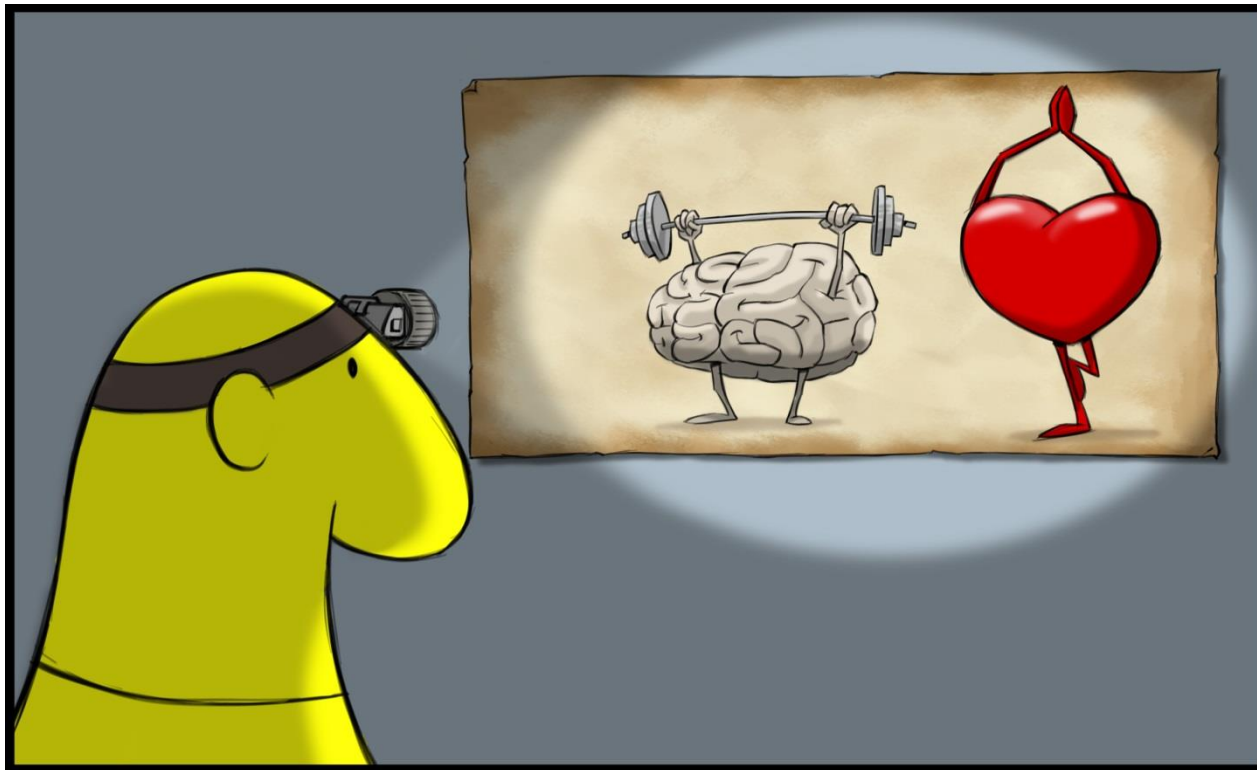


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Meditation-based Wellness & Compassion (MWAC) training and High Performance

By Nickolas Yu, Program Manager - Staff wellness and Patient & Family-centred care. SLHD.

KEY POINTS

- 1. High performance is the aspiration, actual performance fluctuates**
- 2. Staff wellness helps sustain high performance**
- 3. In healthcare, one dimension of high performance is compassionate care**
- 4. Meditation supports wellness and compassion through cultivating Intention, Attention, and Action**
- 5. Use multiple meditations .. MF, Kindness, Compassion, SC, DR**
- 6. Meditation is not a panacea but a *little, often* makes a difference ...**

What is high performance?

What supports high performance?

What gets in the way?

What does this image have to do with high performance?



What does this image have to do with high performance?



Leading with Backbone & Heart



Relating in wise & loving ways ...

Art Gallery of NSW. Ron Mueck 2002

***‘Compassionate care, every patient,
every time ...’ (Susan Pearce)***

... a noble purpose ...

... an incredibly *difficult* challenge

The Heart of Health: Supporting a compassionate workplace

Compassion & complexity...

High structure

Complex

- Dialogue for understanding
- Multiple safe to fail experiments
- Act, notice emergence
- Build on positives

Complicated

- Collect data
- Seek expert help
- Analyse then act

Unpredictable,
Non-linear

Predictable,
linear

Chaotic

- Provide structure
- Help people connect
- Dialogue for understanding and common purpose

Simple

- Just do it
- Build on success
- Observe and act.

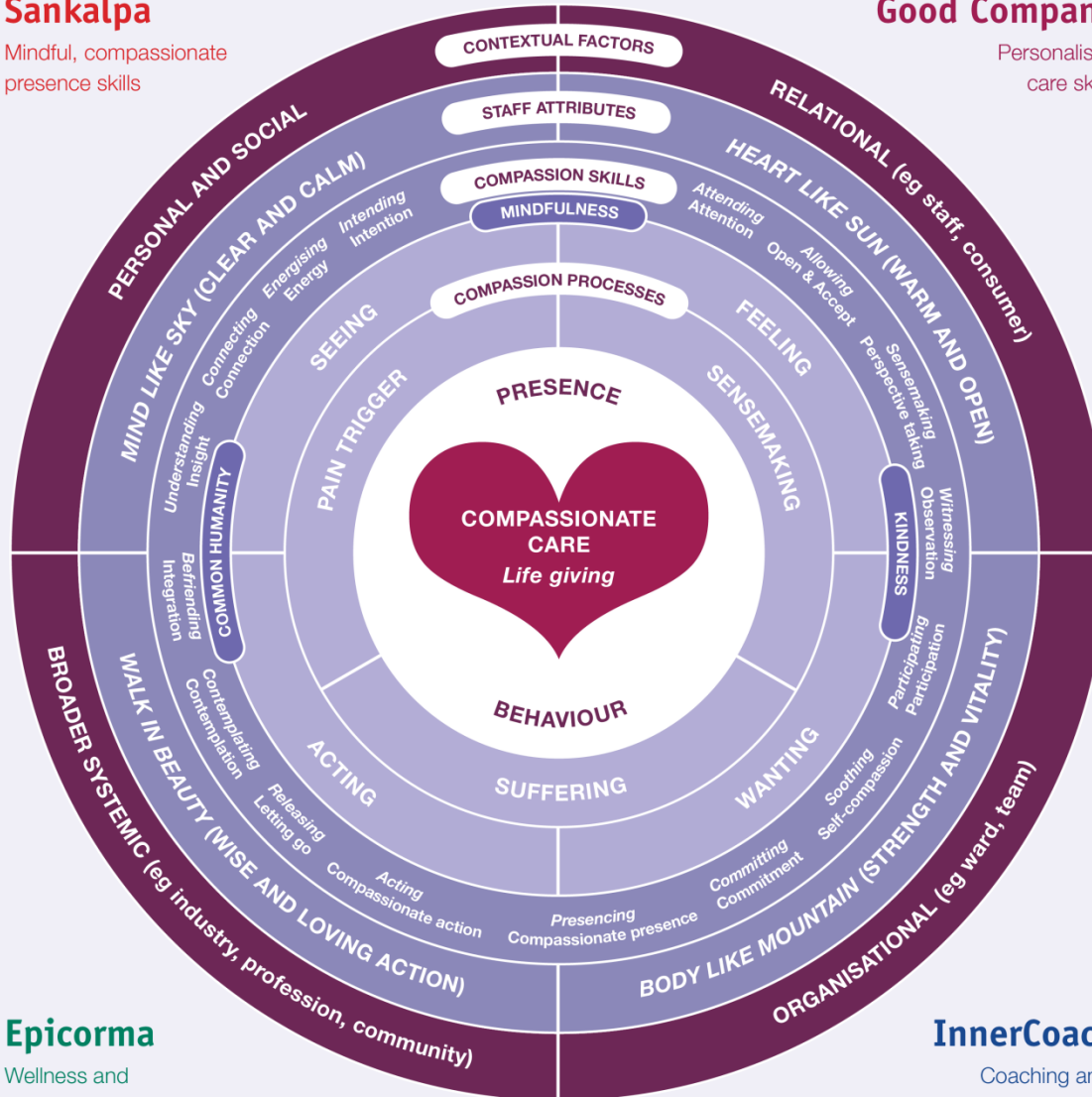
Low structure

Sankalpa

Mindful, compassionate presence skills

Good Company

Personalised care skills



Epicorma

Wellness and resilience skills

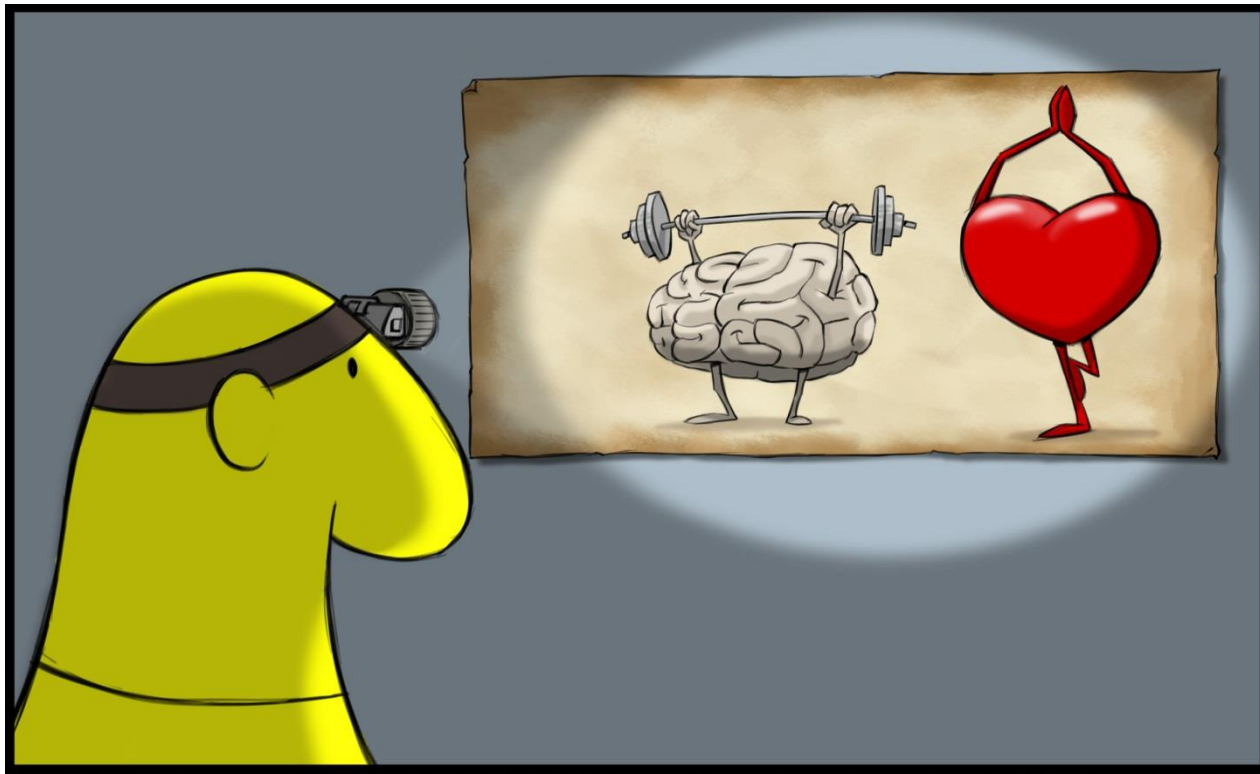
InnerCoach

Coaching and enabling skills

N.Yu (2015), Heart of Health Program, SLHD

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Meditation is not a panacea but it can help

Heart of Health

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**The scope of today ...
... and some assumptions ...**

High performance



Personal high performance

High
performance is
multi-level

Team high performance

Organisational high performance

Broader context (social, cultural, eco, political etc)

Sydney Local Health District

Our *Vision*, To Achieve Excellence in Healthcare for All



Clinical excellence

Excellent use of
resources etc



Positive care experiences



Patient-centred care
is one key pathway

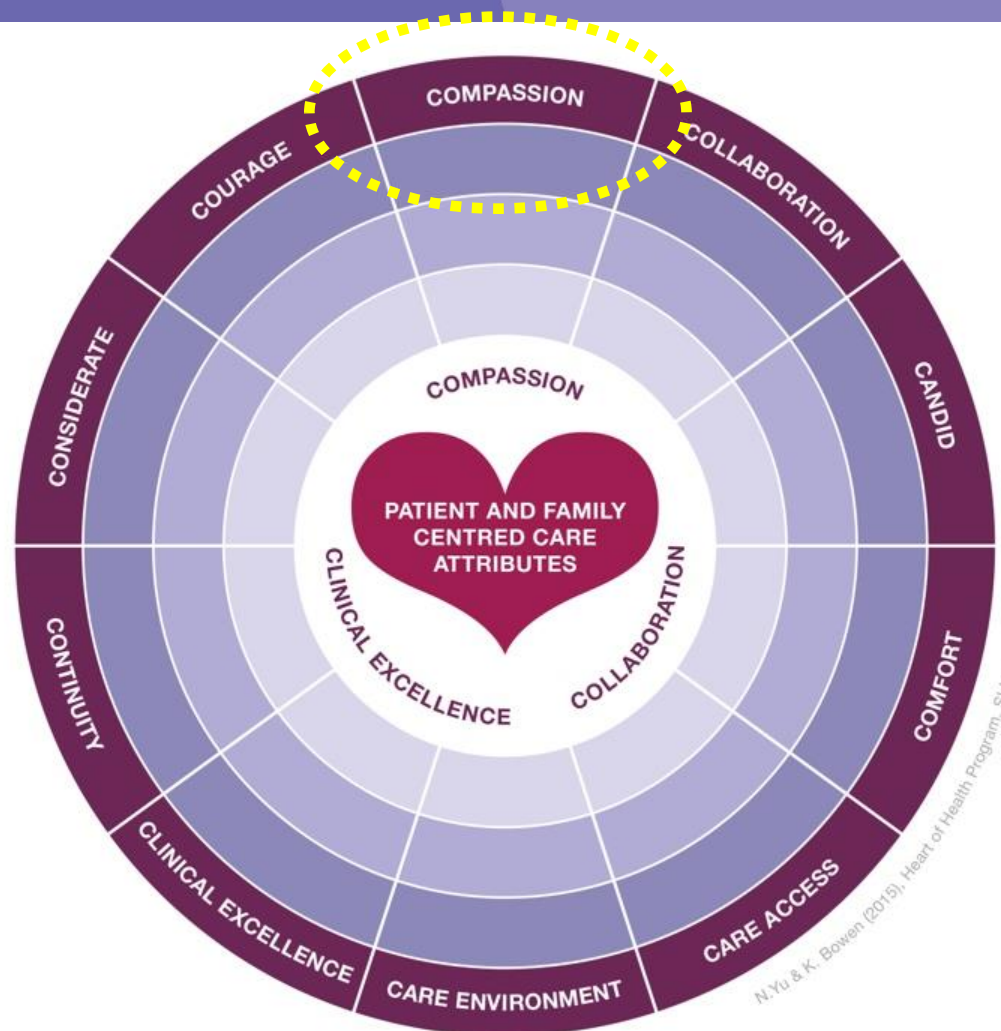


What else?



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Compassion in
LHD
agreements
with MoH

What is compassion?

“a deep awareness of the suffering of another coupled with the wish to relieve it.”

Chochinov 2007

“a sensitivity to suffering in self and others, with a commitment to try to alleviate and prevent it.”

Gilbert 2009

Elements of compassion

**Head
(noticing +
appraising)**

... seeing

**Heart
(emotional experience,
resonance +
motivation to act)**

... feeling

**Hands
(action to diminish
suffering)**

... acting

An understanding, a feeling, a motivational state, and an action.

**... but can we have sustainable
compassionate care *without* staff
wellness?**

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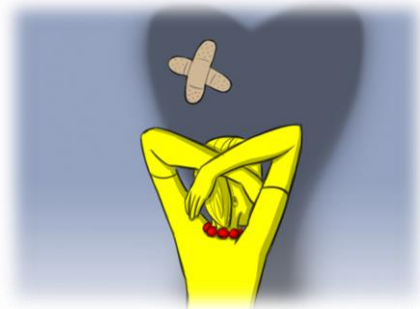
Supporting a compassionate workplace



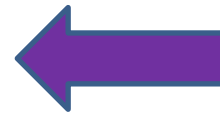
... what does research say?

Happy worker – Productive worker hypothesis

eg Parks and Steelman (2008); Harter, Schmidt & Hayes (2002).



