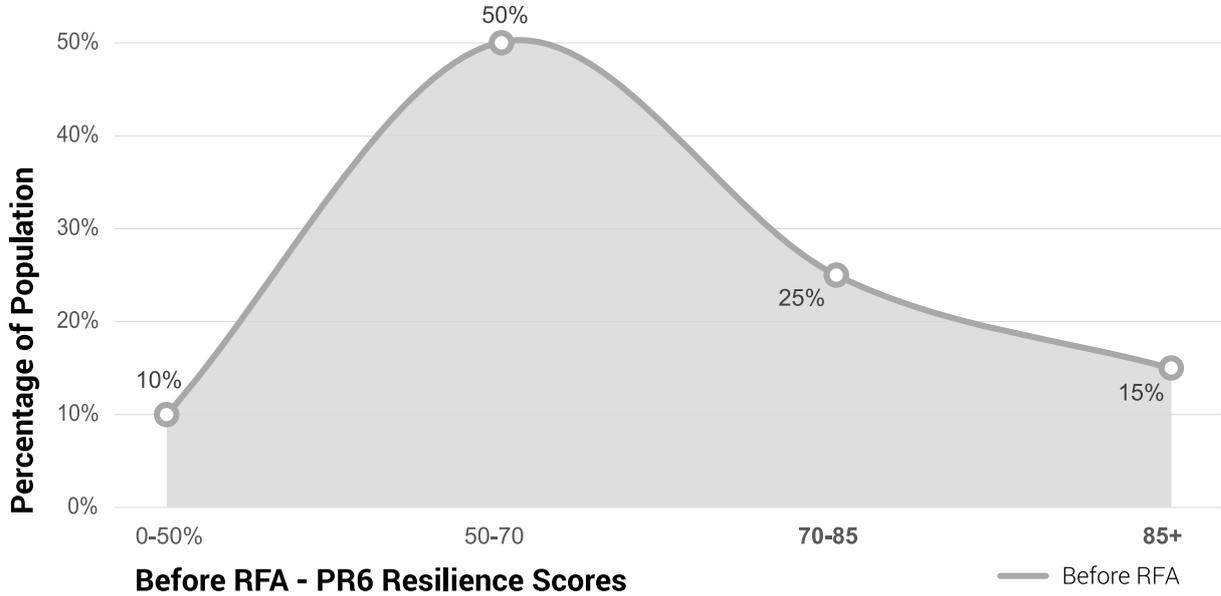
The effects of this increase are evident in a broader shift towards prevention. RFA training results in a **71% reduction in individuals classified as High Risk**, a 47% reduction in the Below Average category, a 76% increase in people classified as Above Average, and an **80% increase in those in the Protected category** (Figure 13).

This shift aligns with the vision set out in the inaugural National Resilience Index in 2021 – supporting individuals towards the Protected range to prevent mental illness and suicide. These measurable outcomes demonstrate meaningful progress in fostering mental health resilience and prevention.



## Before RFA Training

More people are in high risk (0-50% PR6 resilience) and moderate risk (50-70% PR6 score) categories. The goal is a shift towards above average (70-85%) and resilient (85%).



## After RFA Certification People Are More Protected

31% of people move from moderate or high risk towards above average or high levels of resilience

