

Business Support Hub

Mental Wellness Resources for Small Business Owners

The following information sheet provides business owners with information about a variety of stakeholders that can provide support. To source the relevant contact please hover over the [underlined link](#) and click to seek further information. The information does change from time to time so if you find a link no longer works, please contact us via [this link](#) so we can make relevant updates.

[Accidental Counsellor](#): is aimed at those who would like to be able to safely and effectively support friends, family, colleagues, and strangers who are in distress or experiencing a crisis. Accidental Counsellor by Lifeline will provide you with basic skills and a structure to enable you to provide immediate support and assistance using the 'Recognise, Respond, Refer' model. The skills learnt in the Accidental Counsellor course can be applied in many contexts, and will provide participants with skills in active listening, calming and effective gentle questioning. You will also learn how to ask openly about suicide risk and respond safely whatever the answer. The course is open to anyone, and no pre-existing skills or knowledge are required. We can also tailor the course to suit your corporate environment.

[Ahead for Business](#) have developed a new online training program for business owners. The program aims to enhance capacity and confidence in promoting positive mental health and wellbeing within small business. It will deliver a variety of activities, case studies, information sheets and videos which explore key topic areas of mental health, wellbeing, coping with stress, help-seeking strategies, and action planning. There will be four, 10–15-minute modules to complete each containing practical tips and tools, and reflective questions. For more information and to register interest please visit this link: www.everymind.org.au/smallbusinessonlinetraining

[Beyond Blue Coronavirus Mental Wellbeing Support Service](#): Struggling to cope during the pandemic? Our trained counsellors are available 24/7. Give them a call on 1800 512 348 or visit their [website](#) to access resources, chat online and community forums.

[Black Dog Institute](#): Resources and support for COVID-10 related anxiety and stress designed for managers and workers.

[Business Resilience Project](#) is a fully-subsided workplace wellbeing service, providing small business operators with the tools and guidance needed to support resilience and mental fitness for both themselves and their workforce. The Project is aimed to reach small business operators in regional areas who have been affected by Bushfire, Pandemic, Drought and Flood. Small business operators in key areas across the Mid North Coast are connected with a local 'on the ground' Business

Resilience Mentor who is able to assess individual and workplace wellbeing. The Business Resilience Mentors work one-on-one with small business owners providing them with tailored mental fitness resources, guidance and connections to other local support services and peer networks. Free workshops on Mentally Healthy Workplaces, Trauma Informed Customer Services and Workforce Regeneration and Redeployment are also available to participating small operators and their employees. The Business Resilience Project is a local service that connects directly with local business and industry. Available face to face (restrictions permitting) and digitally through video and phone call. 1800 899 017 or www.chessconnect.org.au

Community Connectors: A Lifeline program aimed to skill people in local communities who perform a community connector role through their contact with people either through their work or volunteer roles. The program is for people who would like to be able to safely and effectively support someone in distress or experiencing a crisis. No pre-existing skills or knowledge required. For more information contact Cath Bird: 0400 709 101

Counting on U Training Program: Counting on U is an Australian-wide, workplace mental health, and relationship-building program, that aims to provide training to business advisors (e.g. accountants, bookkeepers, financial planners, coaches, lawyers and tax advisors) to better support the needs of small-to-medium (SME) business owners. Business advisors will be offered free training to better support the mental health and financial wellbeing of small-to-medium enterprise (SME) business owners. Training will be conducted online and 4500 participants will be recruited. Register your interest [here](#).

Head to Health: has been created by Australia's Department of Health to provide Australians trusted information and digital resources to help support mental health and wellbeing during the pandemic. Helpful information includes:

- how to access mental health services
- how to talk to children about coronavirus
- maintaining good mental health
- managing financial stress
- protecting the elderly

Lifeline: is a national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services. We are committed to empowering Australians to be suicide-safe through connection, compassion and hope. 13 11 44.

Mental Health Support: From 9 October 2020, the Australian Government will make available 10 additional Medicare subsidised psychological therapy sessions each calendar year. These extra sessions are for people experiencing severe or enduring mental health impacts from the COVID-19 pandemic, and the measures needed to contain it. You will need to see your GP, psychiatrist or paediatrician to be referred for the 10 additional sessions.

[NewAccess for small Business Owners](#): free and confidential mental health coaching program, developed by Beyond Blue to give small business owners, including sole traders, the support they need. Over six sessions, coaches with a small business background will work with you to overcome difficult issues, providing you with practical skills to manage stress and get you back to feeling like yourself. NewAccess for Small Business Owners is available nationally by phone or video call.