Compassionate care



Staff wellness

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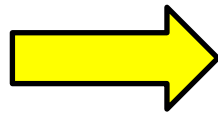
**... so, how can we cultivate staff
wellness and compassionate care?**

Evidence-based wellness interventions



Evidence-based wellness interventions

Meditation
supports most
of these skills
and states



Evidence-based wellness interventions

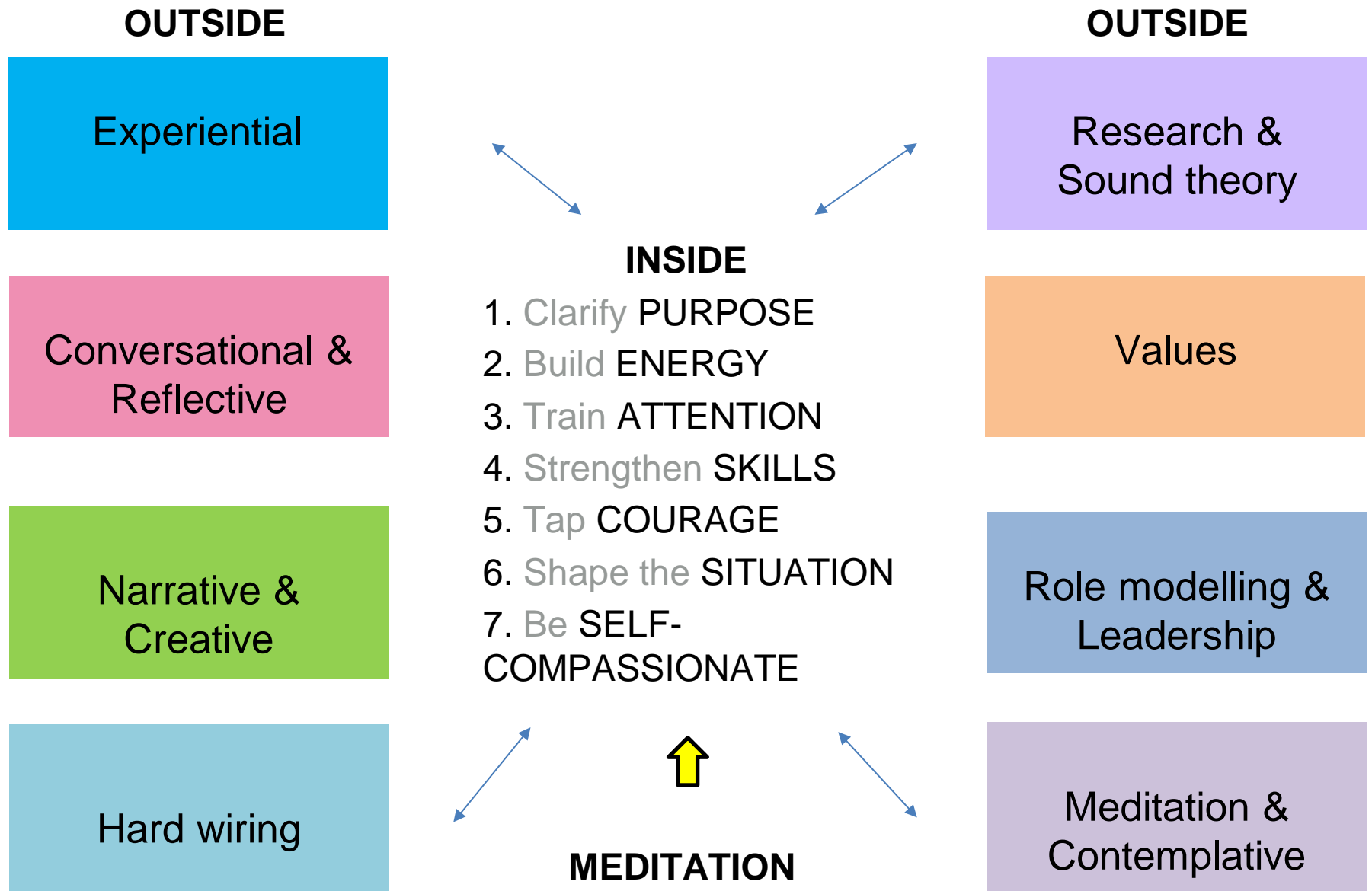


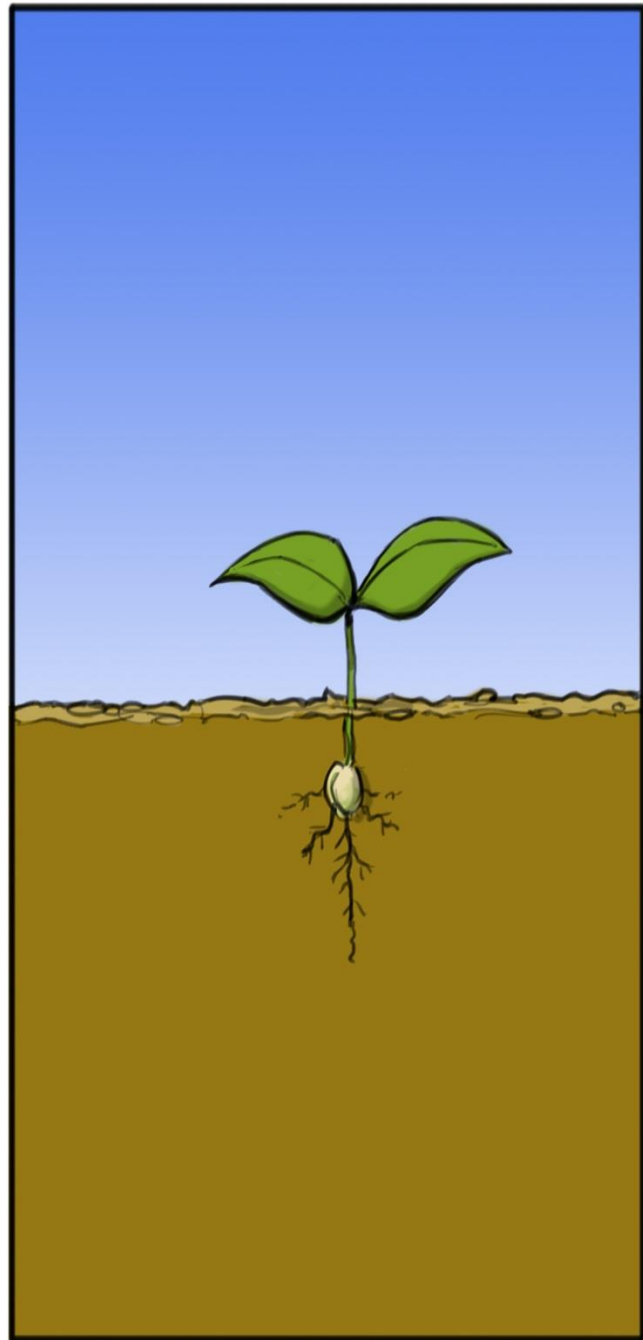
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**... and how can we cultivate
compassionate care?**

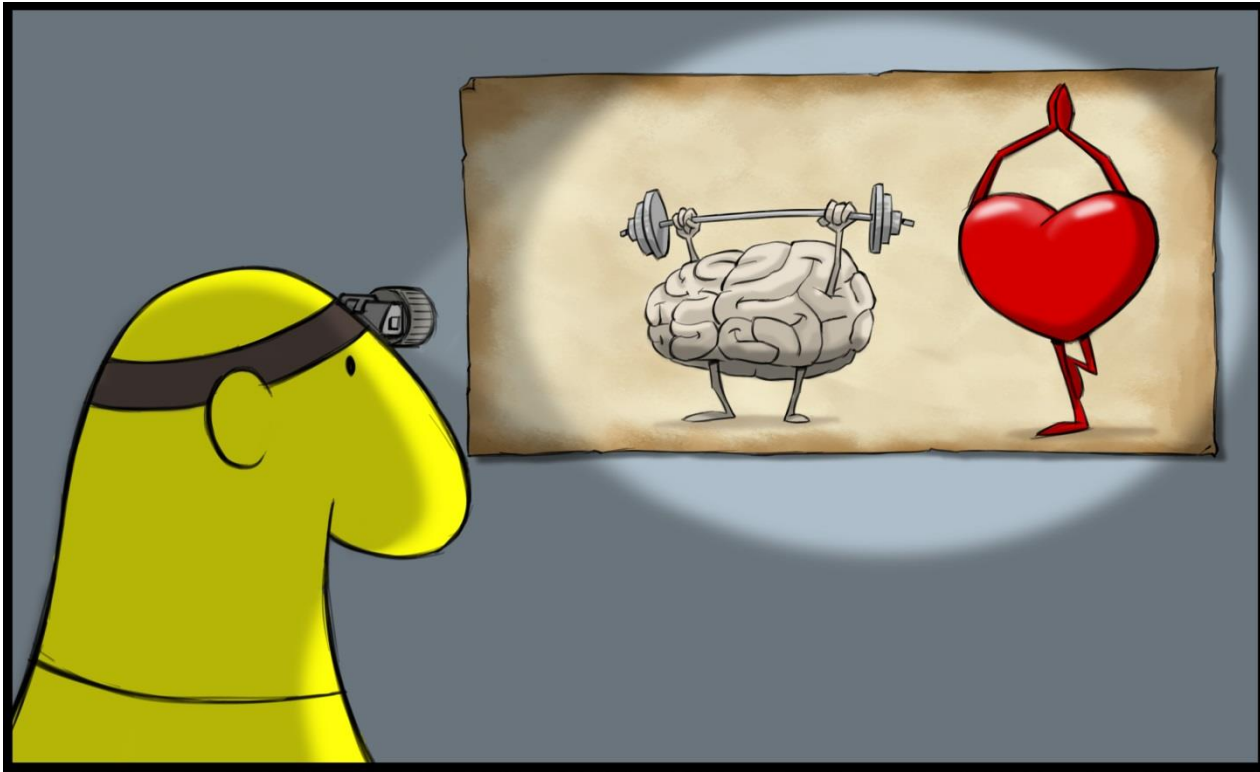
Cultivating compassion from the inside & out Yu (2016)





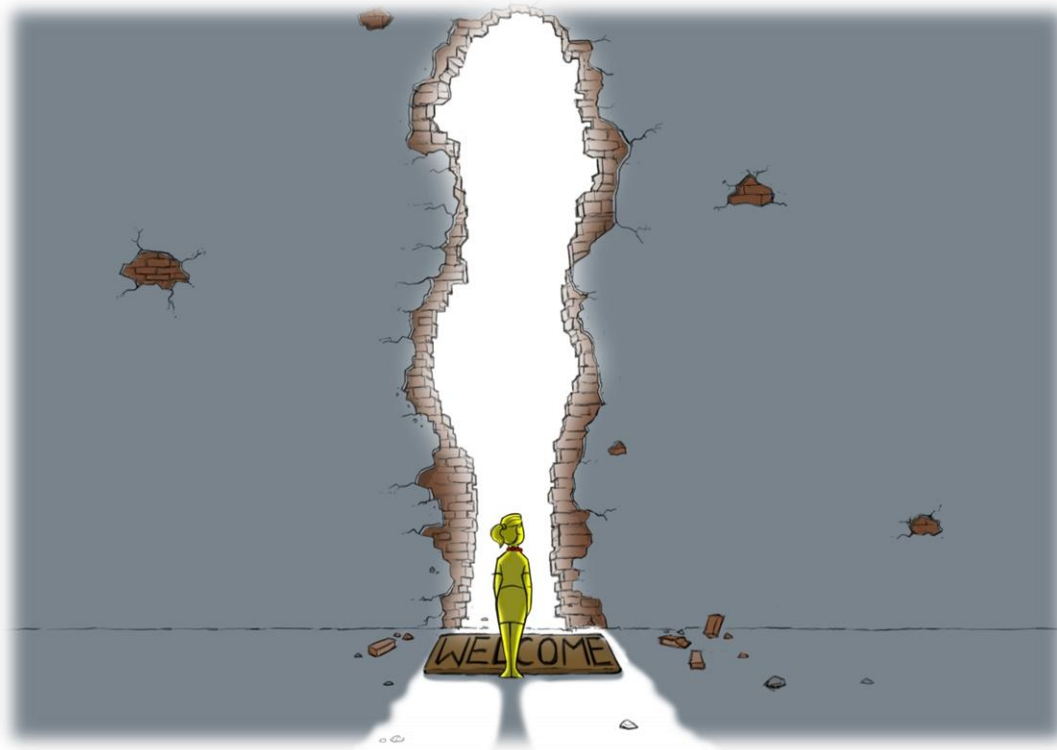
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17 000

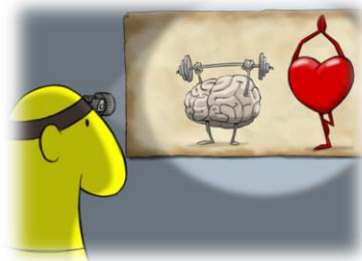
US Agency for Healthcare Research & Quality

***note research rigour**

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Studies have demonstrated ...



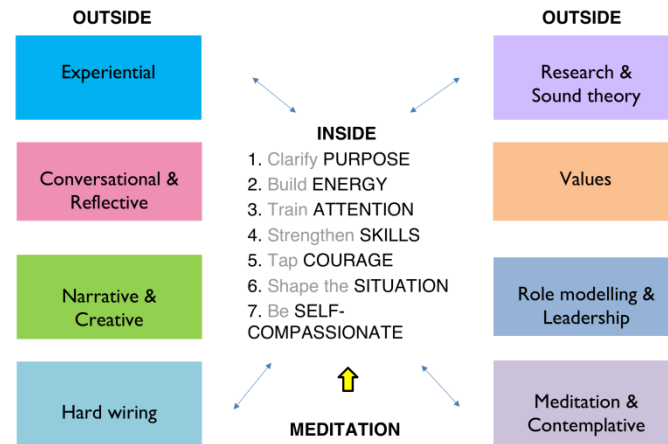
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Ways that SLHD is supporting staff wellness & compassionate care



Cultivating compassion from the inside & out



Heart Health

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Health
Sydney
Local Health District

Meditation-based Wellness & Compassion Training

Mindfulness and Compassion skills

Epicma

Wellness & resilience skills

Good Company

Personalised care skills

Innercoach

Coaching & enabling skills

Staff wellness

Compassionate, Patient-centred Respectful care

Heart Health
Community Practice

Compassion 'Think tank'

Heart Health
Research Hub

Research collaboration

Support & specialised programs eg:

Sankalpa Facilitator Development

Cultivating compassion from the inside & out

OUTSIDE

Experiential

Conversational &
Reflective

Narrative &
Creative

Hard wiring

OUTSIDE

Research &
Sound theory

Values

Role modelling &
Leadership

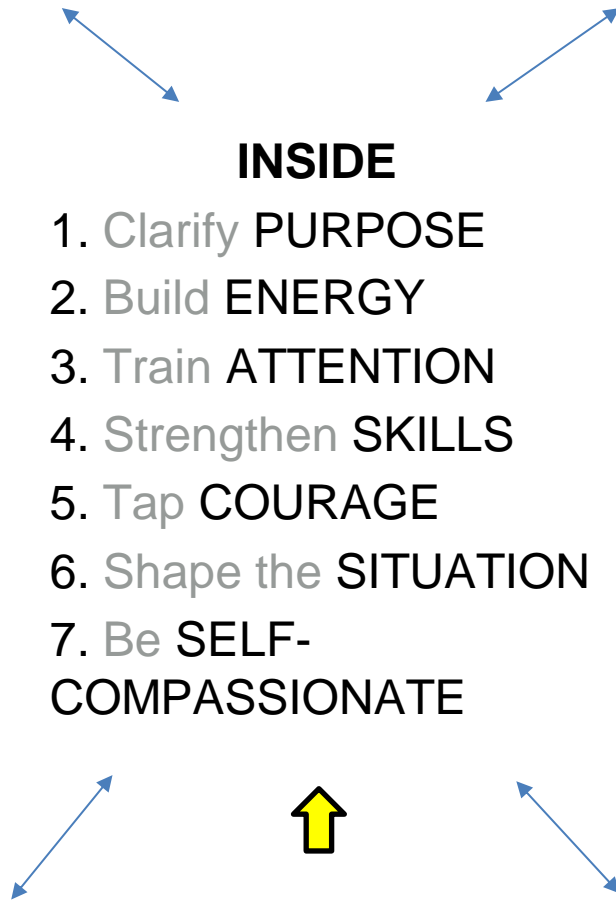
Meditation &
Contemplative

INSIDE

1. Clarify PURPOSE
2. Build ENERGY
3. Train ATTENTION
4. Strengthen SKILLS
5. Tap COURAGE
6. Shape the SITUATION
7. Be SELF-COMPASSIONATE



