



Australian Government



TAX
PRACTITIONERS
BOARD

Taking care of business means taking care of you

Presented by
Beyond Blue

Welcome

'In the spirit of reconciliation, I respectfully acknowledge the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and community. I would like to pay my respect to them and their cultures, and Elders past and present'.

Access the presentation slides : tpb.gov.au/webinar-hub

Mental health and wellbeing CPE



- We recognise it's important to manage your mental health and wellbeing and our CPE policy helps support you.
- The CPE activities you undertake must be relevant to the services you provide.
- These activities need not be limited to your technical knowledge.
- Other areas such as practice management and ethics are also relevant and important.
- CPE activities can include up to 10% of educative health and wellbeing activities.

Taking care of business means taking care of you

Mental Health and Wellbeing for Small Business
Owners

Tax Practitioners Board

23 October 2024



What we will cover today

1

**Small
Business
Landscape**

2

**Small
Business
Stressors**

3

**Earlier Easier
Together**

4

**Action To
Take Now**

5

**Help and
Resources**

6

**Questions +
Answers**

The Current Small Business Landscape



I never knew being a small business owner would be this tough



**Survey evidence and research provided on last slide*

Small Business Stressors

Small Business owners are exposed to a substantial amount of significant stressors

Work life balance	Worry about family	Working long hours	Cashflow	Isolation and loneliness	Retaining customers
Staff	Accessing finance	Business profitability	Obligations	Technology	Artificial intelligence
Complaints	Compliance and regulation	Industry changes	Having no time	Rising costs	Overheads and expenses
Admin	Tax	Lack of training	Losing staff	Demanding targets and goals	Debt
Lack of control	Competitors	Unexpected events	Being the 'go to' person	Feeling like you can't say 'No'	Exhaustion

The Mental Health Continuum

Personal Signs

Flow	Engaging, Focused and listening	On time	Tired	Taking longer to complete tasks	Withdrawing	Persistent changes in mood	Relationships suffer
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Flourishing

Healthy

At risk

Struggling

Crisis

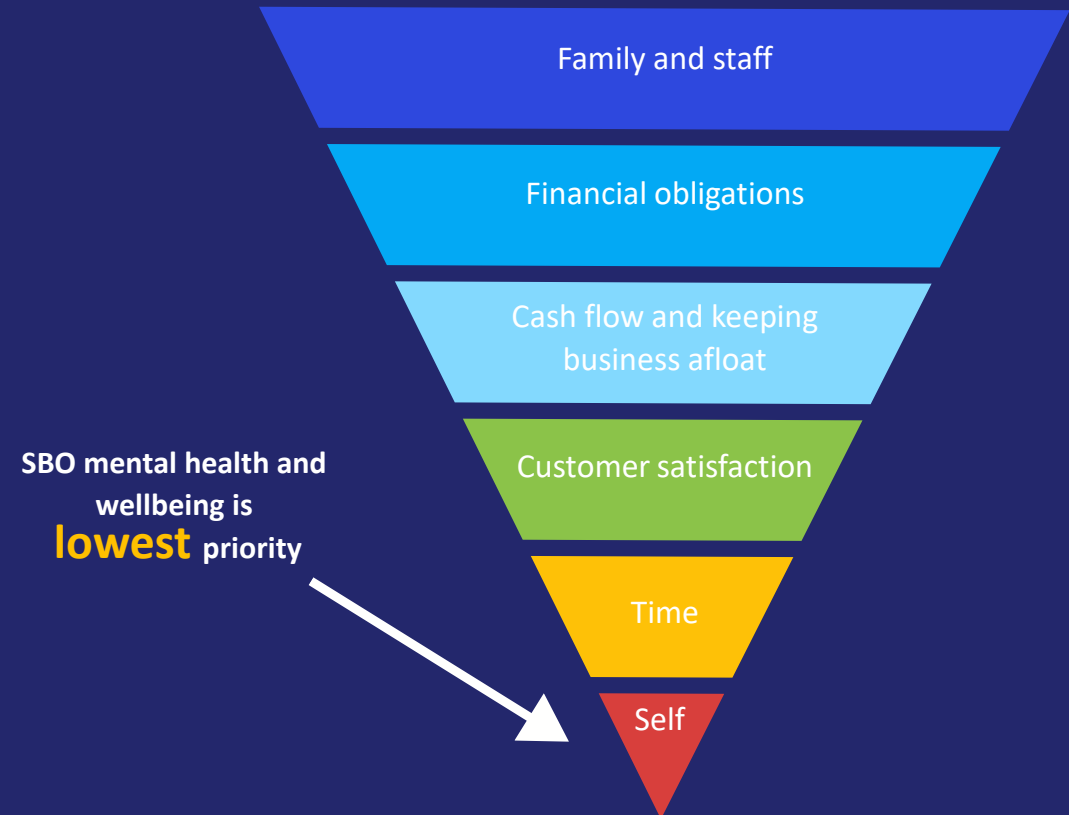
At Work Signs

Working proactively	Engaging and responsive	Professionally supported	Reduced standards	Working long hours, struggle to meet deadlines	Business uncertainty	Work based conflict	Financial distress
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Having all the responsibility but being the lowest priority



Small Business Owner Responsibilities



Small Business Owner Priorities



5 Strategies

For Small Business Owner wellbeing

1

Control your breathing



2

Check your thinking

Observe your thoughts and feelings and respond to situations effectively

Catch It

I'm having a thought that.....