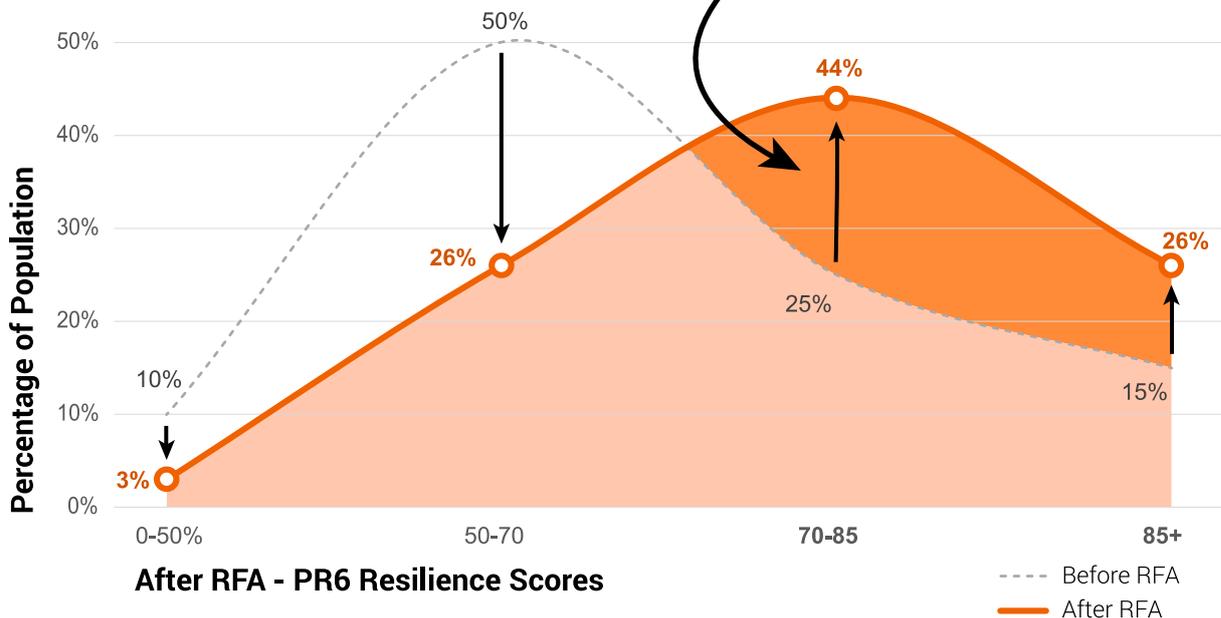


Figure 13: Population Risk Improvement After Resilience First Aid Training

## 5.1 PEER SUPPORT IMPROVEMENTS FROM RESILIENCE FIRST AID

RFA not only enhances personal resilience but also significantly improves peer support skills, making it a valuable tool for community mental health. According to recent research<sup>4</sup>, RFA training led to an 11.3% increase in peer support skills, as measured by the Mental Health Peer Support Questionnaire (MHPSQ). Improvements were particularly notable in Interpersonal Skills, which rose by 21.9%, demonstrating RFA's impact on the ability to effectively support others (Figure 14). This enhancement continued to improve through at a four-week follow-up.

The training also improved participants' ability to recognise suicide warning signs, with a 33.3% increase observed, highlighting RFA's potential role in suicide prevention (Figure 15). Additionally, participants showed better capabilities in discerning and reducing mental health stigma (9.0% increase), which is crucial

for fostering an environment of empathy and support. The ALL Protocol, a core component of RFA, played a significant role in facilitating these outcomes by providing a structured, practical approach to resilience-building conversations.

These findings underscore RFA's dual benefit: while it builds individual resilience, it also strengthens the capacity of participants to offer meaningful peer support, contributing to overall community resilience and proactive mental health support.