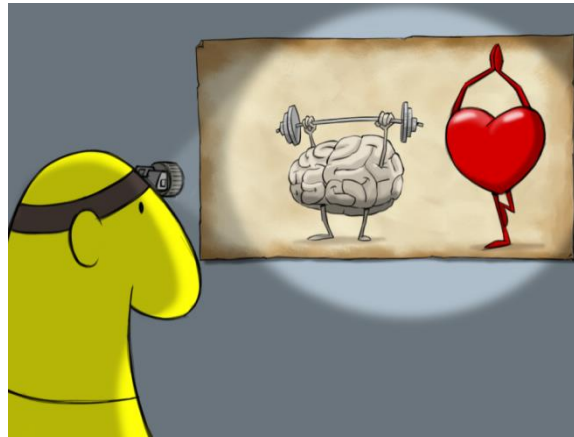
MEDITATION



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Meditation-based Wellness & Compassion Training ♥



Meditation-based Wellness & Compassion (MWAC) training

A form of mental & emotional fitness training

Science-based, Practical, Secular (non-religious)



Meditation-based Wellness & Compassion Training ❤️

**RPA
Hospital**

**Concord
Hospital**

**Canterbury
Hospital**

**St
Vincent's
Hospital**

**Sydney
Hospital/Sydney
Eye Hospital**

**Balmain
Hospital**

**Canterbury
District, NZ.**

**Royal Hospital
for Women**

- *Success – ↑SW, MF & CC; 300K RCT
- *Sustainability – n=82 facilitators
- *Scale – 7 Sydney Hospitals, 4 NZ

Weekly program n=100+, already for 2 yrs in some teams, continues to expand

Meditation-based Wellness & Compassion Training ❤️

Deep relaxation meditation

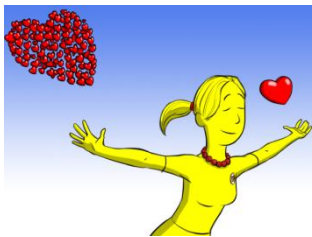
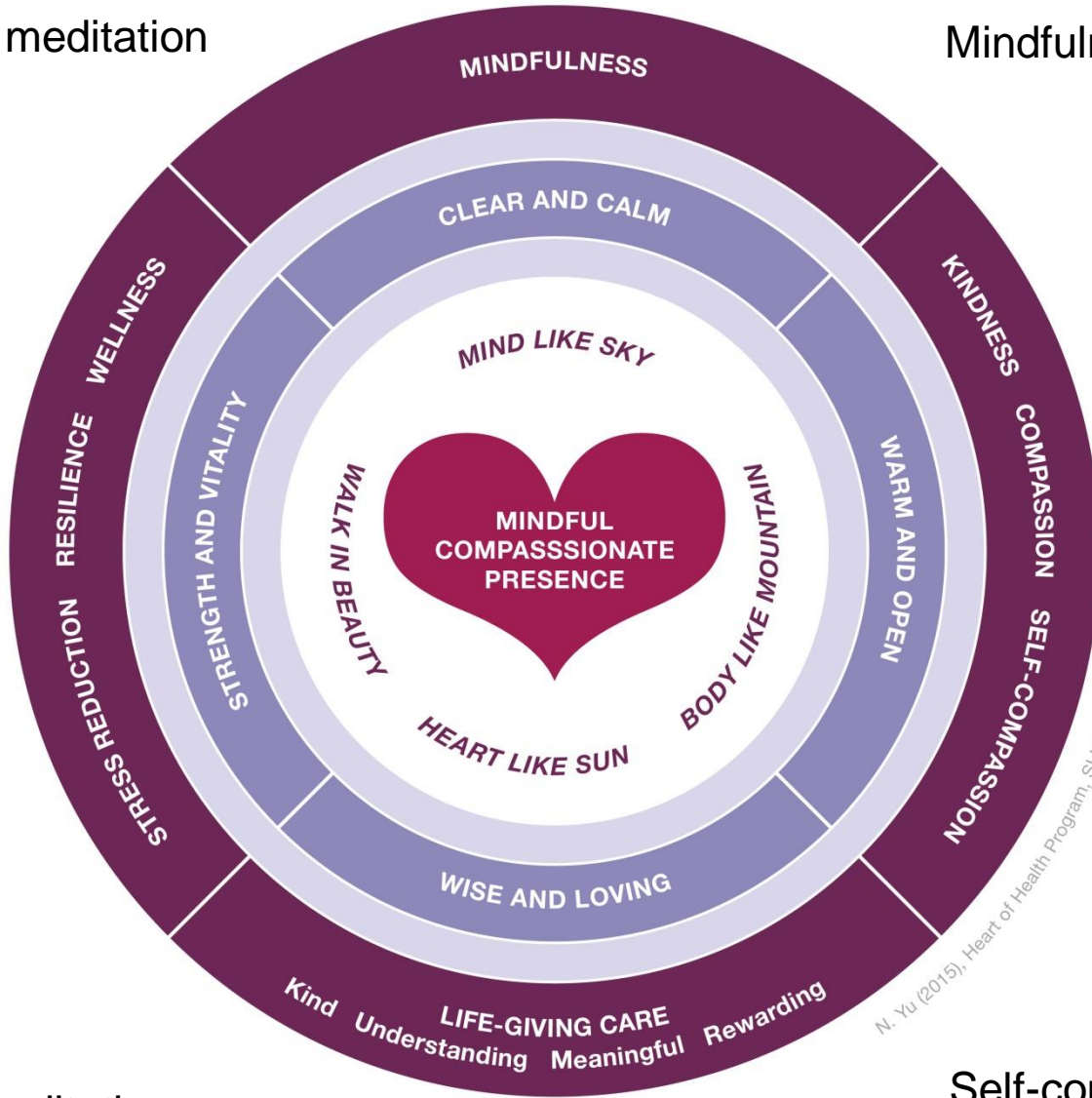


Informal
(on-the-go)
practices

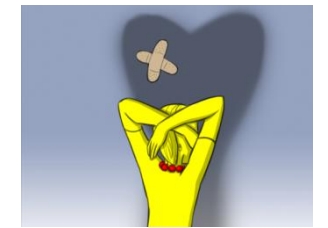
Mindfulness meditation



Formal
(‘sitting’)
practices



Kindness meditation



Self-compassion &
Compassion meditation

The mind is full of STUFF ... learning to observe the STUFF ... and relate to the STUFF with openness, interest and kindness ...

STUFF

Sensations (of the body, including all 5 senses)



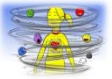
Thoughts (including images) – if helpful, label thought eg 'thinking' ...



Urges & impulses – notice and 'ride' the urges



Feelings – label the feeling eg 'this is anger', instead of I'm feeling angry or I'm angry



Flavour of each state (sensations, thoughts, urges, feelings are 'states') – notice how each state has a 'flavour' of being pleasant, unpleasant, or neutral



When triggered ...

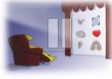


↓
SOAR

Stop and breathe



Observe the S.T.U.F.F (Sensations, Thoughts, Urges/ impulses, Feelings)



Assess Ask for is needed (here now)?



Respond & Reflect afterwards



Being with tricky feelings ...

ALL ER

Acknowledge



Label – name the feeling ... 'this is anger' ...



Locate – where in the body is this?



Experience – feel the feeling.. turning towards with openness, interest & kindness



Release – allowing states to pass without forcing or controlling





Nickolas Yu¹, Greg Fairbrother² Anya Johnson³, Helena Nguyen⁴
¹Program Manager Staff Wellness and Patient & Family-centred Care, Sydney Local Health District (SLHD),
²Clinical Nurse Consultant - Patient & Family-centred Care Research, SLHD
³⁻⁴University of Sydney Business School,.



Introduction

Patient & family-centred care (PFCC) is a key priority in modern healthcare.

Research has found that patient and family-centred care is characterised by collaboration, continuity of care, consideration of patient needs and preferences, comfort (physical and psychological), candid information sharing, courage, caring workplace environment, and compassion (Blewitt et al, 2015).

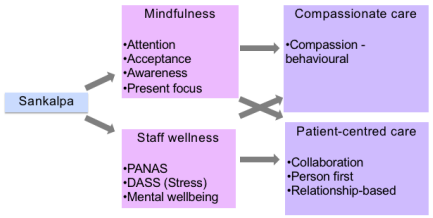
Compassion is “a deep awareness of the suffering of another, coupled with a wish to relieve it” (Chochinov 2007). Elements of compassion include understanding, appraisal, empathy, motivation and responding.

A number of studies have found that meditation training can increase compassion (Seppala et al, 2013; Fredrickson et al, 2008). Most of these programs run progressively over a 2 month period or more. Less is known about the effectiveness of compassion and mindfulness training delivered in a brief, intensive format.

Aim

To investigate the impact of a 2-day meditation workshop on participants' stress, wellness, positive affect, resources, mindfulness and PFCC-related measures.

Model



Method

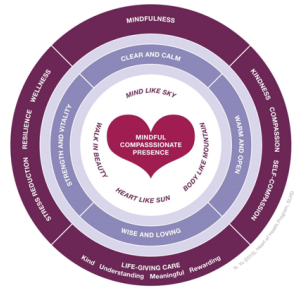
The meditation based wellness and compassion training program (MWAC) consisted of five core meditation practices:

- mindfulness training,
- relaxation and stress reduction training
- kindness training,
- self-compassion training,
- compassion training.

The 2 day program comprised of 12 hours of compassion and mindfulness training. 71 clinical leaders (managers, educators and senior clinicians) have participated in the program during 2015-17.

A within person repeated measures design was used. A questionnaire was used to collect data at three time points.

Baseline, post program and six month follow up data was analysed via SPSS using the General Linear Model (Repeated Measures) procedure. Dependent variables canvassed were: Positive affect, Mindfulness, Stress, Well being, Resources (physical, mental, emotional) and four PFCC-specific domains: Compassionate behaviour, Collaboration, Patient-centred care and Acknowledgement. Gender and years in the profession were also measured as independent variables.



Results

Fig 1: Heartworks – Well being related outcomes by 6 months (n=21)

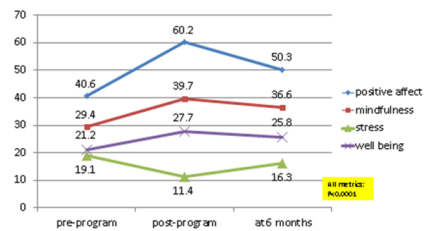
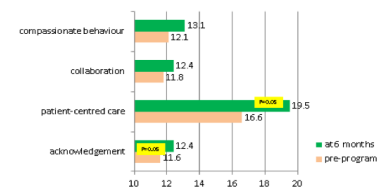


Fig 2: Heartworks – Compassionate patient & family centred care outcomes by 6 months (n=10)



Positive affect: 1.4; Resources: 0.5; Stress: 0.7; Mindfulness: 1.8; Well-being: 1.2; Patient-centred care: 1.1; Acknowledgement: 0.8

These values derived from participants matched at all three times points, reflect large sustained improvements and strong effect sizes for the MWAC intervention in both wellness and PFCC terms.

Role of gender and years of professional service

Participants provided data on their gender and years of professional service. These two independent variables were assessed against change values on the five principal outcome measures. Analyses which sought to ascertain any mediating effect of these variables indicated that they did not significantly affect the change values on outcome. This result suggests the potentially broad applicability of the intervention.

Practice at 6 months follow up	Result
Are you meditating at home?	Active: 96%
Are you meditating at work?	Active: 80%
I found Heartworks helpful	Agree: 100%
I would recommend it to colleagues	Agree: 97%

Conclusions

Sustained wellness- and PFCC- related impacts are being demonstrated. The program and follow up data collection continues. Research designs are being strengthened by adding a wait-listed control element to the design

Contact

Nickolas Yu
 Program Manager, Staff Wellness and Patient & Family-centred Care, Sydney Local Health District.

E: nickolas.yu@sswhs.nsw.gov.au

Note

This is a research project of the Heart of Health Research Hub which is a collaboration between academics and practitioners from Sydney Local Health District, University of Sydney and Australian Catholic University. The focus of research projects is staff wellness and compassionate care.

References

Blewitt L, Wang K, Nguyen H, Johnson A, Pidial K, Yu N (2015) Mindfulness: Creating the space for compassionate care

Fredrickson B, Cohn M, Coffey K, Pek J, Pinkel S (2008) Open hearts build lives: Positive emotions induced through loving-kindness meditation build consequential personal resources *J Personality & Social Psychology* 95(5): 1045

Seppala E, Rossomando T, Doty J (2013) Social connection and compassion: Important predictors of health and well being *Social Research* 80(2): 411-30

Meditation vs.

Positive psychology vs.

Waitlist

n=240

Survey data

Patient/Staff dyads

Physiological measures

Qualitative data

**300K Templeton grant,
Headed up by Prof Felicia
Huppert, ACU &
Cambridge Uni**



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SOME MINDFULNESS & COMPASSION RESEARCH

KEY POINTS

- 1. High performance is the aspiration, actual performance fluctuates**
- 2. In healthcare, one dimension of high performance is compassionate care**
- 3. Staff wellness helps sustain compassionate care**
- 4. Meditation supports wellness and compassion**
- 5. *A little, often* makes a difference ...**
- 6. Life-giving conversations also matter**

Mindfulness

- Positive effects of mindfulness training upon well-being as well as reductions in stress and distress (e.g. Good et al., 2015; Keng et al., 2011; Khoury et al., 2015).
- Mindfulness appears to enhance capacity to self-regulate emotions, relate more flexibly to problematic cognitions regarding self and others, and reduce reactivity to stress (Atkins & Parker, 2012).

Mindfulness applications for organisational effectiveness

- Managing staff stress; Improving high potential development
- Enhancing engagement, Reducing burnout; Supporting staff cope with organisational change (Hyland et al 2015)

Impact of compassion

Higher compassion individuals show ↑:

- helping behaviour
- moral reasoning
- connectedness & stronger interpersonal relationships

Higher compassion individuals show ↓:

- Depression; Moodiness & mental illness (Cameron 2003)
 - Within org's compassion influences an individual's sensemaking about the org, resulting in:
 - ↑ org commitment; > frequent org citizenship
 - ↑ quality relationships
- (Boyatzis et al 2013; Lilius et al 2012; Lilius et al 2008)

Receiving compassion

- Manage pain (Lilius et al 2012)
- Supports change (Huy 2002)
- Express suffering & grieving (Hazen 2008)
- Legitimizes suffering (Lilius et al 2012)
- Potential to trigger:
 - Vulnerability
 - Recovery & org reengagement
 - Commitment
 - Positive relationships
 - Supportive behaviours towards others (Dahl & O'Connor 2015)

Witnessing compassion

- Elation (Haidt 2003; Lilius et al 2012)
- Promotes org virtuousness which may amplify org performance (Cameron et al 2004)
- Compassion satisfaction and positive prosocial identity (Grant et al 2008)
- Openness to receiving help from others, less stress (Cosley et al 2010)
- Work connectedness ... org commitment, lower turnover, org citizen (Lilius et al 2012)

Research compiled by O'Connor* and Dahl (2015).

Self-compassion

- ↑ SC are correlated with higher levels of WB (Barnard & Curry, 2011; Neff, 2011; Pisch & Huppert, 2015), ↓ depression & anxiety, ↑ life satisfaction, ↑ social connection & ↑ PA (Neff et al, 2007).
- Longitudinal studies ... change in SC is associated with change in subjective well-being (Birnie et al, 2010; Shapiro et al, 2005).
- Experimental studies have shown that ↑ self-compassion was associated with ↑ PA (Shapira & Mongrain, 2010), and ↑ motivation to change for the better (Breines & Chen 2012).
- KM practice results in: ↑ PA, ↓ NA & psych distress, ↑ flexible thinking, self-acceptance, ↑ self-esteem, ↑ purpose in life, positive relationships, ↑ social support received, & ↓ illness symptoms (e.g. Fredrickson et al., 2008; Mongrain et al., 2011; Shonin et al., 2014).

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- Self-compassion has been shown to be the active ingredient in the effect of mindfulness training on the prevention of depression relapse (Kuyken et al., 2010).
- In experimental studies it has been shown that increased self-compassion was associated with increased positive affect (Shapira & Mongrain, 2010), and increased motivation to change for the better (Breines & Chen 2012).
- Kindness meditation practice results in: increased positive affect, decreased negative affect and psychological distress, more flexible thinking, self-acceptance, increased self-esteem, increased purpose in life, positive relationships, increased social support received, and reduction in illness symptoms (e.g. Fredrickson et al., 2008; Mongrain et al., 2011; Shonin et al., 2014).

