



Hi Everyone,

Firstly, AccessEAP acknowledges the traditional custodians of the land we work on and their continuing connection to land, culture and community. We pay our respects to elders past, present and future.

This is our last quarterly newsletter for the year and as the temperature is soaring today it reminds me of how quickly the summer heat comes upon us. I was noticing this week how many people are telling me of their holiday and travel plans and the lunch preparations they have for the Christmas feast. As many of you have already told me of your work plans for December, this last part will not apply to you. If however, you haven't let us know yet please keep an eye out for the email from our friendly customer service team.

It is a very happy time for some of us but I would like to formally acknowledge that everybody has a different circumstance. If this is a tough time for you please do look after yourself. As clinicians sometimes we just keep going and don't take time to see what self care is for us—this is a gentle nudge to remember to practice self care, book in some supervision and set some boundaries. While we are on self care I'm really interested in what you all do to relax and so I would ask you to send in your best tip or trick that you have for unwinding at the end of the year.



It is important to remember that for those of us who are the heart of the family; a holiday feast at the end of the year can mean more work! One of my friends sends me this picture every year as to remind me to take a step back, relax and let the chores wait! If you are not the heart of the family, take a step forward and give that person a break.

Warm regards and Happy Holidays!

Kate McPhee and the Clinical Team at AccessEAP

IN THIS ISSUE

We have an interesting line up of topics in this newsletter:

- Working in a culturally safe and responsive way by Liz McIntyre, AccessEAP associate
- Tips for EAP providers and a webinar on the professional portal
- Critical Incidents/onsite work and Psychological First Aid

Working in a culturally safe and responsive way with First Nations individuals, families and communities

As AccessEAP partners we draw on our professional and personal knowledge, skills, experience and behaviours to engage with and support individuals who seek our support when trauma, challenges and adversity present in their almost always busy lives. The people who connect with us come from diverse backgrounds and cultures, and have varied life experiences, including those from First Nations. Therefore, to confidently engage with Aboriginal and Torres Strait Islander Peoples who present in psychological distress, and need our assistance to address the immediate issues and positively influence the health and wellbeing of not only the individual but also their families and communities, it is critical that our practice is culturally responsive. Most importantly, as Aboriginal and Torres Strait Islander cultures, traditions and associations are strong; this needs to be a key component when talking through potential options or approaches.

How do we provide culturally responsive practice?

Indigenous Allied Health Australia (IAHA), a national member-based Aboriginal and Torres Strait Islander allied health organisation funded by the Australian Government, offer their insight and define cultural responsiveness as: ¹

- holds culture as central to Aboriginal and Torres Strait Islander health and wellbeing
- involves ongoing reflective practice and life-long learning
- is relationship focussed
- is person and community centred
- appreciated diversity between groups, families and communities
- requires access to knowledge about Aboriginal and Torres Strait Islander histories, peoples and cultures

By incorporating this knowledge into mainstream professional practice with First Nations Peoples, AccessEAP is better able to provide a culturally safe and responsive system of care. Professional development is our responsibility as practitioners and this includes cultivating ourselves culturally on key practice standards and competencies for providing more accessible and responsive services.

[Download PDF Here - Cultural Responsiveness In Action: An IAHA Framework](#)

¹ Indigenous Allied Health Australia, 'Cultural Responsiveness in Action: An IAHA Framework', 2015, p. 7

Attending a critical incident- Webinar guide

There is an informative webinar recorded last year on attending a critical incident. For those of you that do attend organisations and do critical incidents and onsite work for us, please know that we appreciate the work that you do. This webinar is great because it breaks the process down into really good, bite size pieces:

[Click Here for the Webinar Recording](#)

Psychological First Aid – In addition to attending an onsite, we have sent out professional resource to assist in supporting those on site.

[Click Here to view the M.A.N.E.R.S. Youtube Clip](#)

Over the holidays you may like to do some refresher reading, here is a quick guide to EAP for providers:

[Download PDF Here - EAP tips for Providers](#)

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