Check It

What is the evidence for and against?
What could be another interpretation?
Am I being kind to myself? Is this helping me?

Change It

What is a more balanced and helpful
thought?



3 Collect small moments of pleasure and purpose

Pause



Act



Connect



Enjoy



4

Practice Gratitude



6

Ask for support

Talk to a friend or family member	Make an appointment with your GP	Visit beyondblue.org.au or another mental health website
Connect with others on Beyond Blue online forums	Visit the Australian Government Head to Health website for a library of online programs	Contact NewAccess for Small Business Owners on 1300 945 301
Contact the Beyond Blue Support Service on 1300 224 636	If you are experiencing financial distress, contact the Small Business Debt Helpline on 1800 413 828	Complete the Beyond Blue Wellbeing Action Tool
Reach out and connect with others in your industry or sector	Reach out to the Small Business and Family Enterprise Ombudsman	Contact Lifeline if you or someone you know is feeling suicidal 131114



NewAccess for Small Business Owners (NASBO)



NewAccess for Small Business Owners (NASBO)

NewAccess for Small Business Owners



Since March 2021

Delivered
Australia-wide

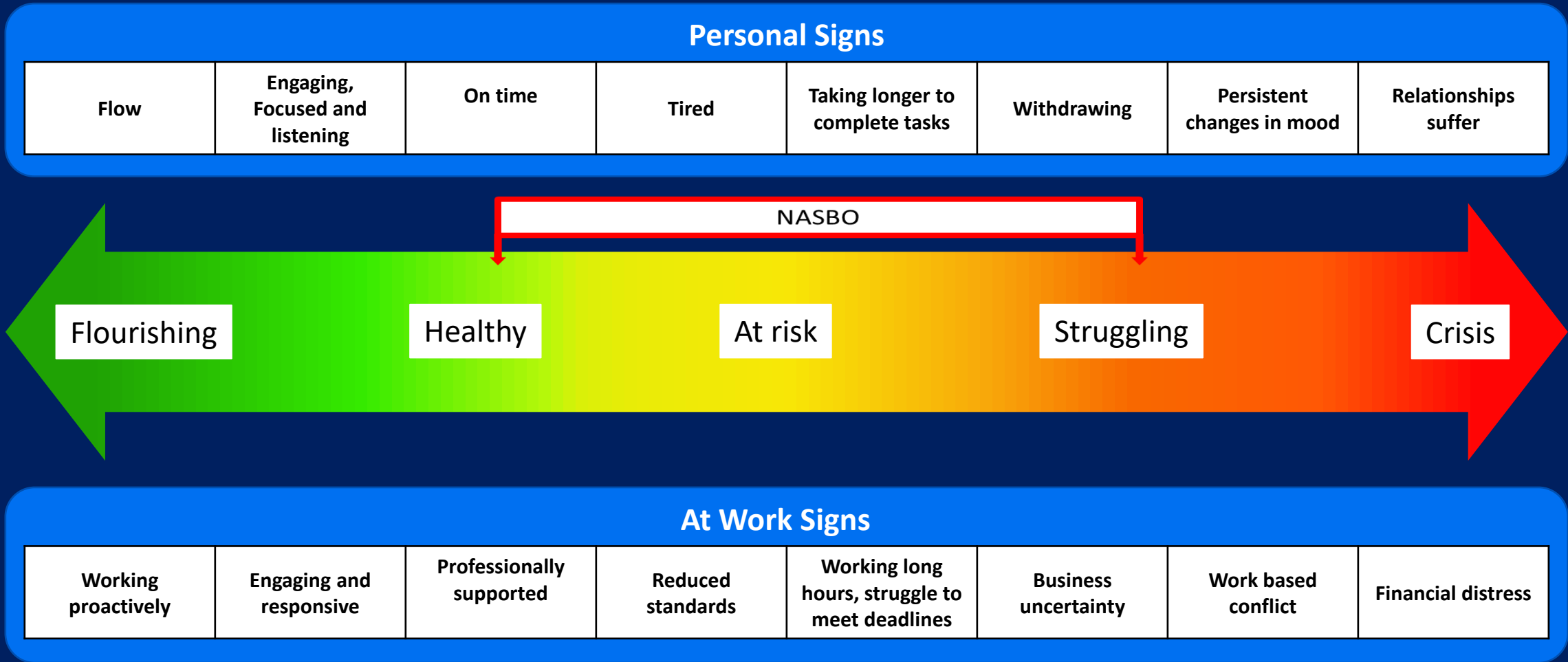
Funded by Department of Treasury

Provided by Richmond Fellowship
Queensland (RFQ)