Meditation supports healthcare performance & wellbeing

- [Enhancing the resilience of nurses and midwives: Pilot of a mindfulnessbased program for increased health, sense of coherence and decreased depression, anxiety and stress.](#) Maralyn Foureur, Karyn Besley, Geraldine Burton, Nickolas Yu, Jackie Crisp (2013).
- [Mindfulness: creating the space for compassionate care.](#) Larissa Blewitt, Karyn Wang, Helena Nguyen, Anya Johnson, Kreshma Pidial, Nickolas Yu (2015).
- [The effects of a structured mindfulness program on the development of empathy in healthcare students.](#) Sue Dean, Maralyn Foureur, Chris Zaslowski, Toby Newton-John, Nickolas Yu, Evangelos Pappas (2017).

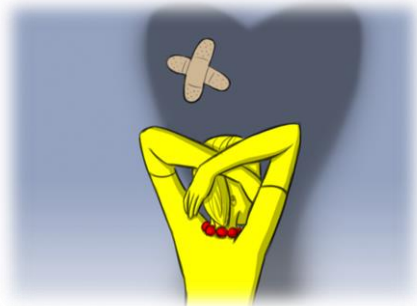
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**How and why does meditation training
support wellness and compassion?**

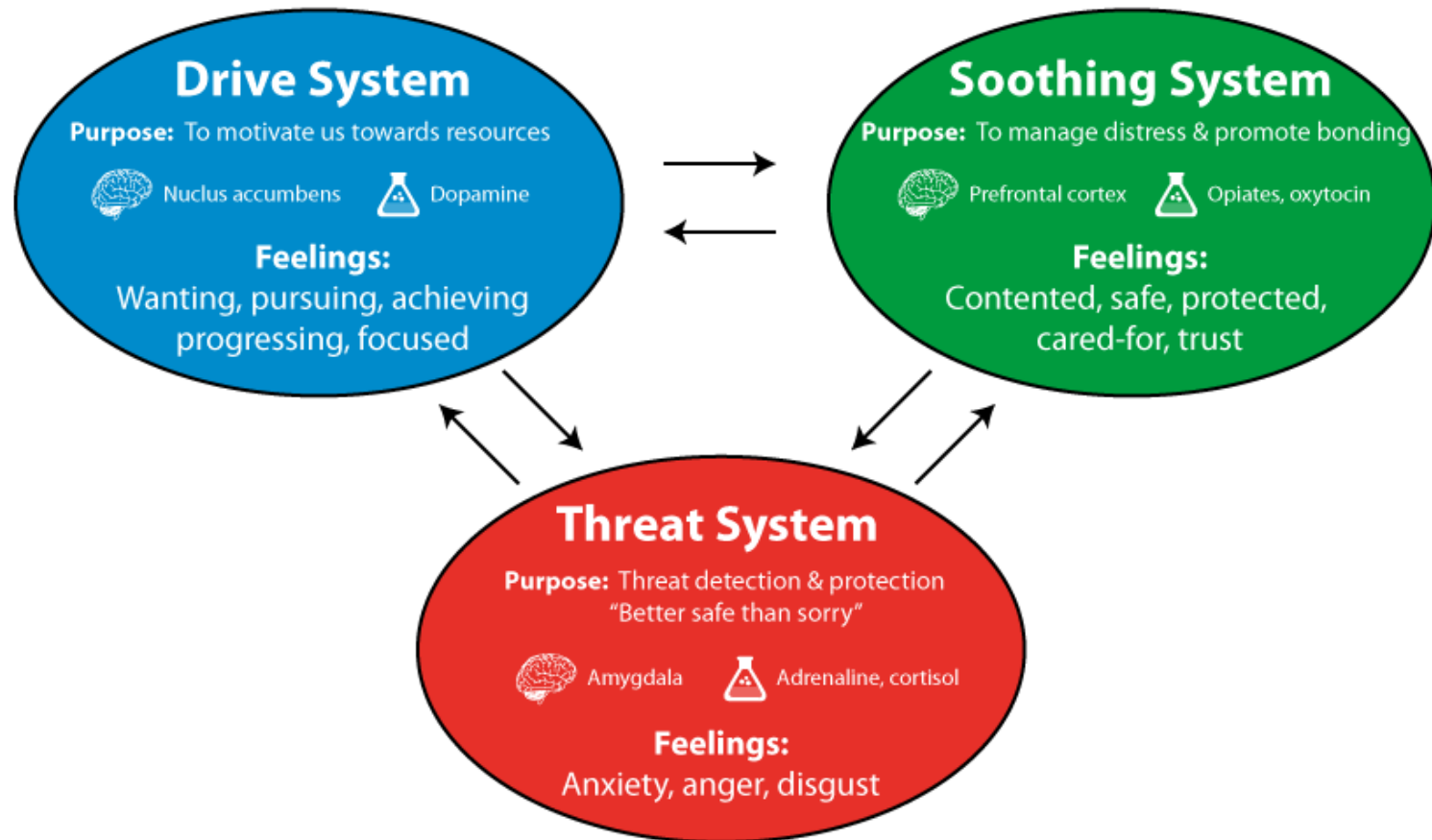
1

... it helps us cultivate self-awareness, a crucial aspect of leadership ... we become better company for ourselves (and others)



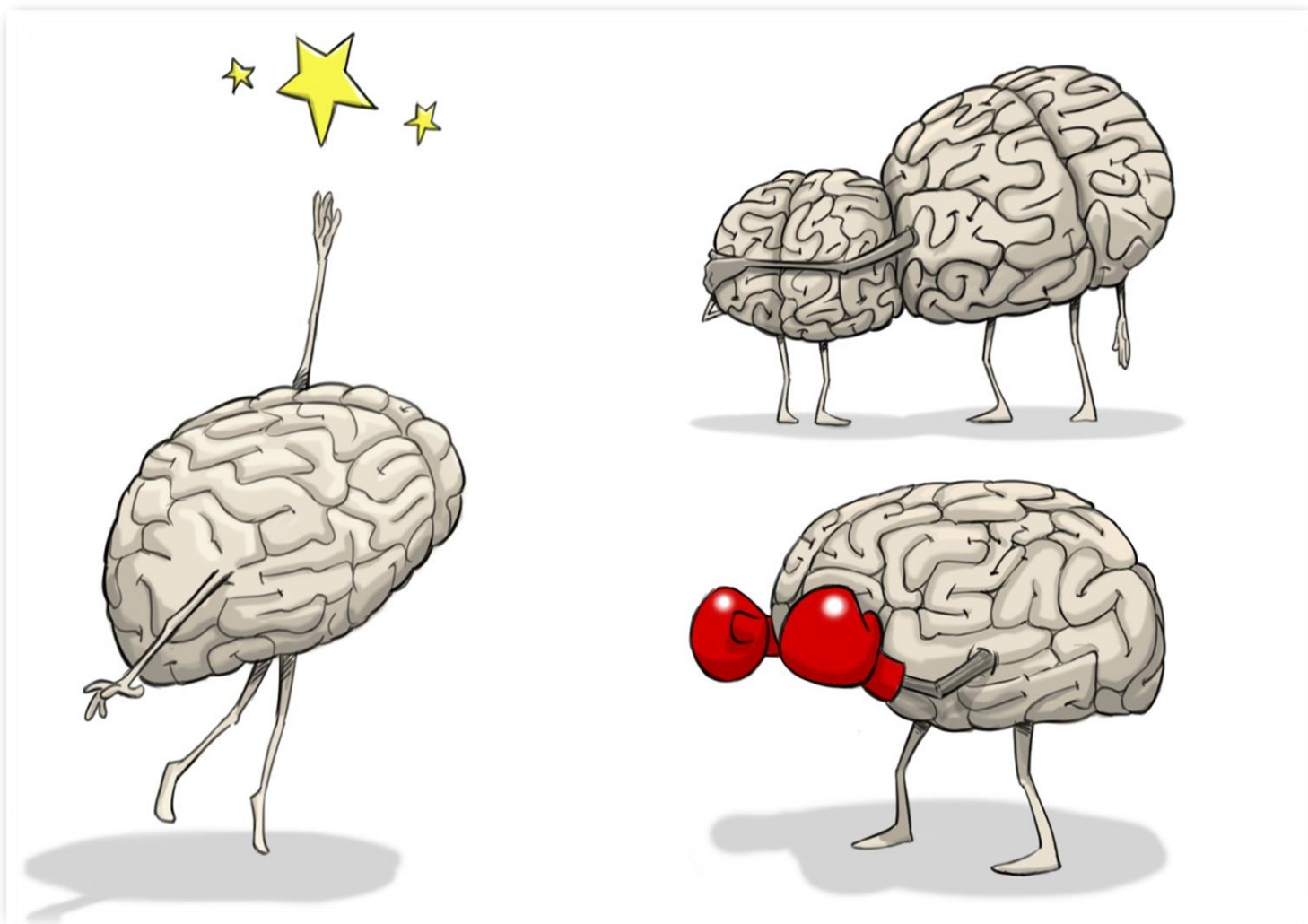
we see and understand more clearly our motivations, aspirations, concerns, triggers

Emotional Regulation Systems



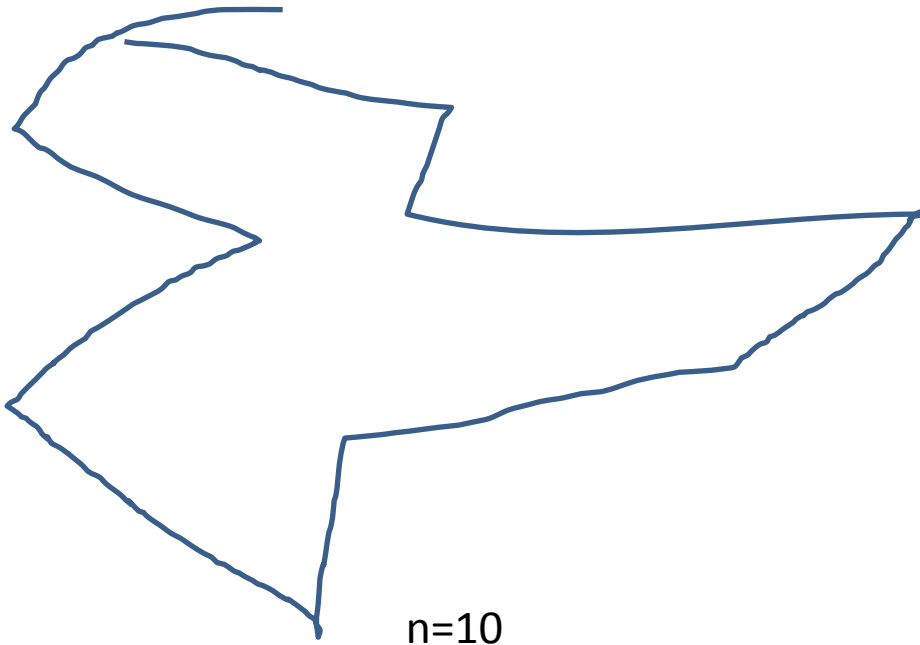
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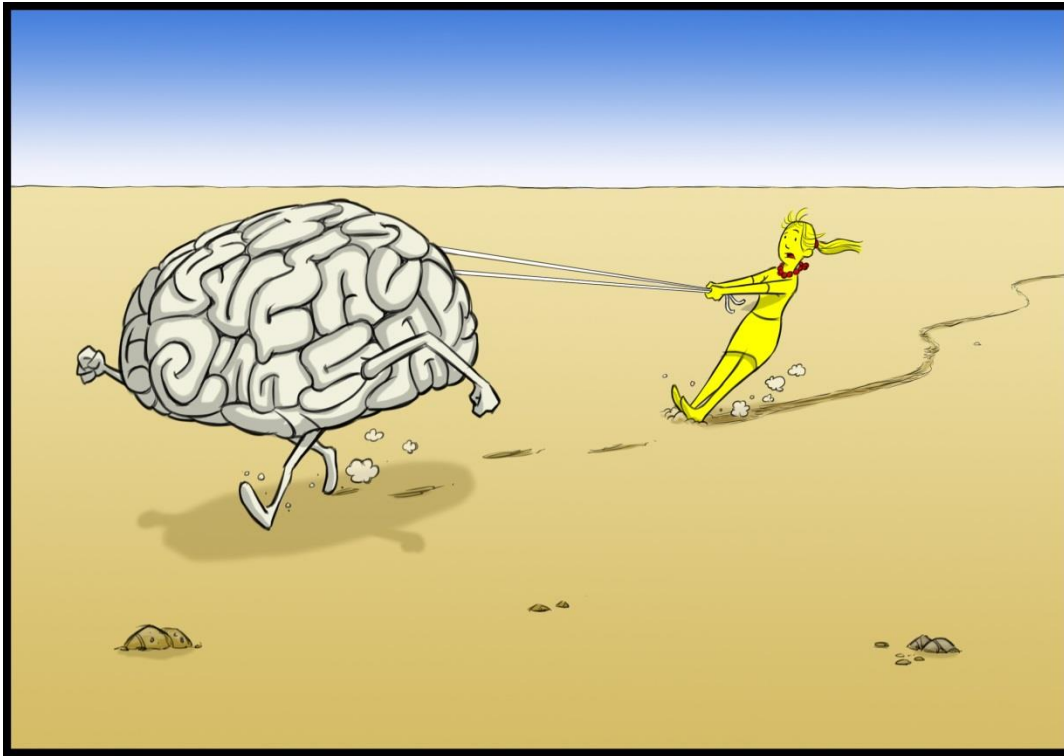
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8.25 seconds

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↑
← 47% →
↓

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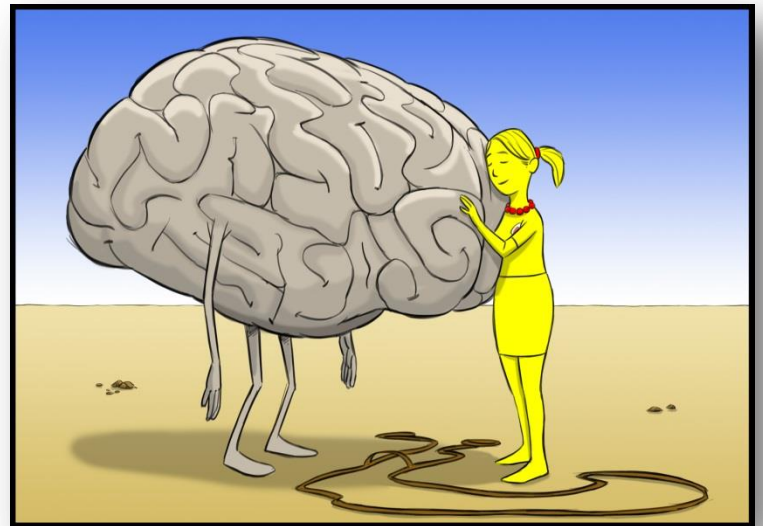
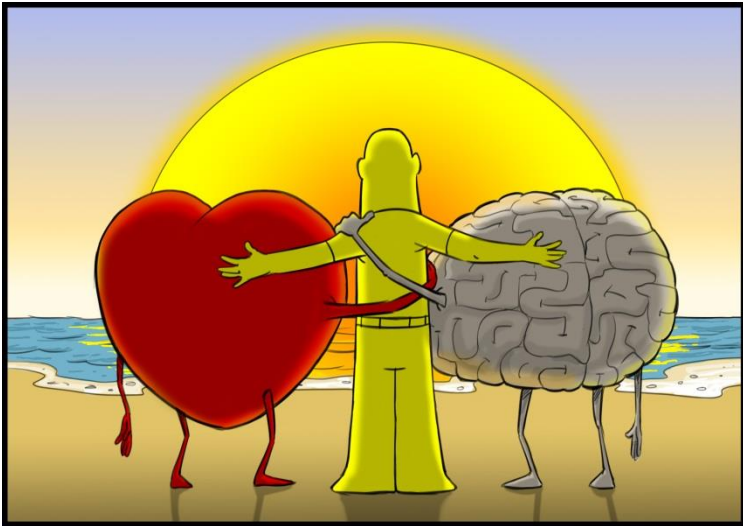
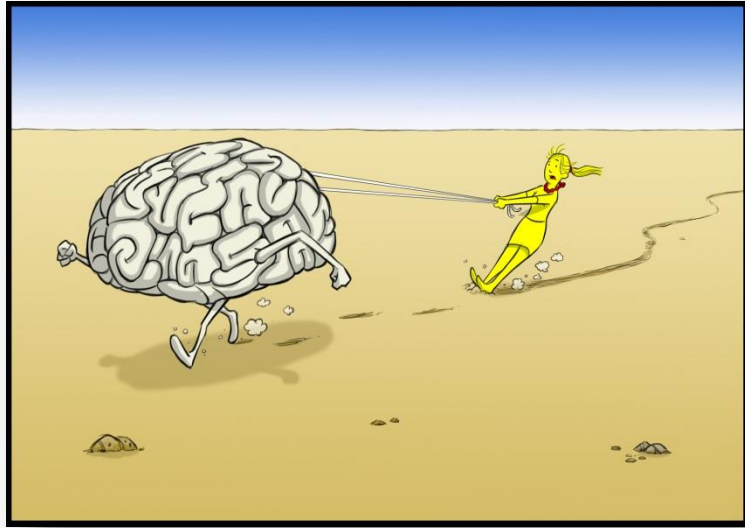
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1440