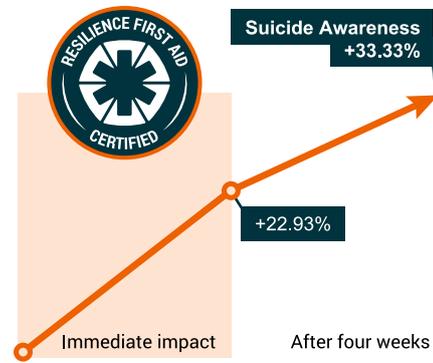


Figure 15: RFA Intervention Impact on Suicide Awareness

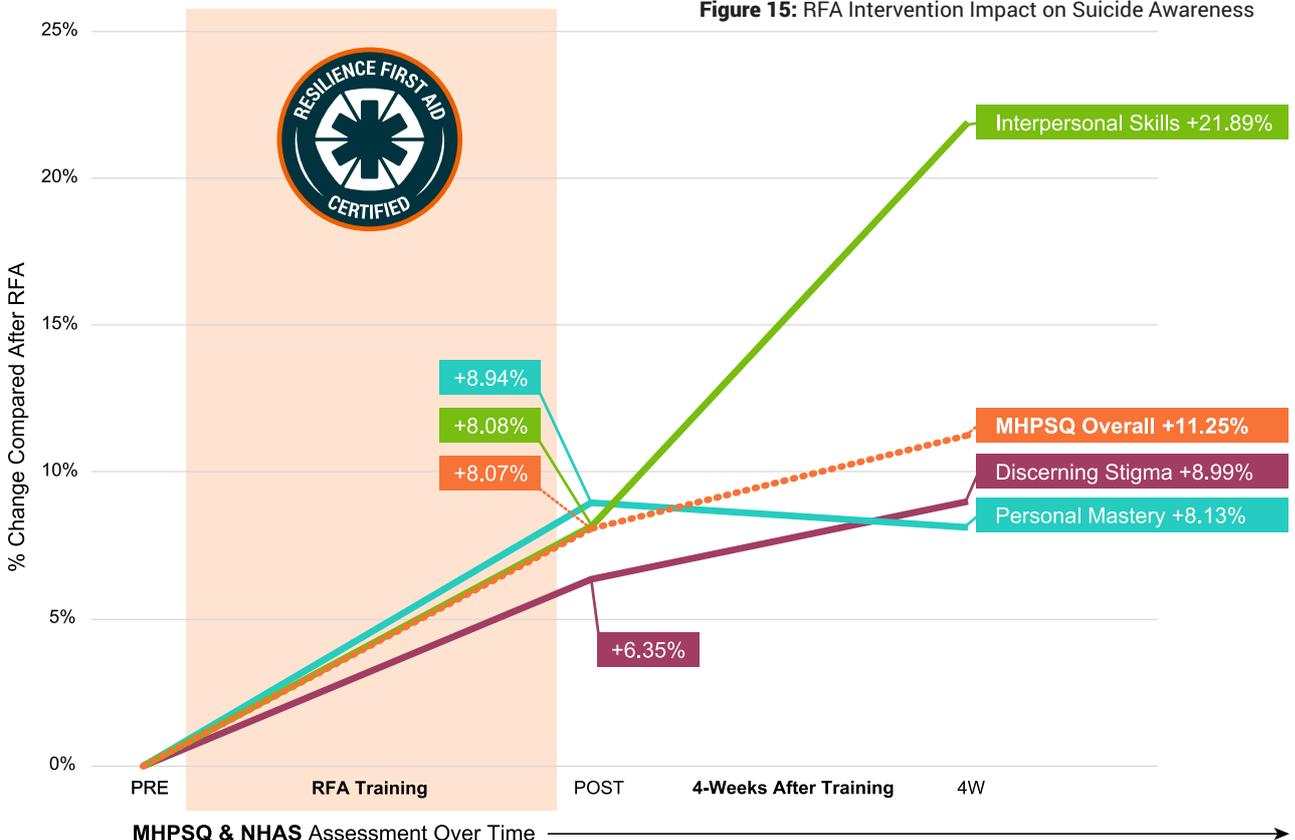


Figure 14: RFA Intervention Impact on Peer Support Skills

4 - Rossouw, J. G., Ruberto, M. (2024) Resilience First Aid improves peer support and suicide prevention skills: Conceptual design and pilot evaluation. *ResearchGate Preprint*. DOI: 10.13140/RG.2.2.26008.81920/1 - driv.ai/rfa-research

## 5.2 PARTICIPANT FEEDBACK ON RFA CERTIFICATION

People consistently rate RFA as an extremely valuable course, particularly due to its value in everyday life.

