



Challenges and Opportunities in Peer Support – An Industry Perspective

Claire Beharrell- Peer Support Lead

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A holistic approach to
impairment risk in aviation

50+ AOCs supported across
the whole industry with

- Peer support
- Substance testing
- Post finding support

An aerial photograph of a large container ship sailing on a deep blue ocean. The ship is viewed from above, showing its long hull covered in stacks of colorful shipping containers in shades of red, blue, white, and green. The ship's wake is visible in the water. The right side of the image fades into a white background where the text is located.

Overview of Last Year

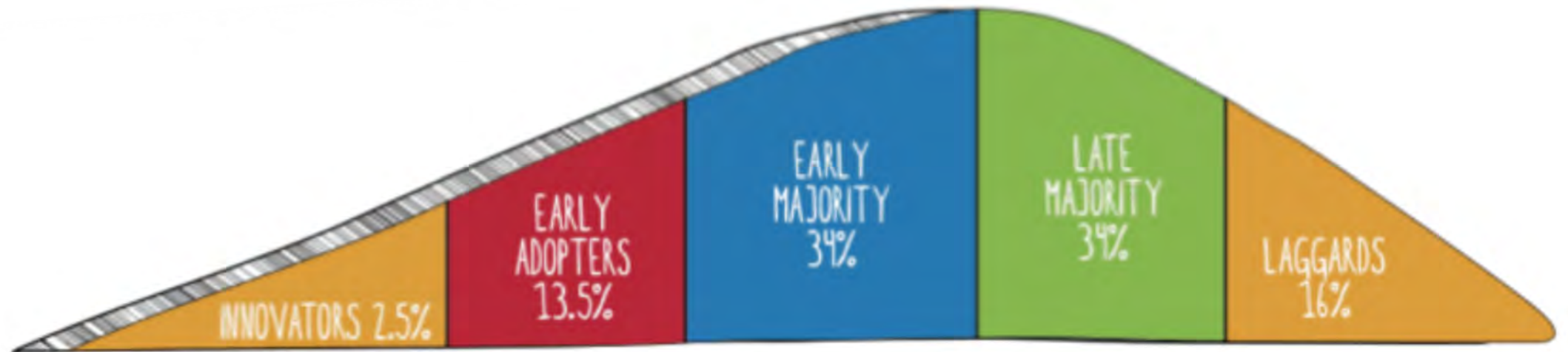
- Engagement
- Diffusion of Innovation
- Collaboration
- Culture

Engagement

Engagement can be measured by the strength of the mental and emotional connection employees feel towards an organisational goal or initiative.



Diffusion of innovation





Industry specific Psycho-Social hazards

Working in aviation is often
a passion, but it isn't easy.


World Health Organisation

'Safe and healthy working environments are not only a fundamental right but are also more likely to minimize tension and conflicts at work and improve staff retention, work performance and productivity. Conversely, a lack of effective structures and support at work, especially for those living with mental health conditions, can affect a person's ability to enjoy their work and do their job well.'





Beyond the Cockpit- Future Opportunities



Diversity and inclusion within peer support

Cabin Crew Support





Engineers

One in five engineers have lost a work colleague to suicide.



Workplace
culture-

'The Glue'



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Challenges and Opportunities in