.002

(A fifth of one percent)



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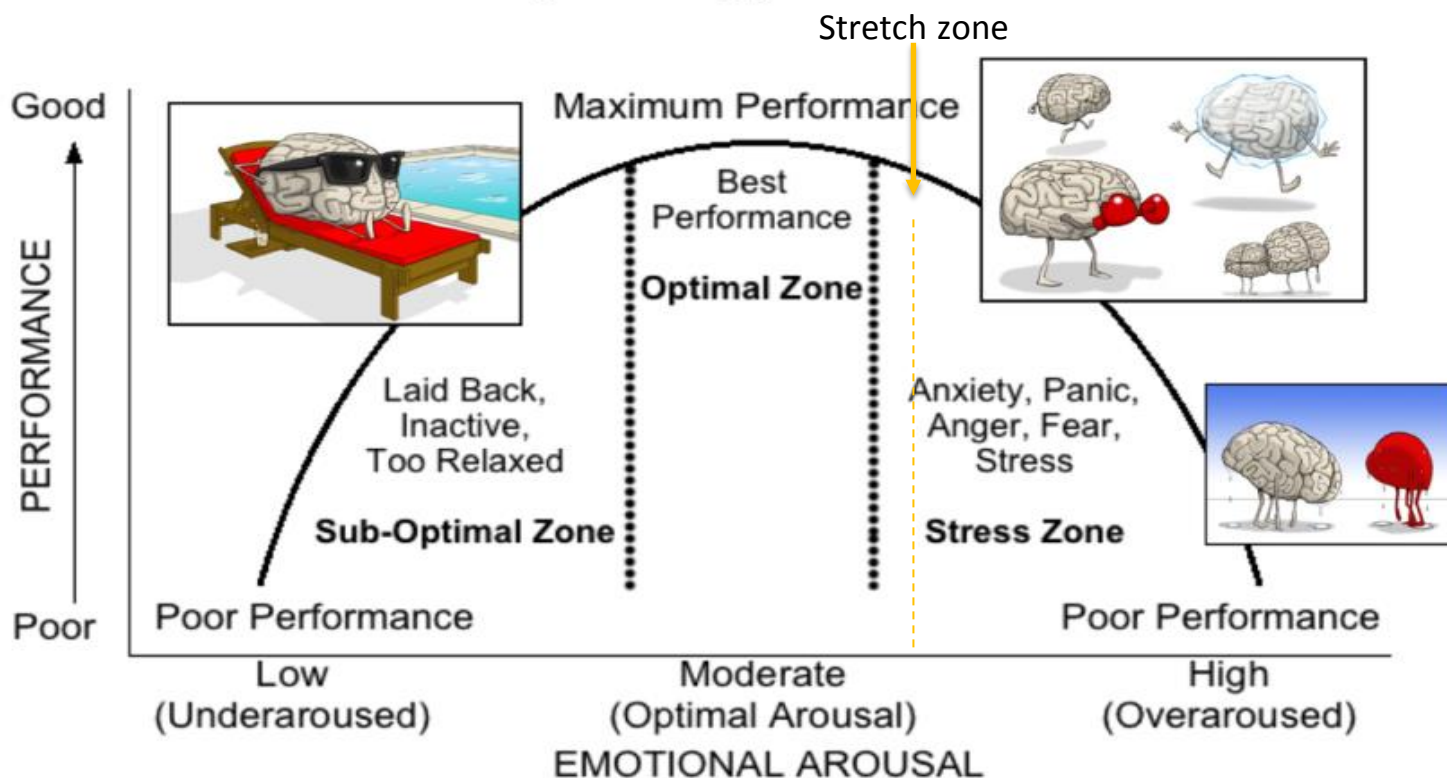
2

... it helps us recharge and replenish

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Leaders manage energy & surf the P-curve



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Sankalpa ♥



Stress & Relaxation

Autonomic Nervous System

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Sympathetic Nervous System

- > Corticosteroids
- Fewer new neurons
- Old neurons overstimulated
- > Adrenaline & noradrenaline
- (> O₂, Glucose ... > HR, BP, Resp)
- Large muscles prepare
- < Non-essential neural circuits
- < Learning capacity
- > Defensive, perceive -ve's

Constricting Emotions
(Eg anger, anxiety)

"Fight or Flight Response"



Parasympathetic Nervous System

- > Immunoglobulin A
- > Natural killer cells
- < Blood pressure
- < Cortisol & Adrenaline
- > DHEA
- > Oxytocin / Vasopressin

Expansive Emotions
(Eg gratitude, kindness, contentment)

"Relaxation Response"

(Rest and Digest, Tend and Befriend)

Relaxation is a side-effect of meditation



- P-curve (Performance & Pressure)
- Flow diagram
- Stress, Eustress, Distress
- Sacrifice & Renewal cycle
- Renew thru evoking the PNS (eg meditate).
- , Commas & .full stops

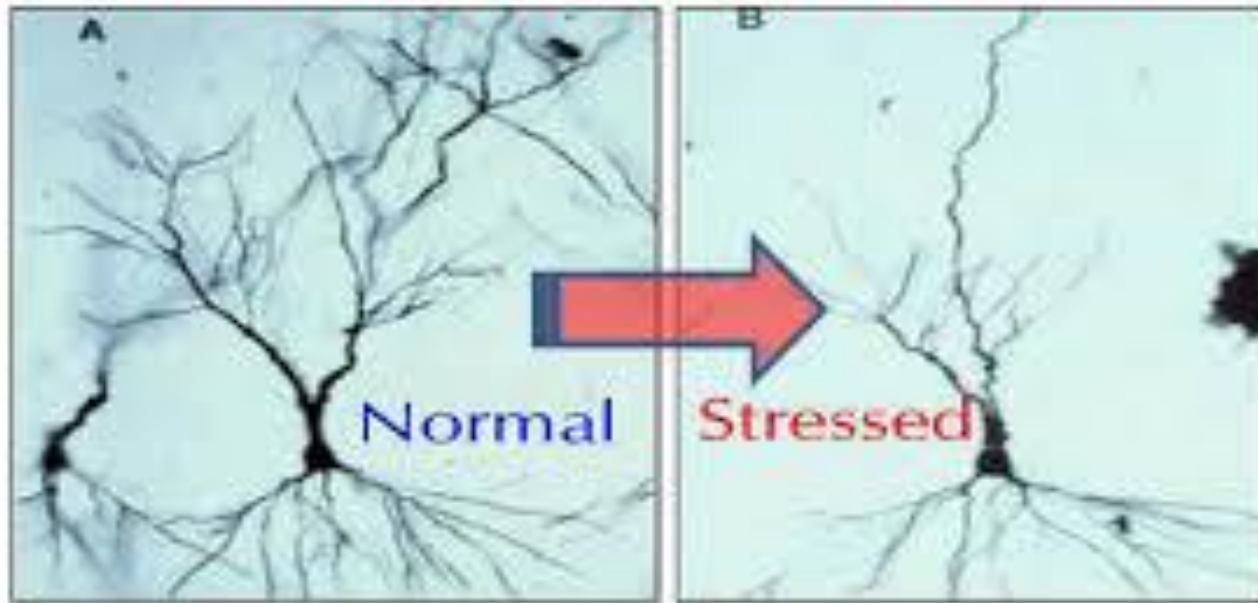


1. Know your Stress Signature &
2. Self-regulate across the curve

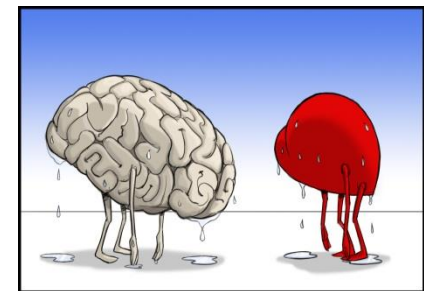
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Stress Shrinks Brain Networks



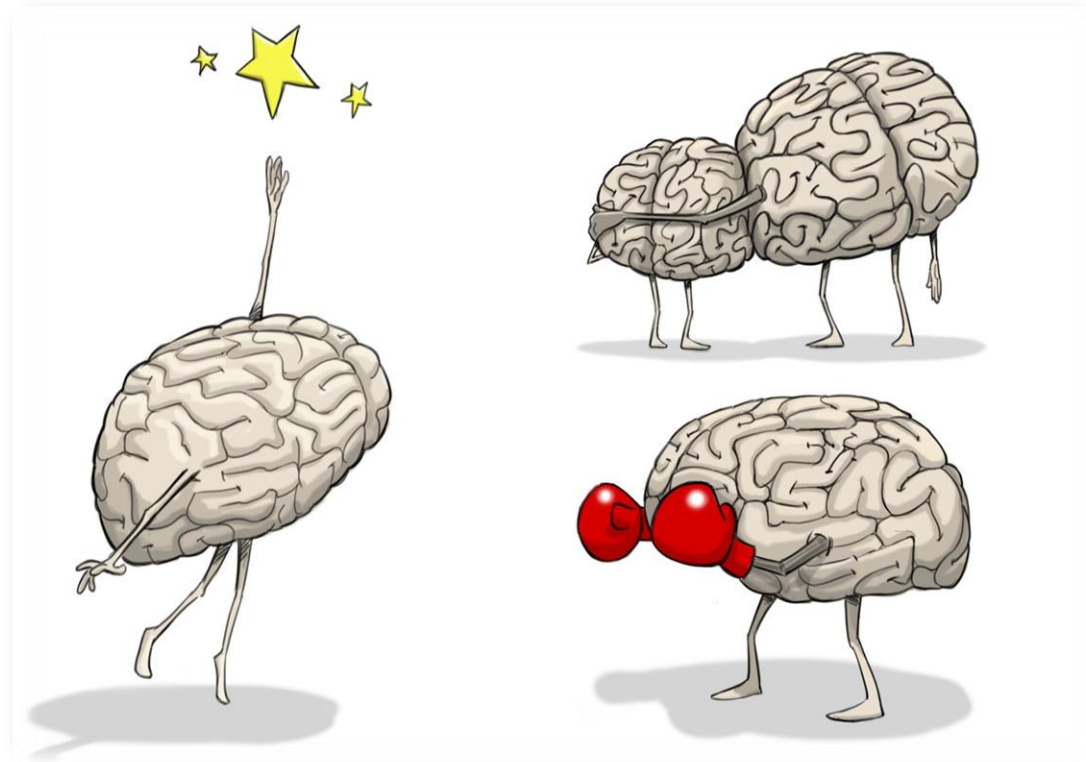
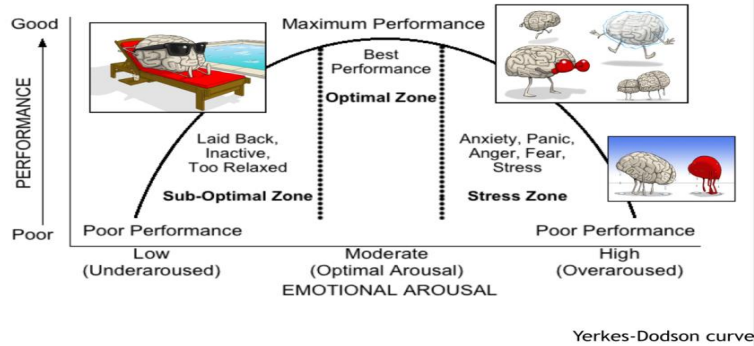
Kaufer (2014), Molecular Psychiatry



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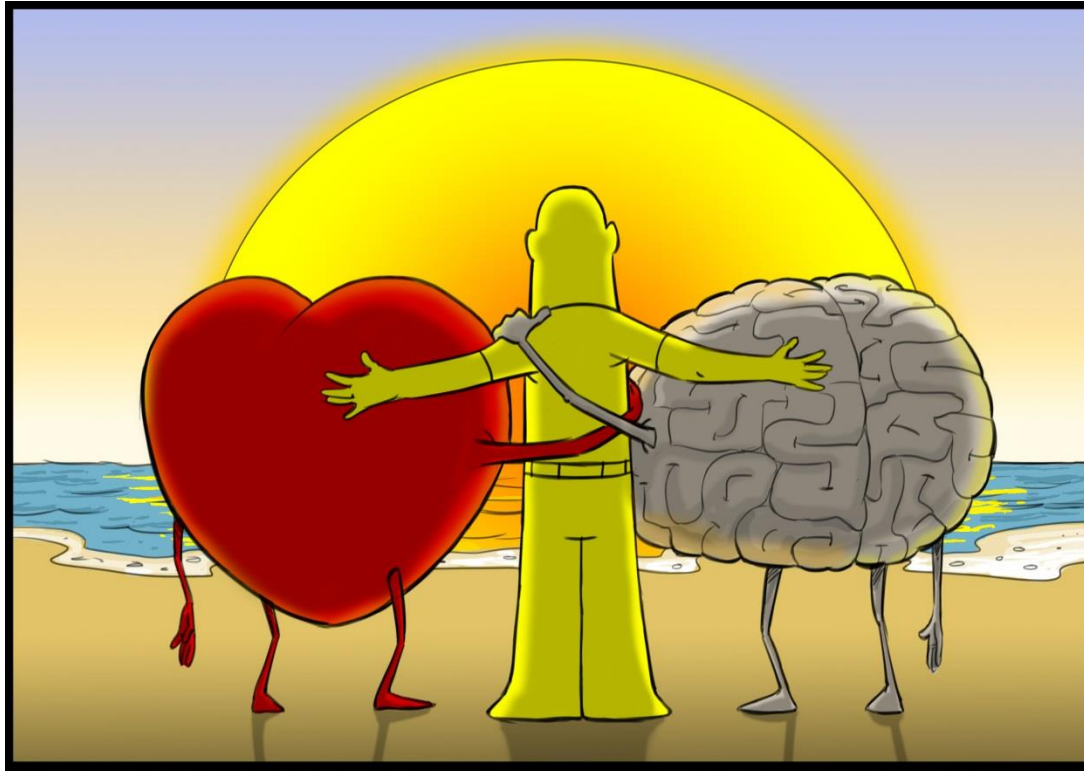
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Leaders manage energy & surf the P-curve



Heart ♥ f Health

Supporting a compassionate workplace



Heart ♥f Health

Supporting a compassionate workplace

3

... it helps us see things more clearly

Heart of Health

Supporting a compassionate workplace



Heart ♥ of Health

Supporting a compassionate workplace



Heart of Health

Supporting a compassionate workplace

Exhibit A:

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Exhibit A:

life is clearer
and easier
with punctu-
ation.

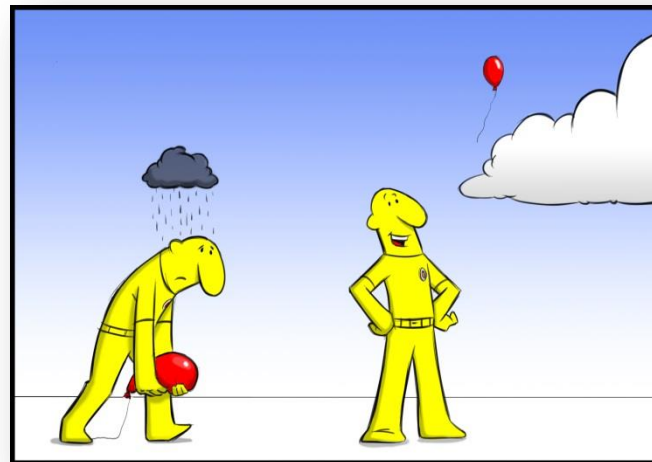


Exhibit B:

Life is clearer
and easier
with
punctuation.