- **97%** rate RFA as Very Good or Excellent
- **92%** Found resilience skills improved strongly or very strongly.
- **92** Net Promoter Score

Here are just a few quotes from people after completing RFA Certification.



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other, because

“

*I highly recommend RFA training to everyone. The content and delivery is outstanding.*

**Siobhan**

“

*Highly recommend, helped understand a few personal issues and how to fix them and get back on track. Now I can't wait to help my friends, family and anyone that needs help.*

**Tyler Cole**

“

*Best training course I have experienced - so much take away for both my professional and personal life. Such a rewarding 2 days.*

**Ruth**

“

*Wonderful training that I can take back to my professional and personal life.*

**Jess**

“

*An amazing and purposeful course everyone needs to take part in!*

**Miranda**

“

*This is a magnificent course that will be extremely beneficial for all leaders and managers in a business.*

**Simon**

“

*Resilience First Aid equips leaders with the tools to support their staff in a compassionate and knowledgeable way. I highly recommend this course.*

**Marisa Matthys**

# 6

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## 6.

# CREATING CONNECTED 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**<sup>5</sup>.



<sup>5</sup> - <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>



## 6.2 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.

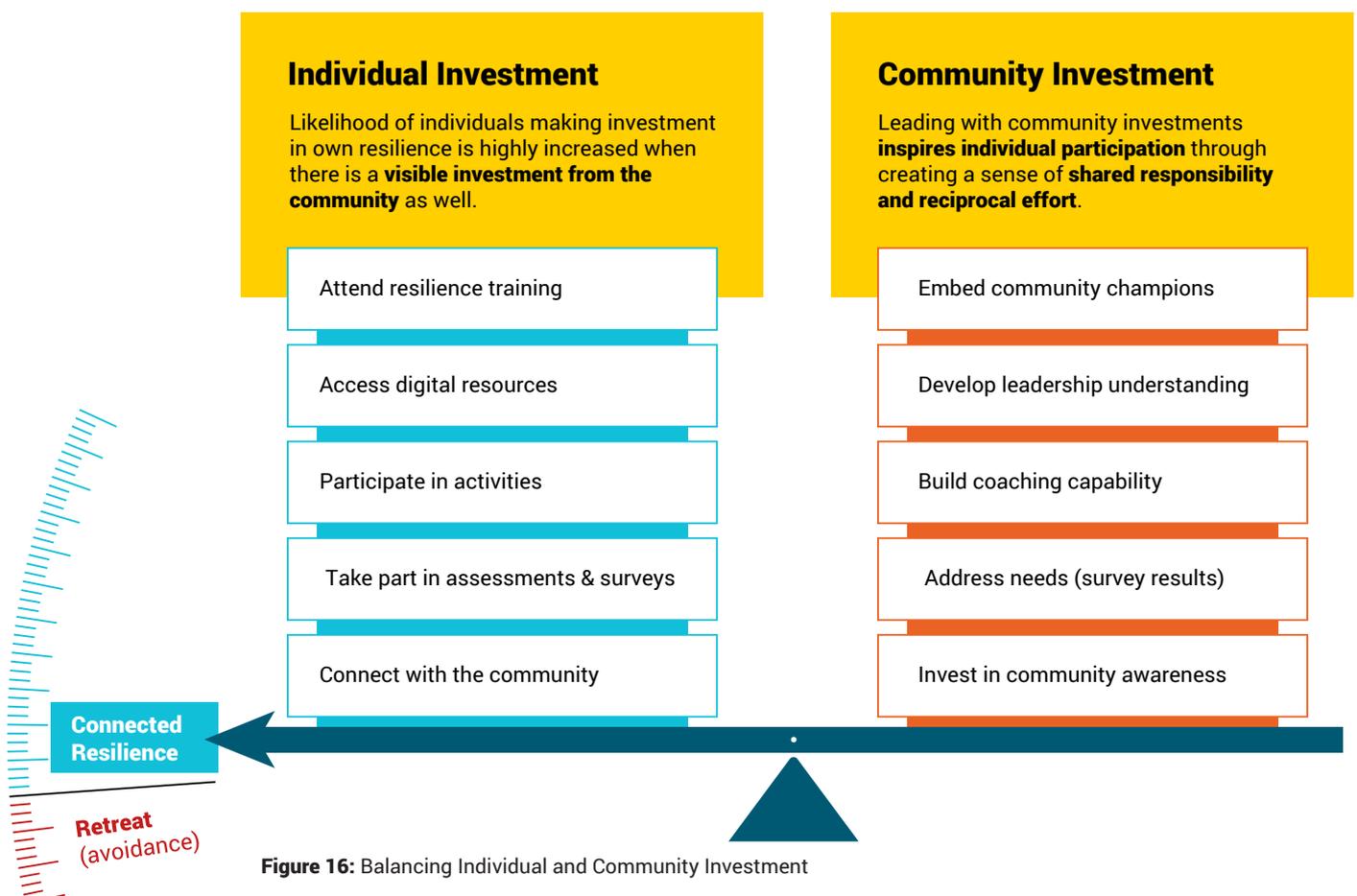
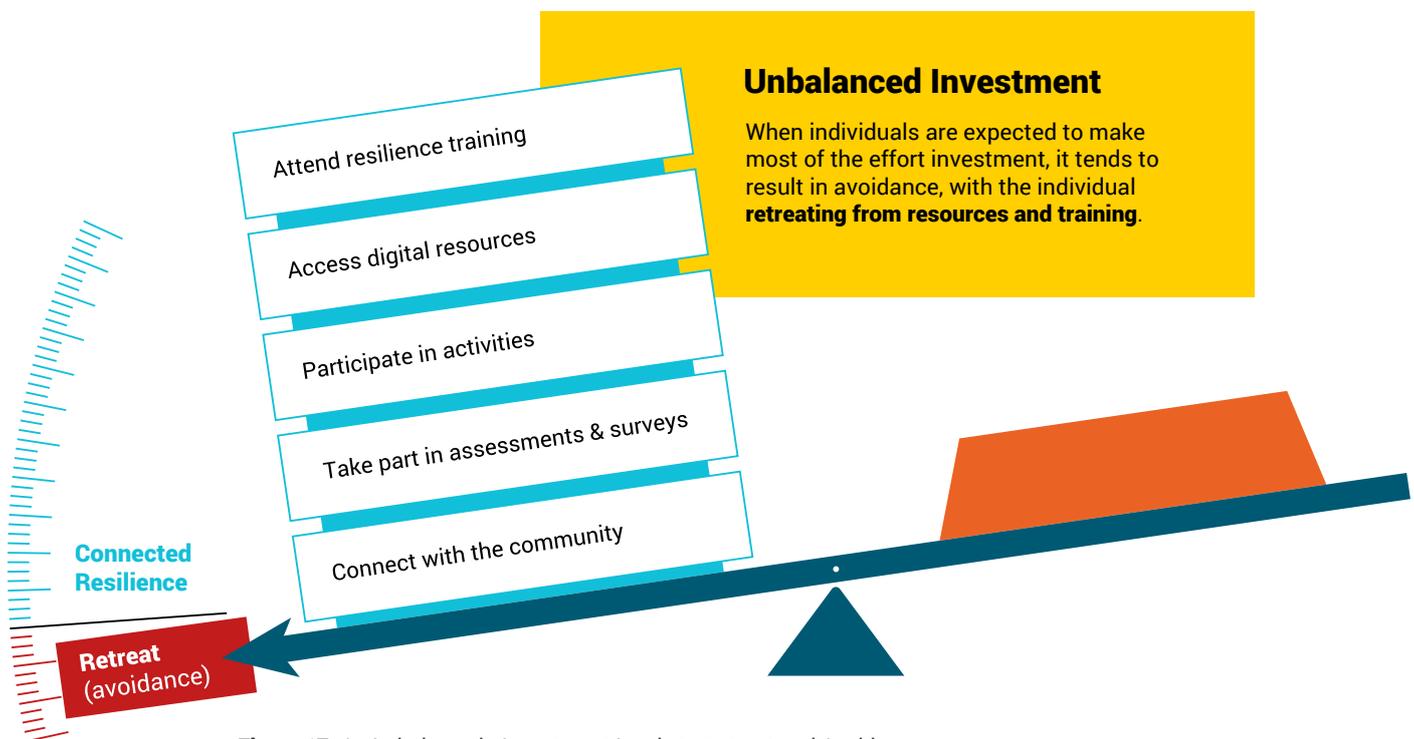