PEER SUPPORT

an Industry Perspective

Aedrian Bekker

Centre for Aviation Psychology

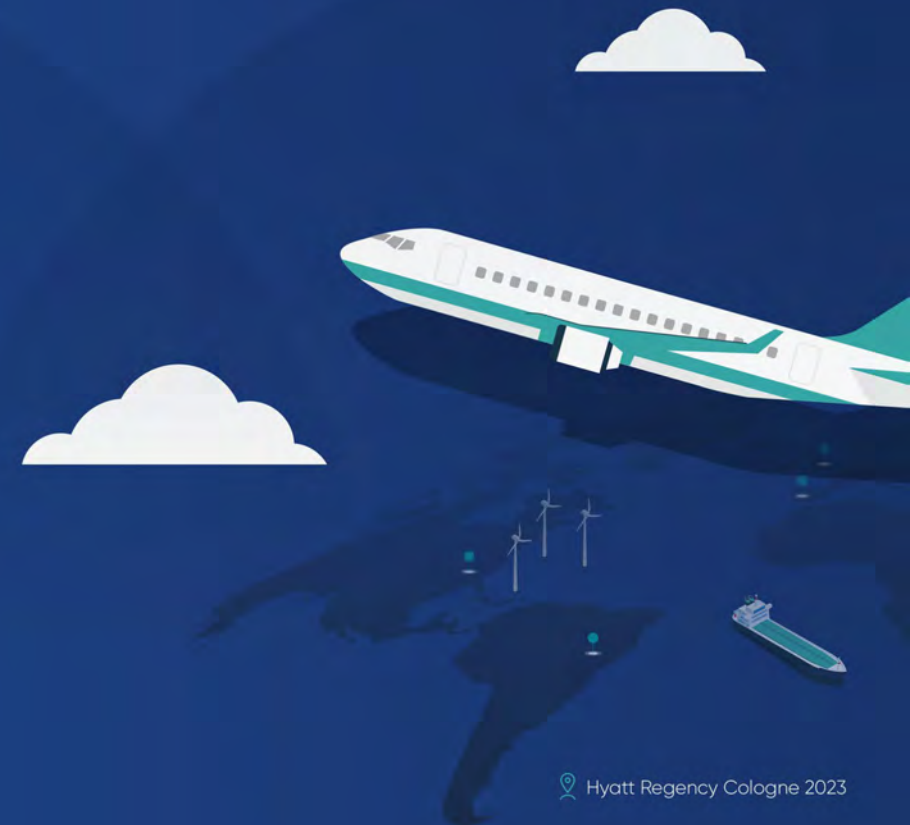


INTERNATIONAL PILOT PEER ASSIST COALITION

IPPAC

Annual Conference 2023

Peer Support - pushing the boundaries

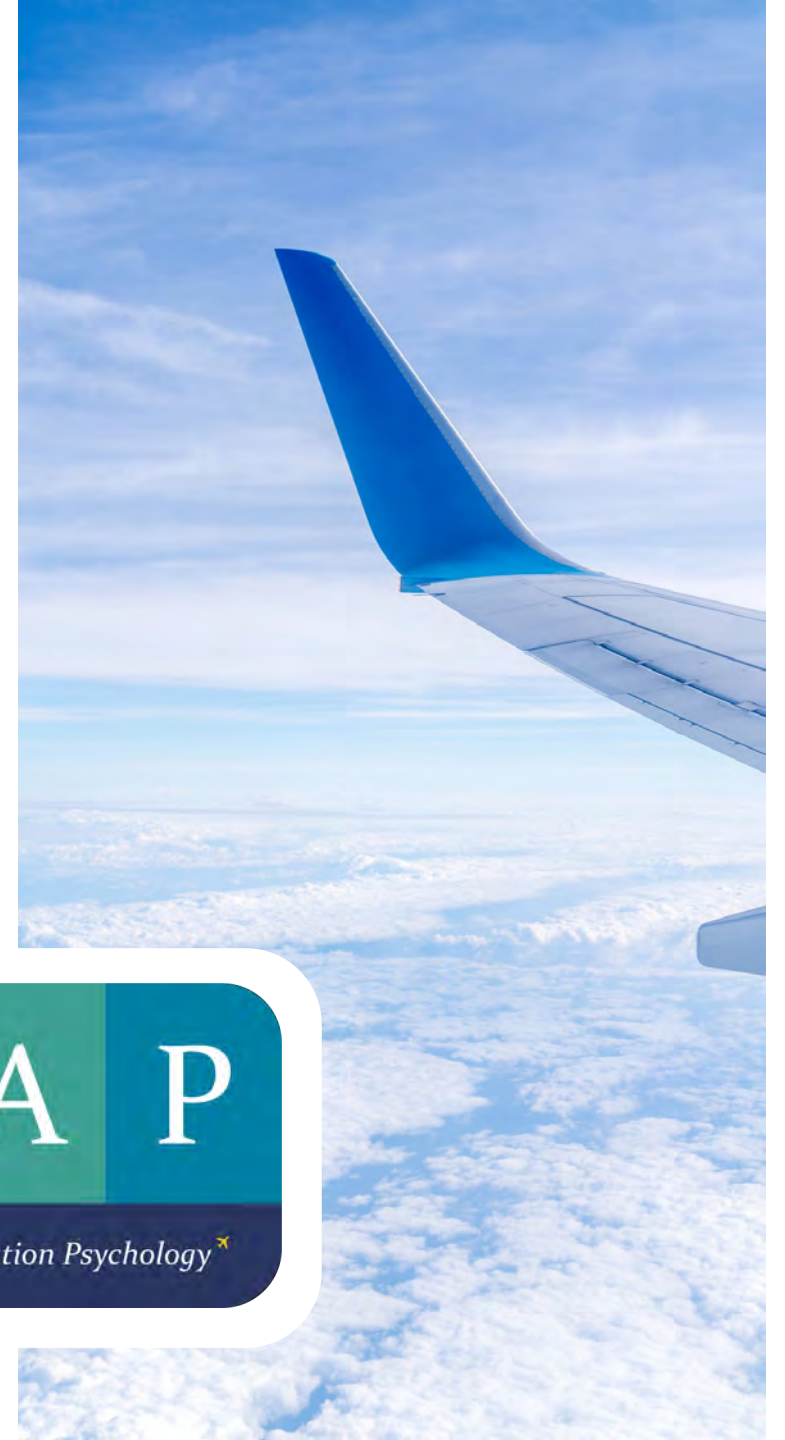


Hyatt Regency Cologne 2023

Peer Support

About CAP

- Founded in 2016 by aviation and clinical psychologists **Prof Rob Bor** and **Aedrian Bekker**
- Independent 3rd party provider of peer support programmes
- Bespoke programmes for large AOCs
- Membership based programmes for smaller AOCS, BizAv, Rotary, ATOs & Below Wing personnel
- Support pilots, cabin crew, engineers & technicians, and aviation students in 160+ operations, 18 countries and 9 languages