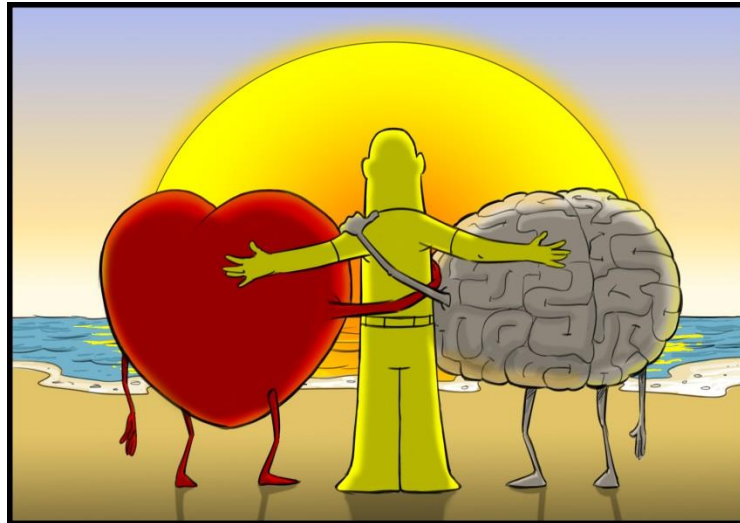
What is the difference?

... also, it takes a lot of energy to keep fighting, running and ignoring tricky **STUFF (Sensations, thoughts, urges, feelings) ...**



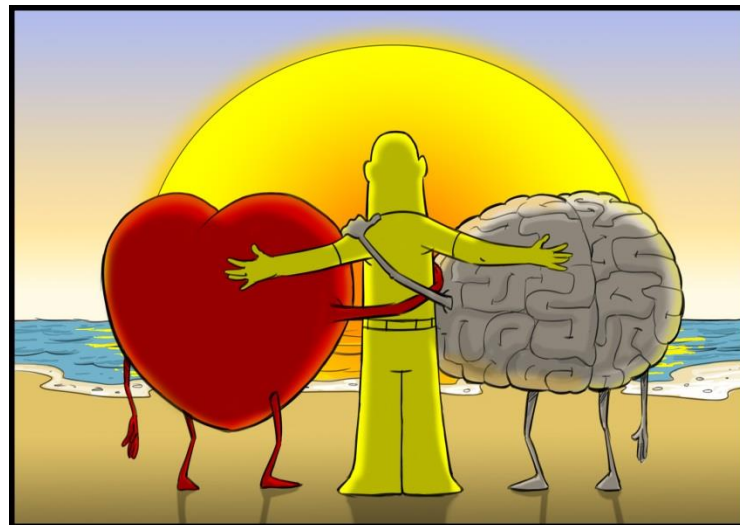
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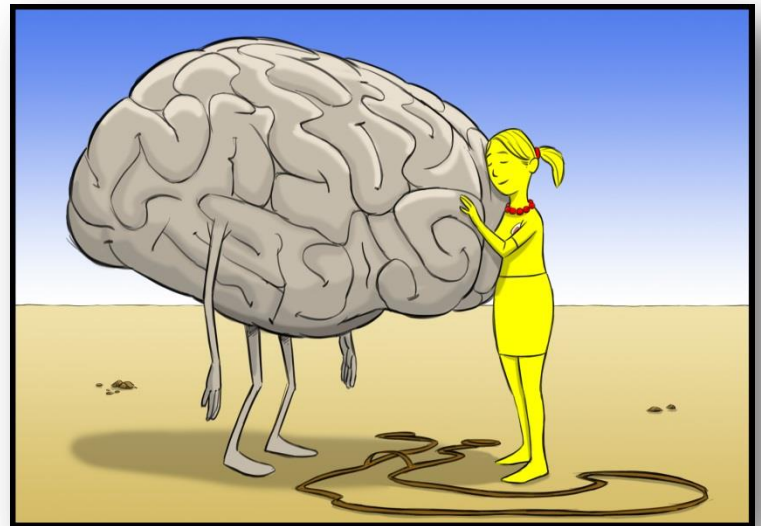
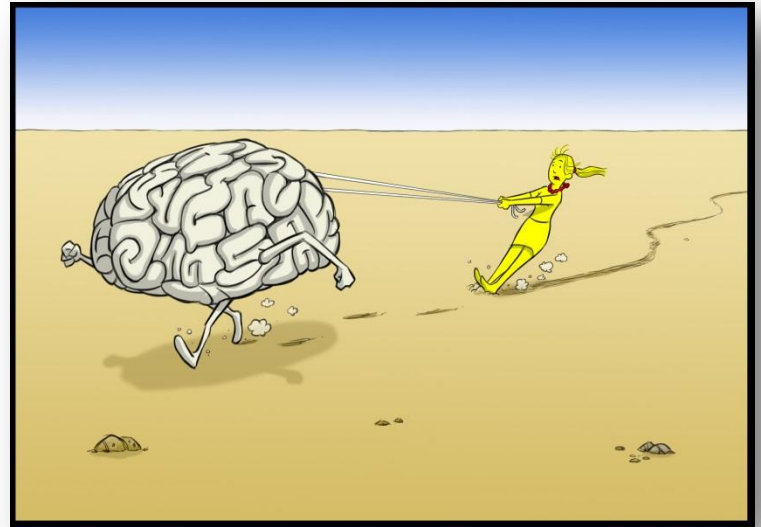
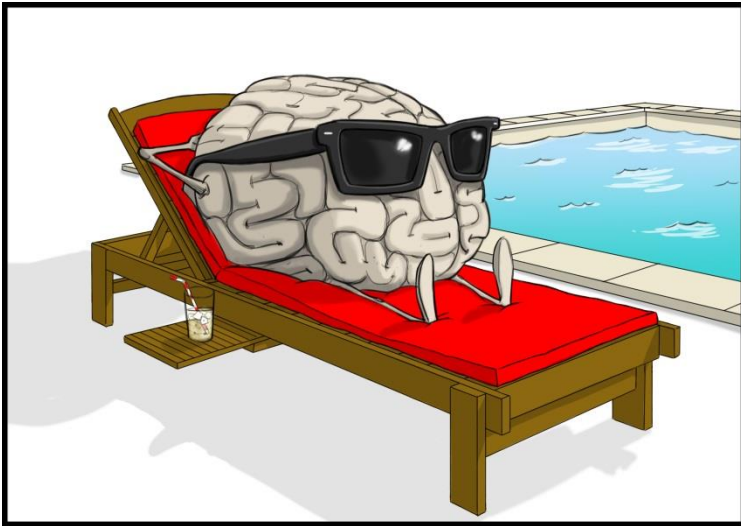
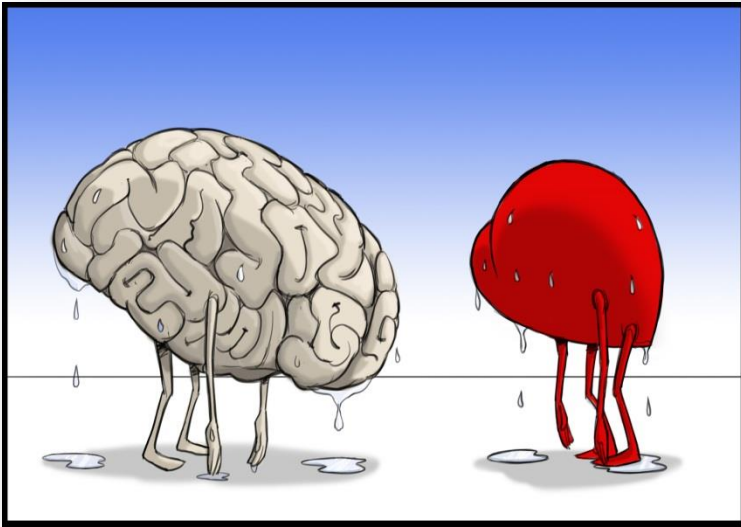
... it helps us strengthen connections and relationships characterised by openness, warmth, trust and respect



5

**Meditation helps cultivate open-mindedness (eg PTC), open-heartedness (eg PA, DT)
... resilience & creativity**





Taste test ... 'experiments'

5'ers

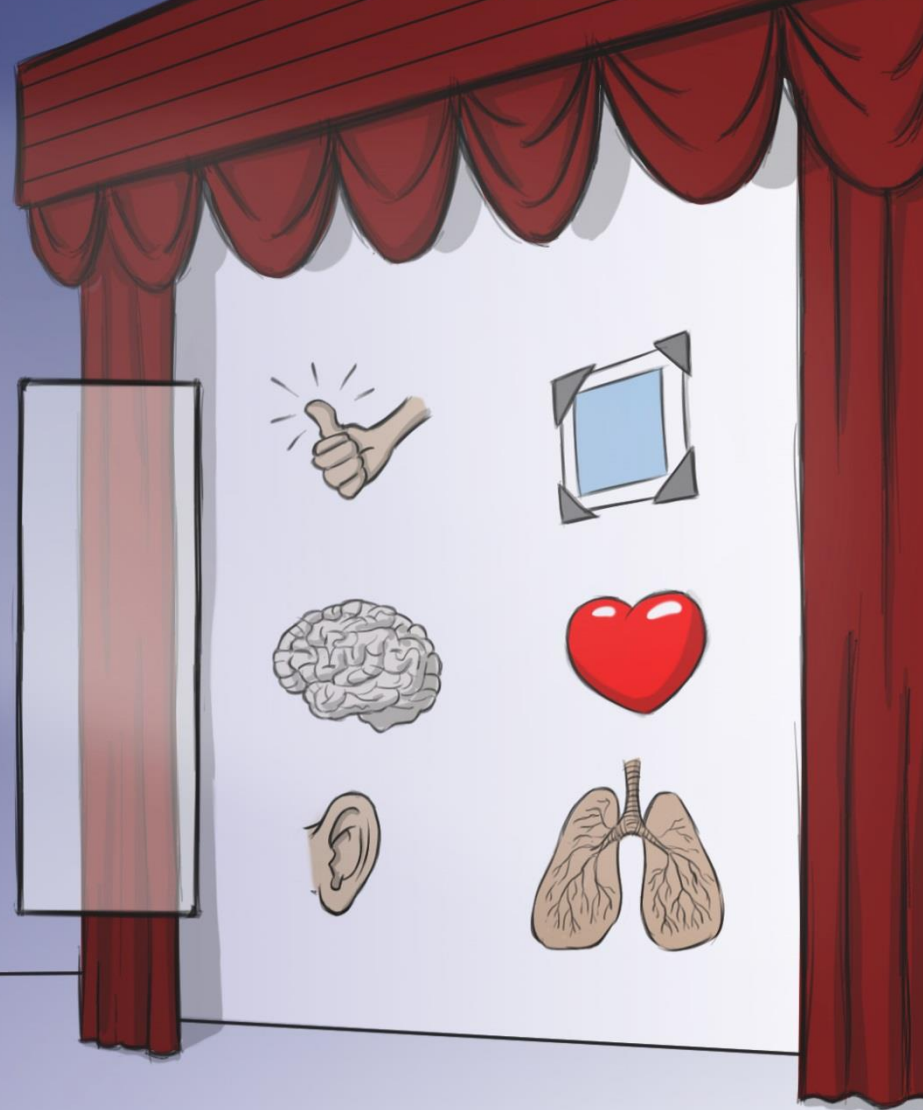
Breathing Space Meditation (MM)

Heartspace Meditation (CM)

Self-compassion Meditation (SCM)

Informal meditation ...