Available to small business owners
*20 staff or less

- A free mental health coaching program
- Developed in 2020 by Beyond Blue for Small Business Owners
- Supports SBO's who have early signs and symptoms of anxiety and /or depression
- Low-Intensity Cognitive Behavioural Therapy
- 6 x 30-minute sessions over 6 weeks (additional 2 sessions optional)
- Commonwealth Government funded
- Delivered by coaches with a background in small business
- No doctor's referral required
- 100% confidential
- Available nationally by phone or video call
- Consistent data showing high levels of recovery that is sustained

The Mental Health Continuum



Supporting the Small Business Owner

94%

Of participants said the program helped them to better understand and address their challenges

92%

Of participants felt more equipped to address similar difficulties in the future if they arose

94%

Of participants would recommend NASBO to another Small Business Owner

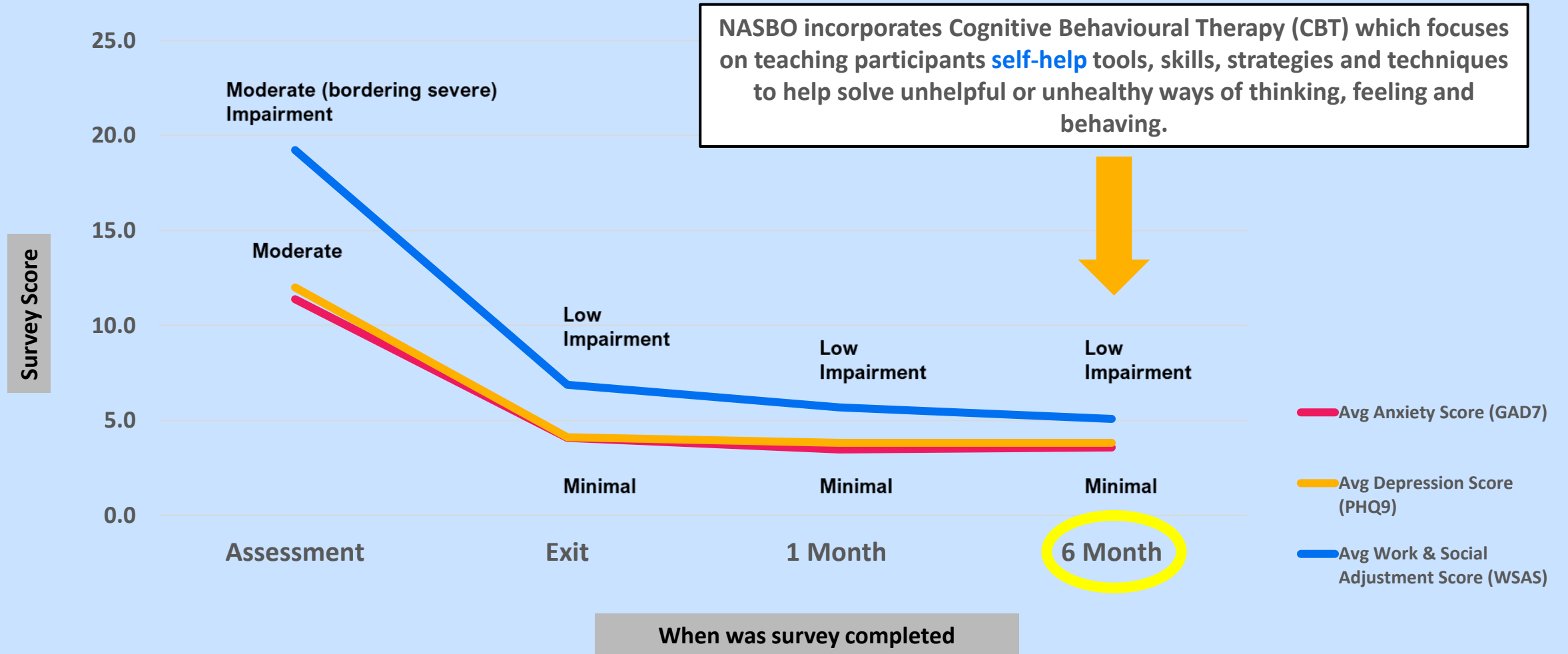
90%

Of participants felt more productive and able to address future business challenges

Consistently high recorded rates of improvement

**Data available from March 2021 to February 2024*

Strong evidence of sustained recovery



NewAccess for Small Business Owners - How to enquire

“ This program has helped me so much more than I thought it would, both professionally and personally. Since starting the program, I have been able to get clarity on daily life and work through my insecurities and stress with easily manageable actions and daily tasks. ”

Participant, NewAccess for Small Business Owners

1

1300 945 301

2

newaccess.smallbusiness@rfq.org.au

3

Website - <https://www.beyondblue.org.au/get-support/newaccess-mental-health-coaching/small-business-owners>



Time for
your
questions..

Thank you!

Enquire about NewAccess for Small Business Owners today

1

1300 945 301

2

newaccess.smallbusiness@rfq.org.au

3

Website - <https://www.beyondblue.org.au/get-support/newaccess-mental-health-coaching/small-business-owners>

Stay in touch with the TPB



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Our enquiry lines are open
Monday to Friday 9 am to 5 pm
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