A close-up, profile view of a man with glasses looking out of an airplane window. The sun is shining brightly through the window, creating a strong lens flare effect. The man's face is partially in shadow, and the interior of the plane is dimly lit. The word "Observations" is centered over the bright light from the window.

Observations

Observations *(based on...)*

- Experience with diversity of clients
- Internal data
- Working groups/Associations
(e.g. ICAO MHWG; EPPSI; EAAP; BPS)
- Professional conferences
(e.g. AsMA; IPPAC; Safety Forums)

and

- ICAO (*Draft*) Paper: Peer Support in Aviation
- EASA (Draft) Evaluation Report in Implementation
- EU Regs: 2018/1042 (Peer Support)



A close-up, profile view of a person's face, wearing glasses, looking out of an airplane window. The window is oval-shaped and shows a bright sunburst effect, with rays of light radiating from a central point. The person's face is in shadow, with the light from the window illuminating their glasses and the side of their face. The background is dark, suggesting the interior of the airplane.

Observations

(and in gratitude to...)

The users of our services

and

The peers who support them

and

The MHPs who support them

Diversity of Peer Support Programmes



Diversity of Peer Support Programmes

CURRENTLY

- Operating models and operating environments
- Governance
- Role of the Regulator
- Increasing international applications

CHALLENGES

- Pilot- and large AOC-centric
- Assumption of shared definitions and standards
- Differing levels of implementation & maturity of programmes
- Culture, culture and politics!

OPPORTUNITIES

- Embrace the diversity!
- Learn from each other
- Address common issues
- Drive standards
- Demonstrate effectiveness and ROI



Peer Selection & Training



Peer Selection & Training

CURRENTLY

- Range of selection methods
- Training: competency based vs. scenario
- Training: duration
- Diverse knowledge and skills base

CHALLENGES

- Lack of common standard or minimum proficiency (Does that matter?)
- Quality assurance
- Recurrent 'training' vs. recency and review of cases
- Rostering and resources

OPPORTUNITIES

- Agree common principles to ensure standards (e.g. confidentiality; independence; supervision, min content and hrs of initial and recurrent training)
- Sharing good (and diverse practice)

Implementing Peer Support Programmes

(as a Trusted Resource)



Establishing Programmes as a Trusted Resource

CURRENTLY

- Governance, funding, mental health provision
- Promotion and union/association endorsements
- Assurances (e.g. data protection, peer insurance, compliance (EU&UK), etc.
- High user satisfaction

CHALLENGES

- Uniqueness of each programme
- Organisation (and union) priority and focus
- Becoming accepted by the professional community
- A regulatory requirement or recommendation..?

OPPORTUNITIES

- *'Culture change is a marathon not a sprint'*
- Best practice guides from ICAO, IFALPA, EPPSI, etc.
- Promotion and innovations

Effectiveness & Evaluation

“How do we know this works?”



Effectiveness & Evaluation

CURRENTLY

- Different levels of data collection
- Utilisation
- Demographics
- Severity/Outcome
- Categorisation
- User satisfaction

CHALLENGES

- Data: Effectiveness vs. compliance
- Potential the commodification (or 'weaponization') of data (i.e. "metrics trump narrative or nuanced data")
- Utilisation varies...
- Context is key (e.g. type of operation/ bases; other support programmes)

OPPORTUNITIES

- Agree on common data collection principles and ethics
- Work on a framework of effectiveness
- Work with regulators/auditors in driving effectiveness-driven compliance

Peer Support

Beyond pilots



Peer Support

Beyond pilots...

DEVELOPMENT

- Sectors
- Regions
- Professions
- Education/ training
- Beyond aviation

CHALLENGES

- Resource and capacity constraints
- Organisation priority and focus
- Recommendations in a regulation-based industry...

OPPORTUNITIES

- Expand and share best practice
- Recognise (and learn from) similarities and differences
- Economies of scale



The Future of Peer Support

Emergent Topics



The Future of Peer Support

Emergent Topics

- Moving beyond the diagnosis/ jeopardy trap in a safety critical industry – the salutogenic approach
- Wellbeing education & resilience development – proactive, profession-specific resources
- Technology (e.g. AI)
- Responding (and adapting) to a changing industry (e.g. single pilot operations)
- Loss of licence insurance/ protections
- ??



THANK YOU

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