5'ers

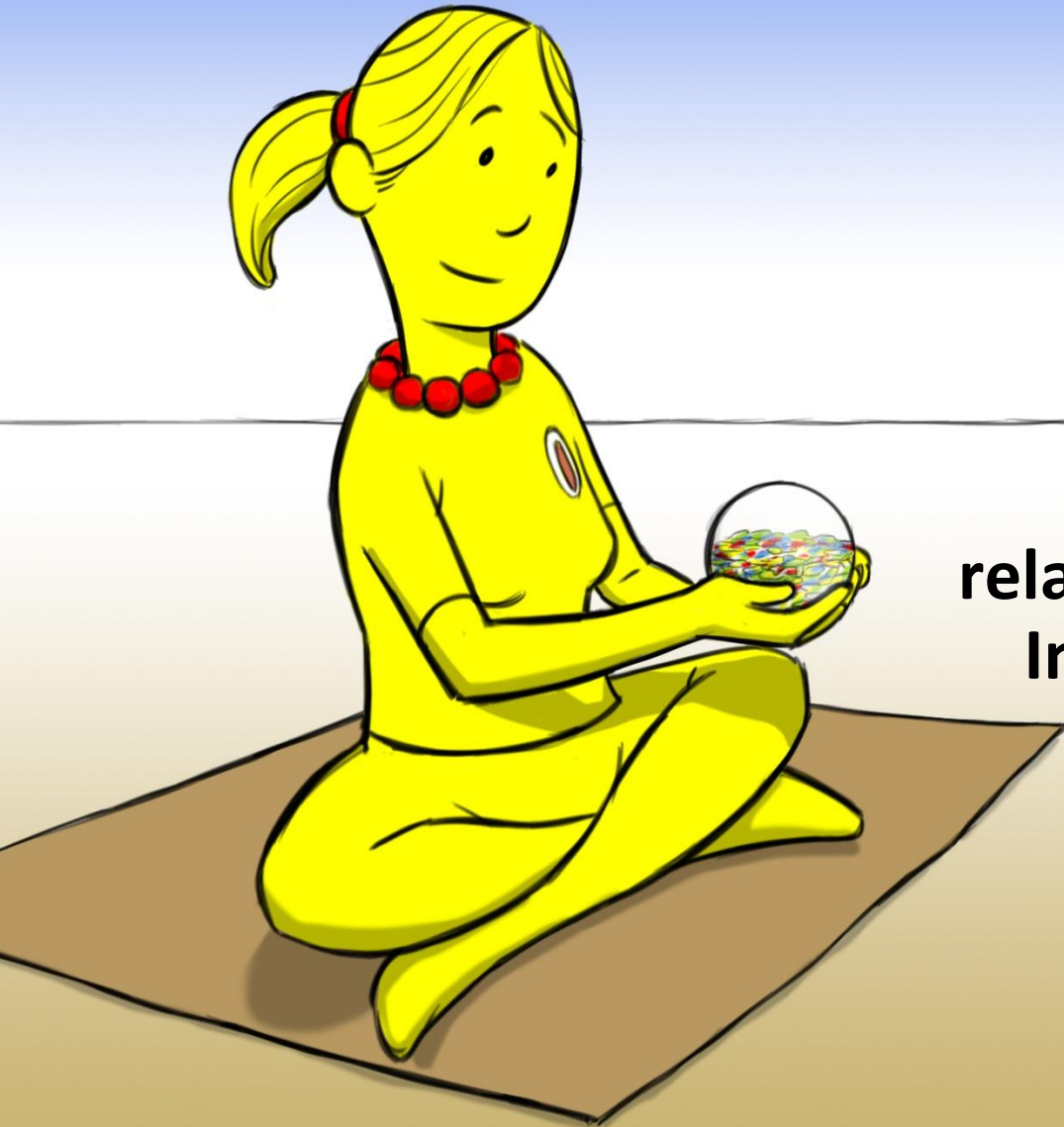


Mindfulness meditation

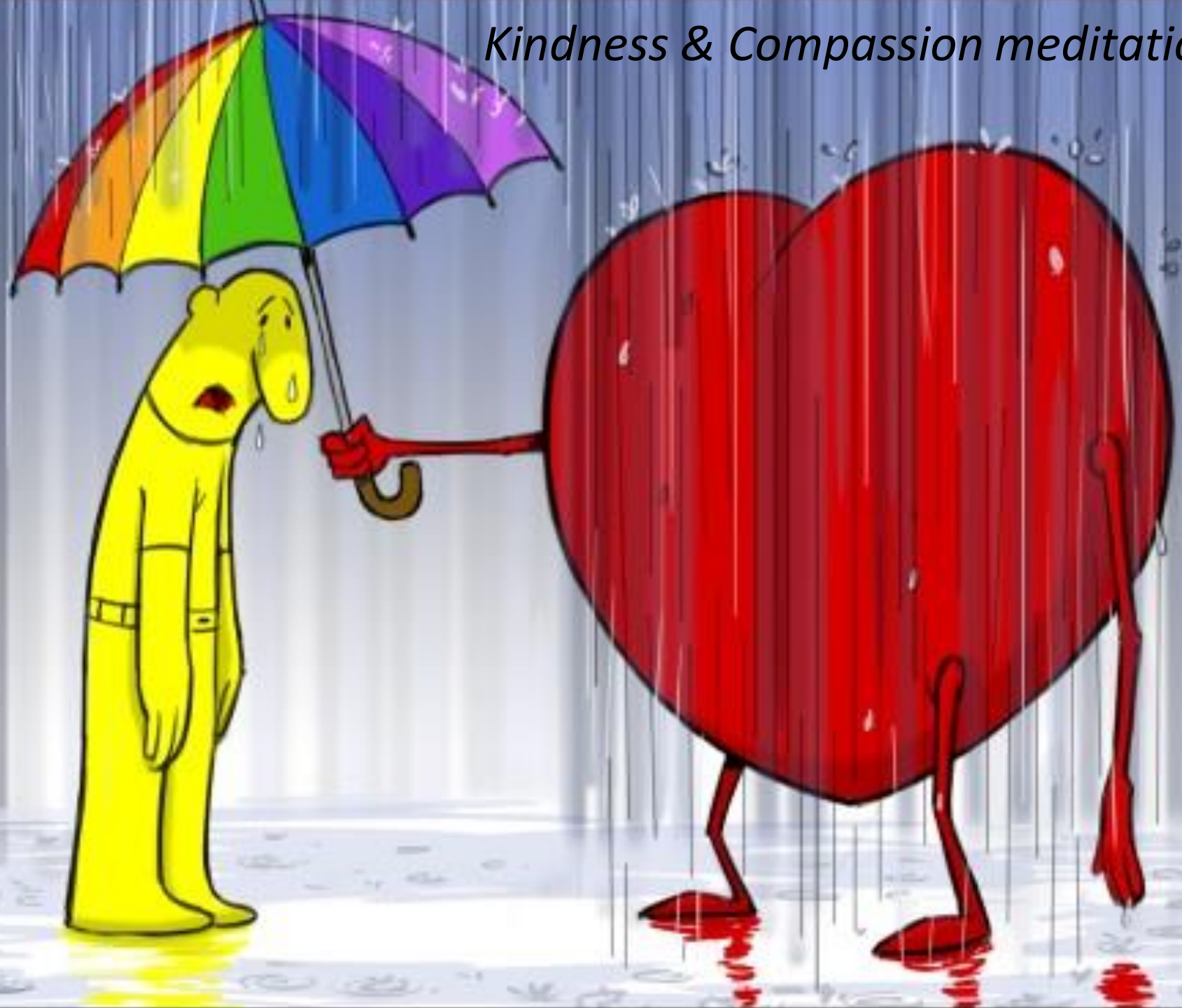
Noticing the STUFF

&

**relating to it with Openness,
Interest & Friendliness /
Kindness**



Kindness & Compassion meditation



KEY POINTS

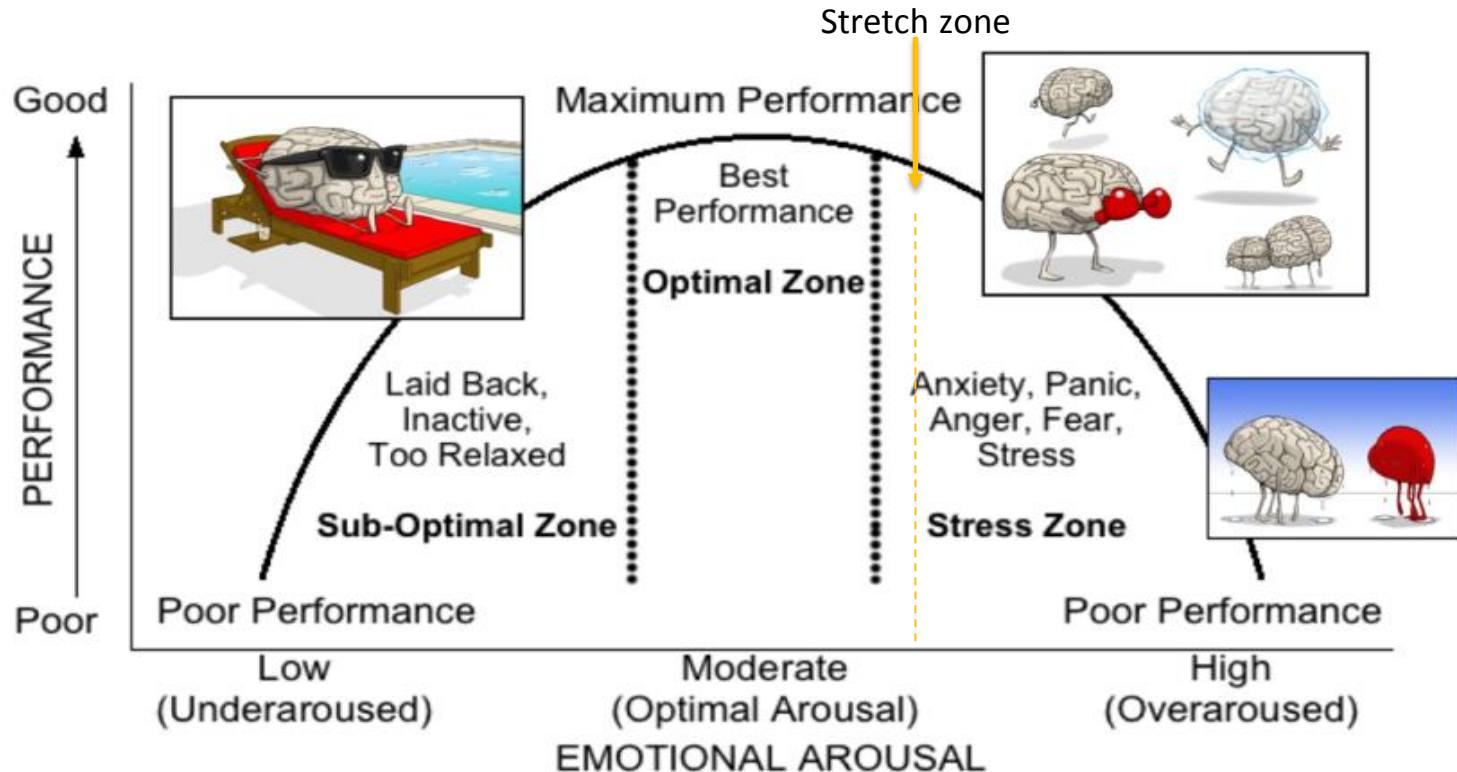
- 1. High performance is the aspiration, actual performance fluctuates**
- 2. Staff wellness helps sustain high performance**
- 3. In healthcare, one dimension of high performance is compassionate care**
- 4. Meditation supports wellness and compassion through cultivating Intention, Attention, and Action**
- 5. Use multiple meditations .. MF, Kindness, Compassion, SC, DR**
- 6. Meditation is not a panacea but a *little, often* makes a difference ...**

Heart ♥ of Health

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1. High performance is the aspiration, actual performance fluctuates

Leaders manage energy & surf the P-curve



Heart ♥ f Health

Supporting a compassionate workplace

Sankalpa ♥

Stress & Relaxation

Autonomic Nervous System

Heart ♥ f Health

Sympathetic Nervous System

- > Corticosteroids
- Fewer new neurons
- Old neurons overstimulated
- > Adrenaline & noradrenaline
- (> O₂, Glucose ... > HR, BP, Resp)
- Large muscles prepare
- < Non-essential neural circuits
- < Learning capacity
- > Defensive, perceive -ve's

Constricting Emotions
(Eg anger, anxiety)

"Fight or Flight Response"



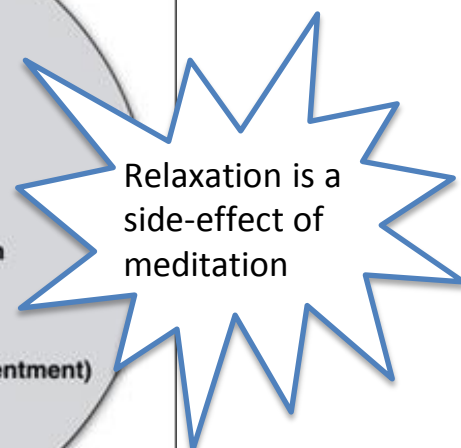
Parasympathetic Nervous System

- > Immunoglobulin A
- > Natural killer cells
- < Blood pressure
- < Cortisol & Adrenaline
- > DHEA
- > Oxytocin / Vasopressin

Expansive Emotions
(Eg gratitude, kindness, contentment)

"Relaxation Response"

(Rest and Digest, Tend and Befriend)



- P-curve (Performance & Pressure)
- Flow diagram
- Stress, Eustress, Distress
- Sacrifice & Renewal cycle
- Renew thru evoking the PNS (eg meditate).
- , Commas & .full stops

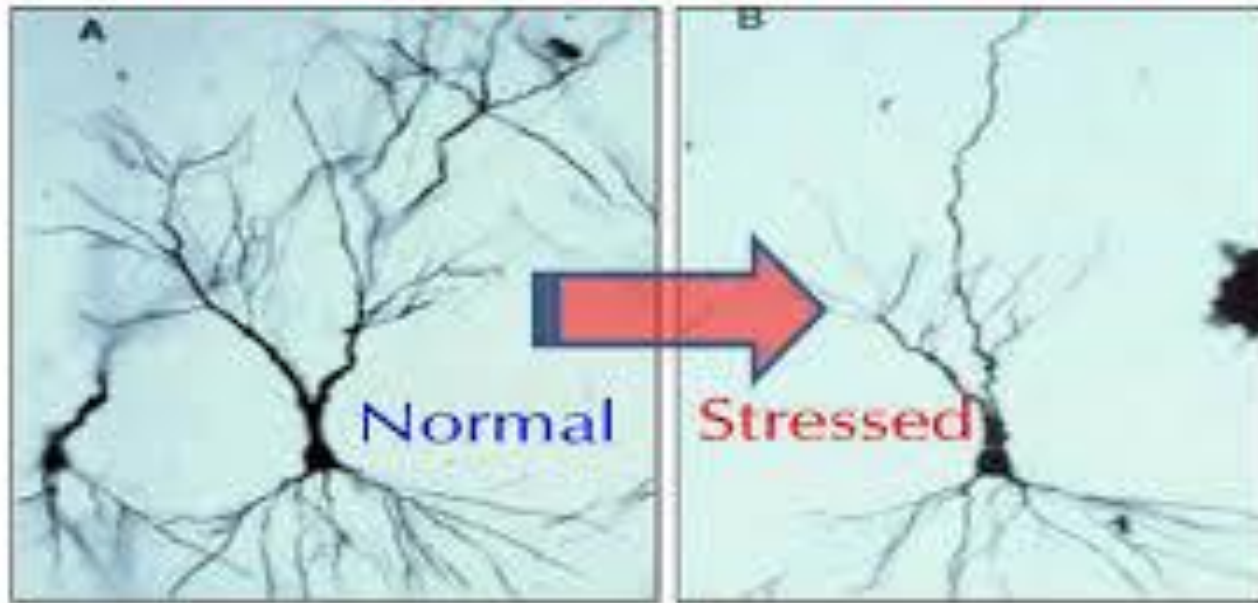


1. Know your Stress Signature &
2. Self-regulate across the curve

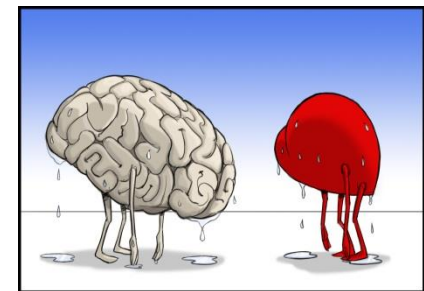
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Stress Shrinks Brain Networks

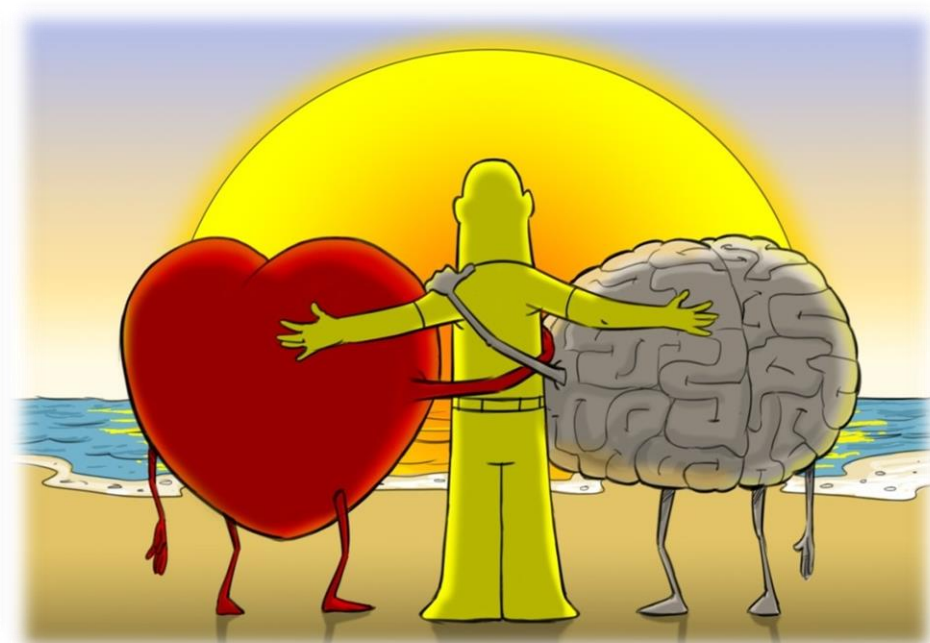
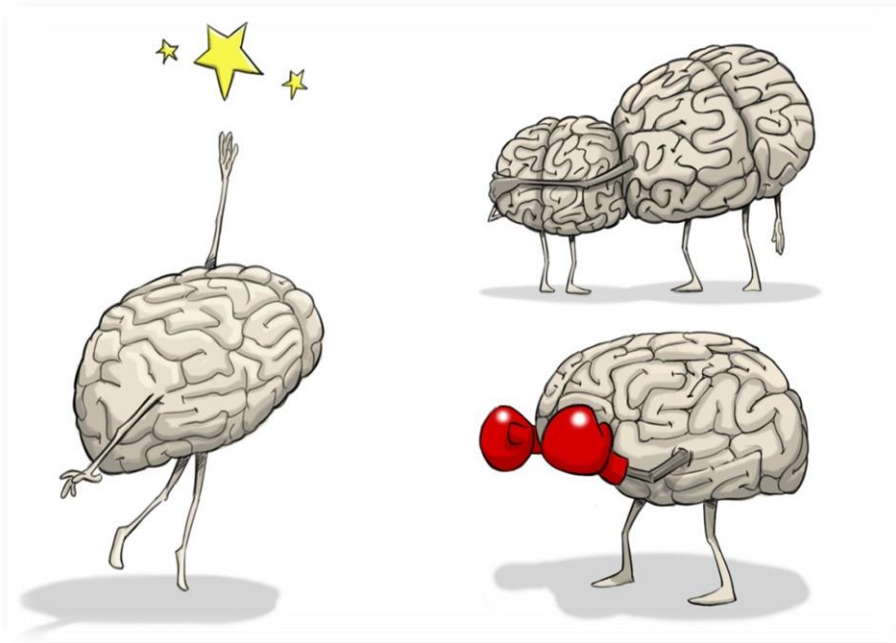


Kaufer (2014), Molecular Psychiatry



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Understand the emotional motivation systems

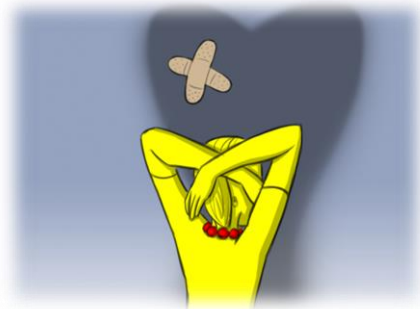
Cultivate balance

Personal, Workplace, Social

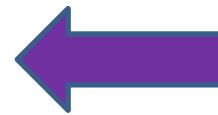
2. Staff wellness helps sustain high performance

Happy worker – Productive worker hypothesis

eg Parks and Steelman (2008); Harter, Schmidt & Hayes (2002).