Figure 16: Balancing Individual and Community Investment

**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 17:** 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 17).

This same concept applies in different scenarios. For example, if 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.**

## 6.3 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 (**Accredited**)

### 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 expectations 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 (**Accredited**)

### 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 helps to create daily visibility

## 6.4 CERTIFIED RESILIENT WORKPLACE RECOGNITION

Driven's aim is to provide guidance and tools to embed a culture of resilience. Our mission is to transform workplaces into supportive, thriving environments, creating a world where mental health is not just managed, but championed.

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

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.

**CRew symbolises best practice – a roadmap to embed a philosophy of prevention.** Participation in the program shows a commitment from an organisation to move beyond being reactive, and towards being proactive.

CRew awards can be achieved by whole organisations or by groups or departments separately.

Each organisation or group that 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 organisation's proactive mental health efforts.



## Get Certified

Contact us to get your workplace or department certified at [info@hellodriven.com](mailto:info@hellodriven.com)



7

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## 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 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



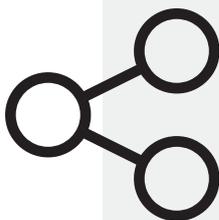
### Incorporate Assessments

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.



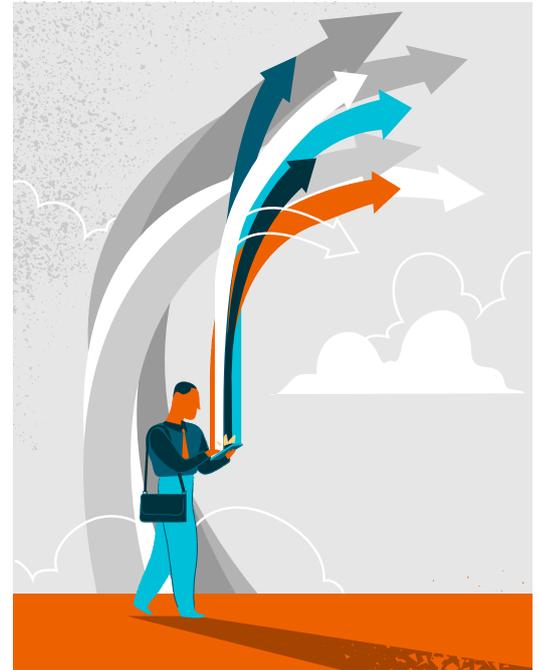
### Embed Resilience at All Levels

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

Policy-making, legislation, and resource allocation have a distinctive role in fortifying the resilience of nations. As the custodians of the public interest, both the Australian and US governments have the power and responsibility to create an environment conducive to resilience building.

The challenges of our times, from health crises to economic uncertainties, underline the urgent need for such interventions. Through strategic legislation, dedicated funding, and fostering public-private collaborations, the government can champion the cause of resilience, making it accessible and integral to every corner of society.

Through its unique position, government agencies can **pave the way for a robust framework, ensuring every individual, community, and organisation has the tools and resources to advance despite adversity.**

The following recommendations provide a roadmap for governments to harness their distinctive strengths and capacities, emphasising a proactive, systemic approach to embed resilience at the heart of national progress.

## 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, 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 enable 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.

# 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](https://resiliencefirstaid.com))** – an accredited certification program aimed specifically at improving 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 to support 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

