

PAUL McFARLANE

Former NSW Ambulance Senior Chaplain with over 20 years experience supporting people in high-pressure environments, including incidents such as the Lindt Café siege

“ **Helping leaders make better decisions and lead with confidence under pressure** ”



Keynote Topics

HOW TO LEAD EFFECTIVELY DURING A CRISIS

Practical approaches to thinking clearly, communicating effectively, and making confident decisions when pressure is high.

Participants will learn:

- How to slow your thinking and respond effectively under pressure
- How to communicate clearly when information is incomplete or changing
- How to create a calm environment for your team in high-pressure situations

HOW TO SUPPORT YOUR TEAM WITHOUT TAKING ON TOO MUCH

Practical approaches to supporting your people, maintaining boundaries, and staying effective without becoming overwhelmed.

Participants will learn:

- How to be clear about what you should (and shouldn't) take responsibility for
- How to support others without feeling like you have to fix everything
- How to stay effective as a leader without becoming overwhelmed or constantly "on"

Featured On



The Sydney Morning Herald



“ **Paul introduced best-practice operational readiness and led incident response teams supporting staff and communities during major incidents and disasters.** ”



Michelle White

Director & Principal Consultant,
Michelle White Consulting & Training;
former Chaplain, NSW Ambulance

About Paul

Frontline Experience

Paul brings over 30 years of experience across healthcare, emergency services, and workplace wellbeing, shaped in some of Australia's most challenging environments.

As the former Senior Chaplain with NSW Ambulance, he spent more than two decades supporting paramedics and communities through critical incidents, natural disasters, and high-pressure operational environments. This included providing leadership support during major incidents such as the Lindt Café siege.

His work placed him alongside frontline teams during moments of crisis, providing care, guidance, and leadership when it mattered most.

Corporate Leadership

Paul later served as a senior leader at Converge International, where he led national teams delivering workplace wellbeing services across more than 500 organisations.

This experience deepened his understanding of the complex people challenges faced by business leaders and strengthened his ability to translate frontline insights into practical, scalable strategies.

Current Work

Today, as the founder of Responder Care, Paul works with business owners and leaders to help them navigate psychosocial risk, lead through challenging situations, and support their people with clarity and confidence.

He is also the author of the upcoming book *Charlie 1: Leadership and Wellbeing Lessons from the Front Line*, sharing powerful stories and practical insights drawn from a lifetime of supporting people in crisis.



Paul accepts a limited number of speaking engagements each year. To check availability and submit an enquiry, visit the Responder Care speaking page or access the QR Code.



ResponderCare.com.au/speaking



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