Compassionate care

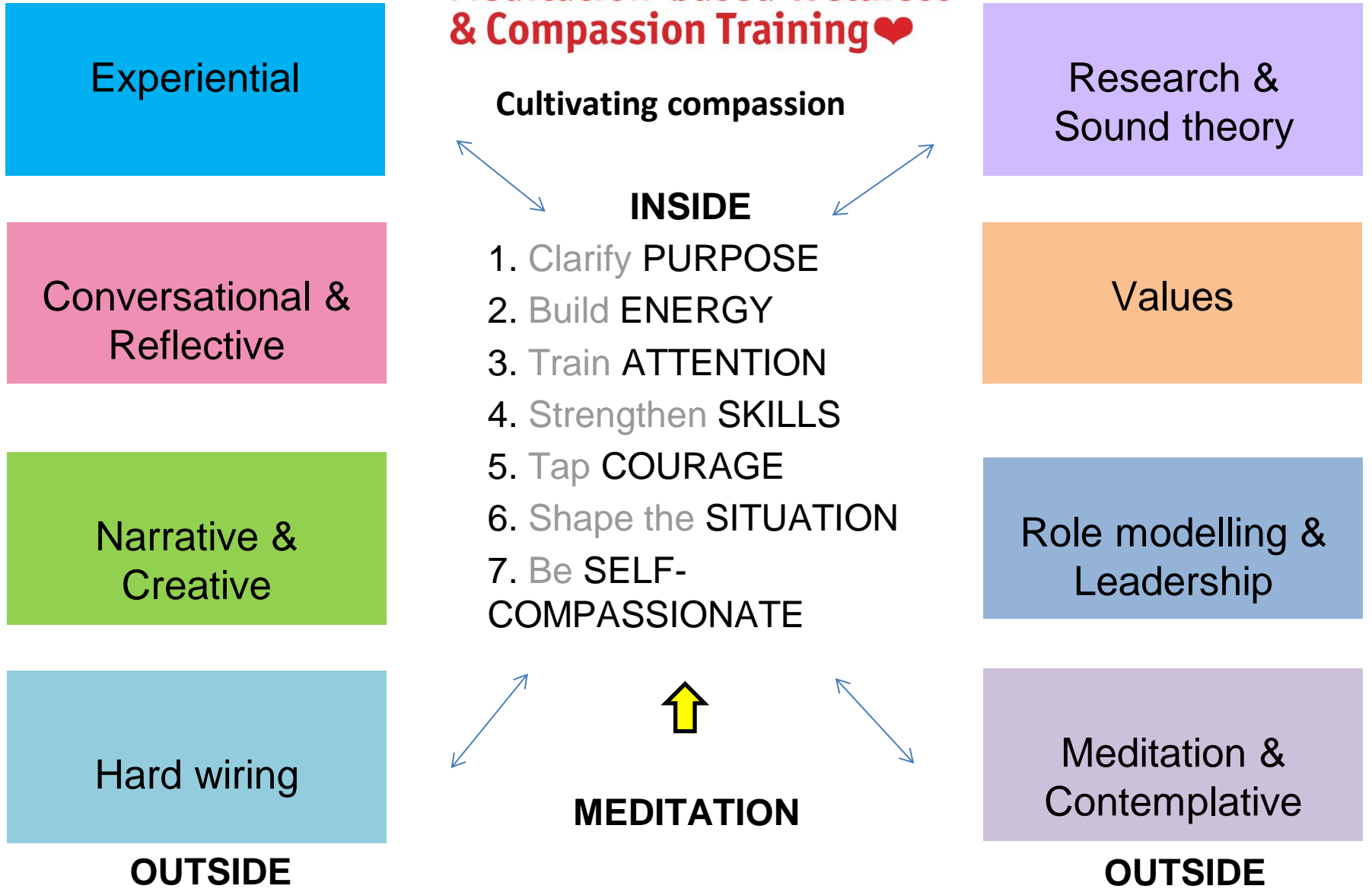


Staff wellness

Evidence-based wellness interventions



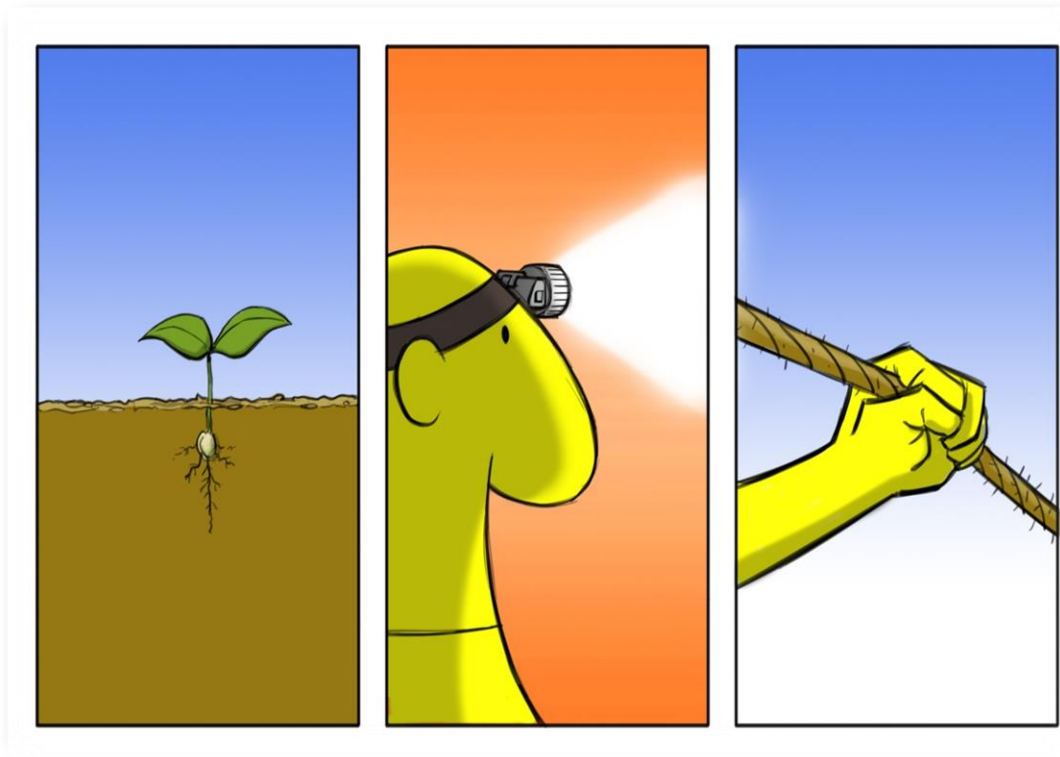
Meditation-based Wellness & Compassion Training ❤️



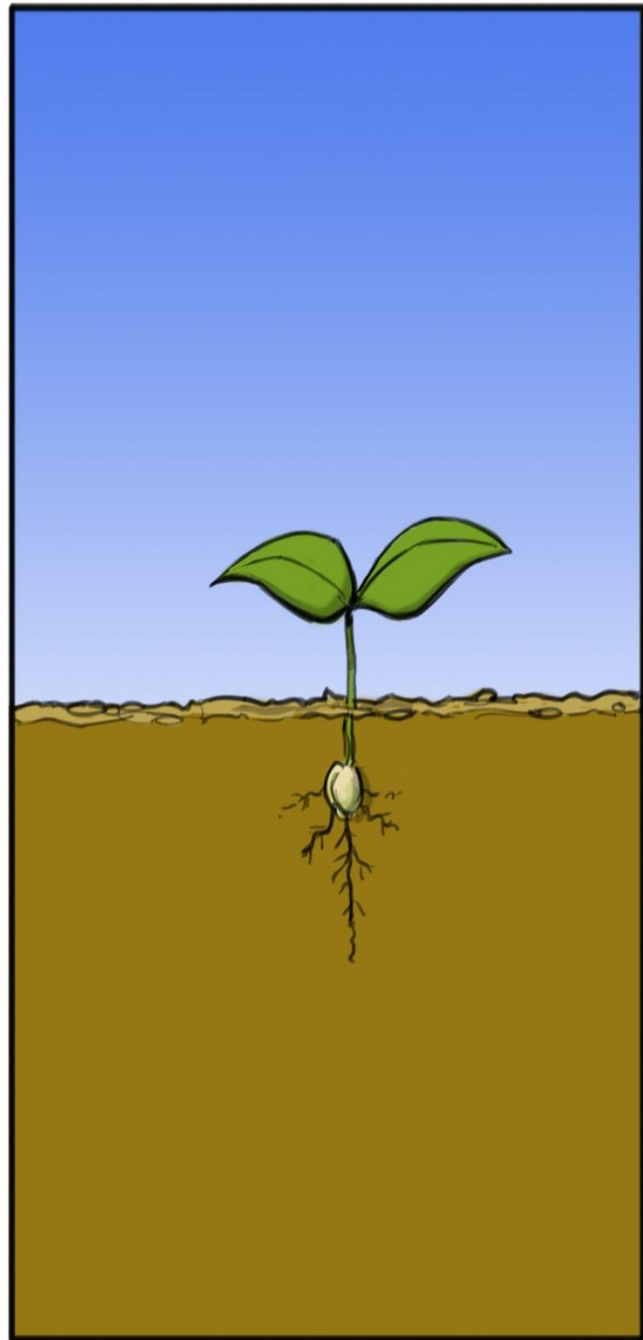
3. In healthcare, one dimension of high performance is compassionate care

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4. Meditation supports wellness and compassion through cultivating Intention, Attention, and Action



5. Use multiple meditations .. MF, Kindness, Compassion, SC, DR

Deep relaxation meditation

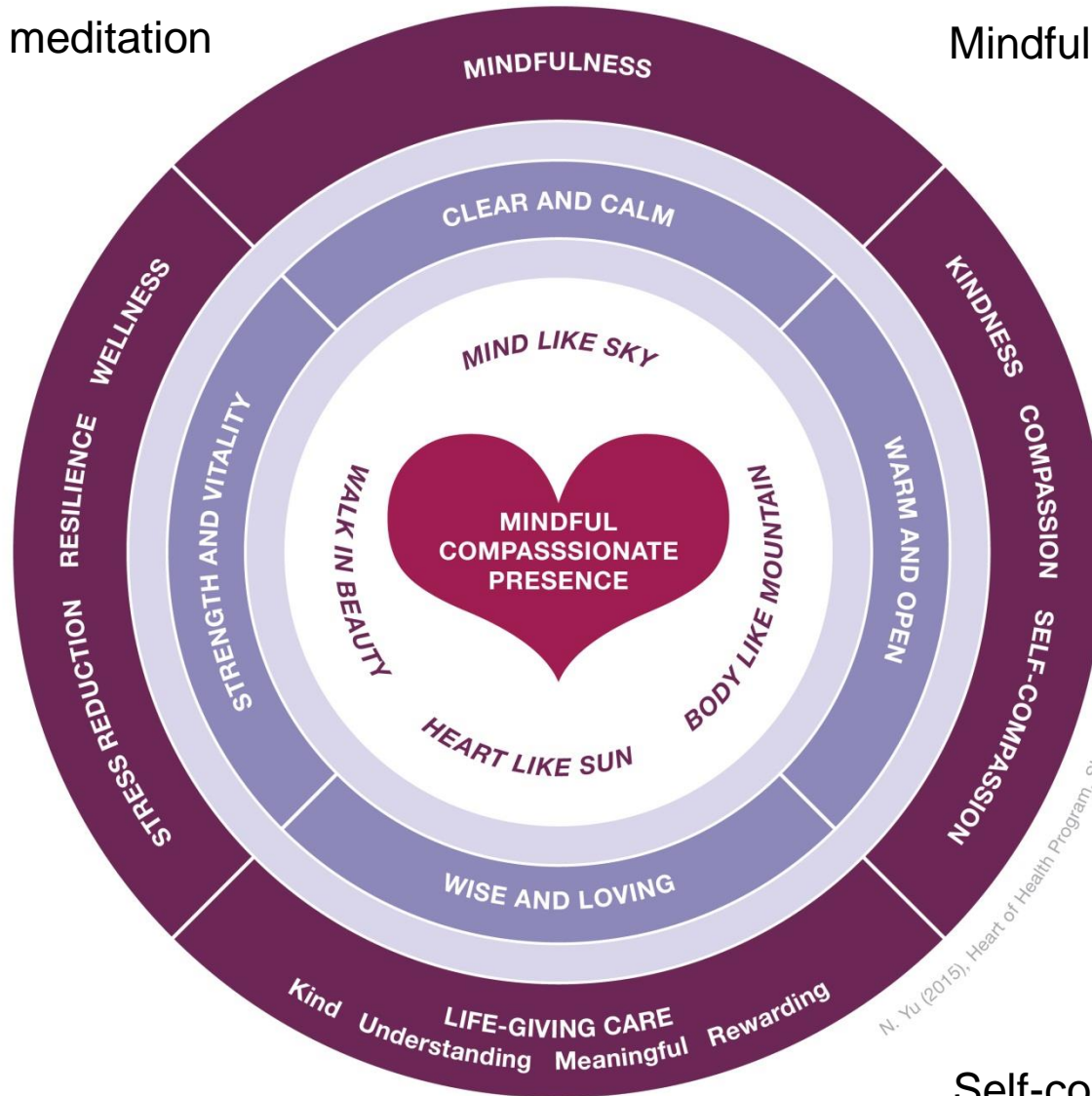


Informal
(on-the-go)
practices

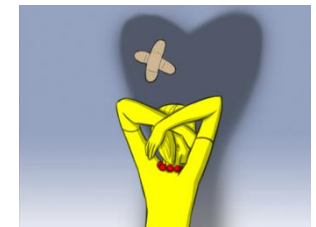
Mindfulness meditation



Formal
(‘sitting’)
practices



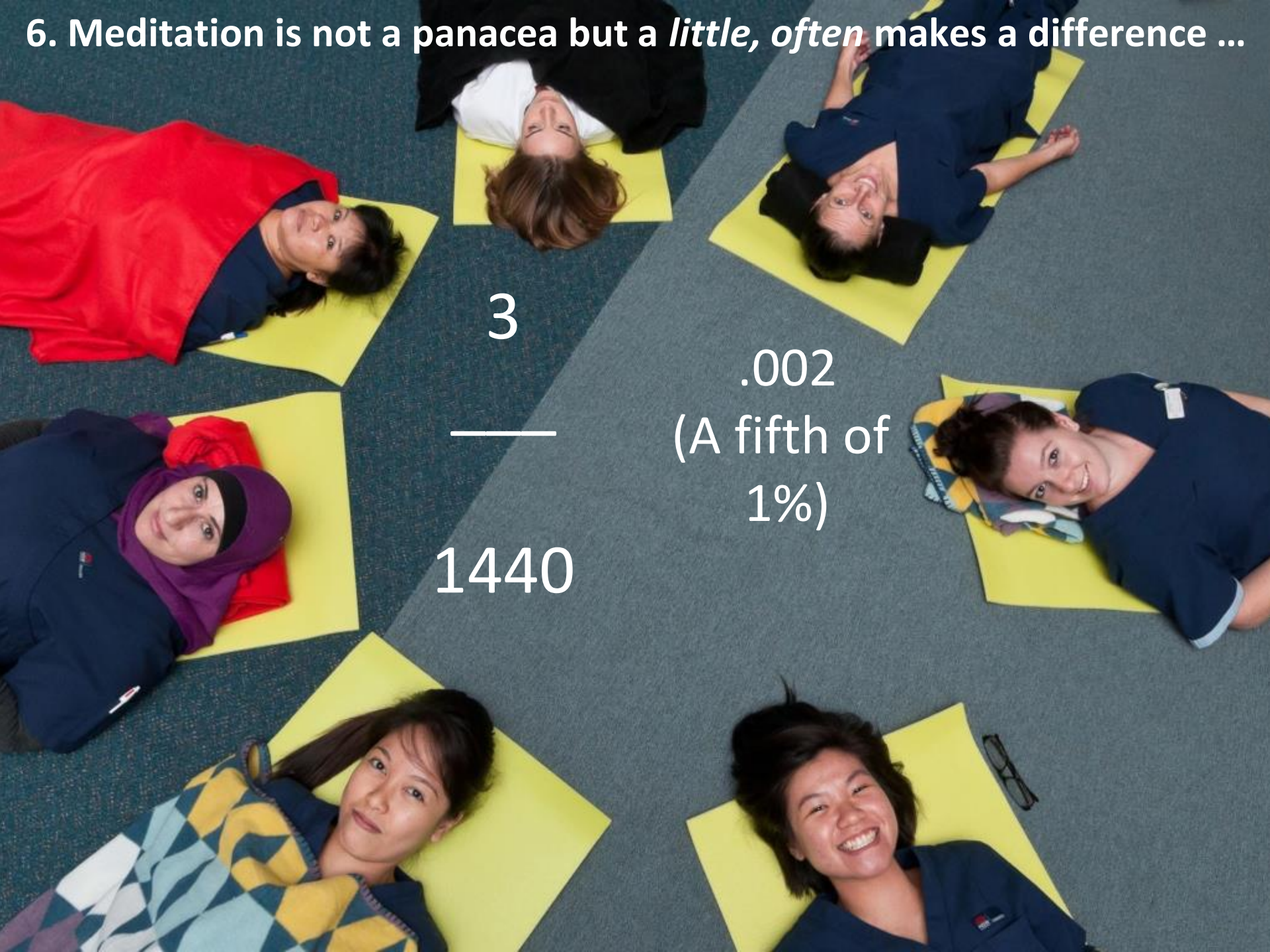
Kindness meditation



Self-compassion &
Compassion meditation

**Meditation-based Wellness
& Compassion Training** ❤️

6. Meditation is not a panacea but a *little*, often makes a difference ...



3

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1440

.002

(A fifth of 1%)

DEDICATION



THANKYOU

**Nickolas Yu, Program Manager - Staff wellness & Patient
& Family-centred care**

Sydney Local Health District

Nickolas.yu@sswahs.nsw.gov.au

Guided meditations: App ready late 2017

In the interim ...

www.slowcoachsydney.org Password: slowcoach