



Australian Government



TAX  
PRACTITIONERS  
BOARD

# Self-care and burnout prevention

**Presented by**

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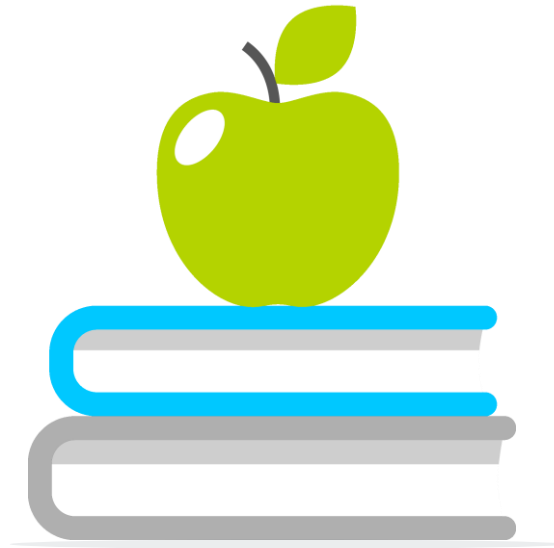
# Welcome

*'In the spirit of reconciliation, we respectfully acknowledge the Traditional Owners and Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their cultures, and Elders past, present and emerging.'*

Access the presentation slides: [tpb.gov.au/webinar-hub](https://tpb.gov.au/webinar-hub)

# What we will cover today

- ✓ How stressful environments impact mental health
- ✓ Proactive steps to take care of ourselves and others
- ✓ Techniques and strategies to protect mental health and wellbeing
- ✓ NewAccess for Small Business Owners program (NASBO)
- ✓ Q&A





# Self-Care and Burnout Prevention

Mental Health and Wellbeing for Tax Practitioners



Young accountants at risk of 'burnout', warns  
Springfox

Accountants 'happy but suffer from overwork,  
insufficient exercise'

The hidden toll: Accountants' health in the crucible  
of the tax season

**AT Think** Burnout epidemic: A  
wake-up call for the accounting  
profession

Accountants experiencing 'concerning' levels of stress and  
burnout

'Erroneous' ATO letters burden tax agents with  
additional work and stress: IPA

# 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

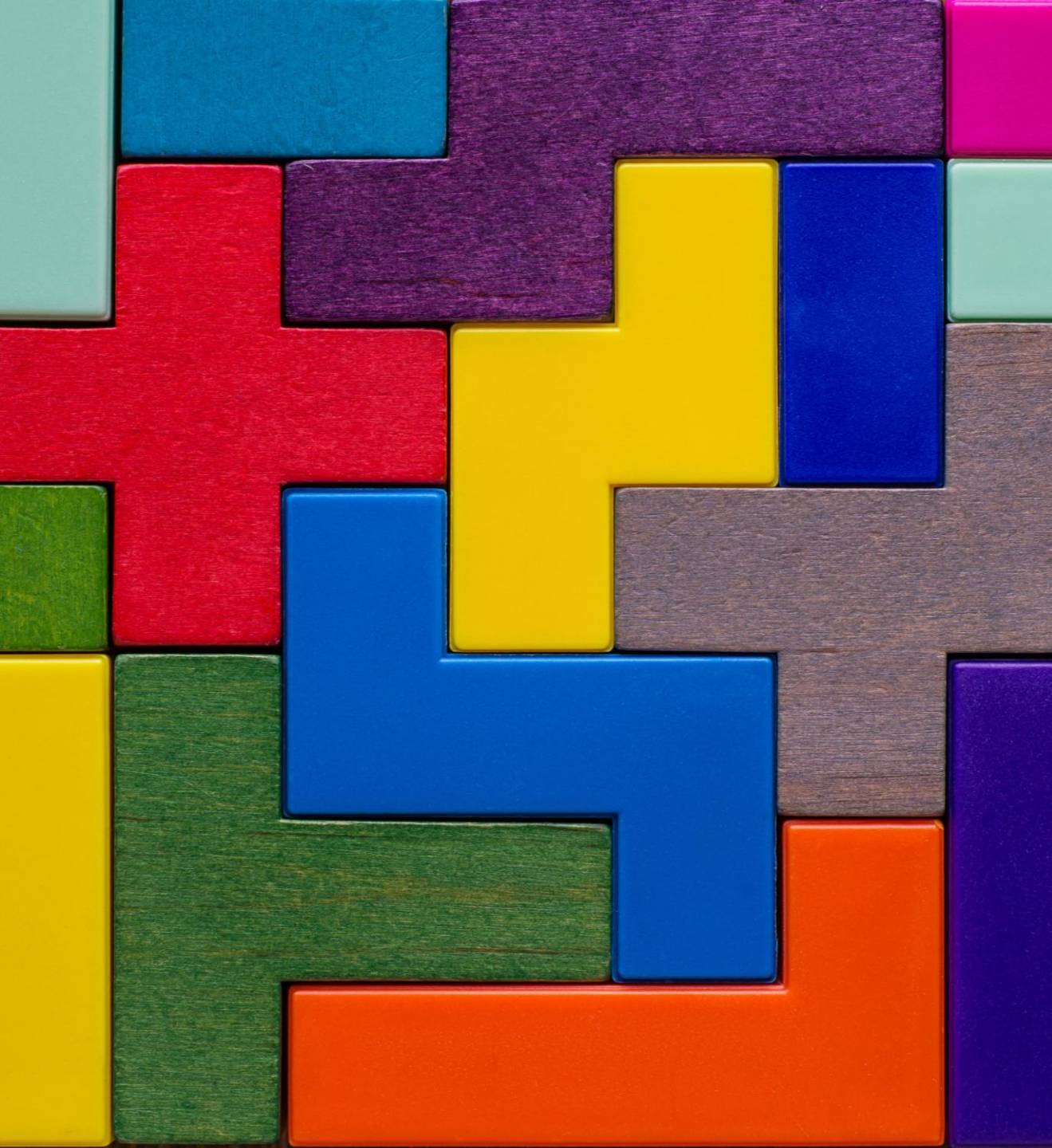
Crisis

## 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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# Small Business owners are exposed to many 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



# 5 Strategies

For Small Business Owner wellbeing

1

Pause and  
breathe



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



5

# Ask for support

Talk to a friend or family member	Make an appointment with your GP	Visit <a href="http://beyondblue.org.au">beyondblue.org.au</a> 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)



Since March 2021

Available Australia Wide

Funded by Department of  
Treasury

Free and Confidential

For Small Business Owners  
(less than 20 staff)

- 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
- Up to 8 x 30-minute sessions held weekly
- 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

# David - NASBO Participant



# How can a small business owner 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](mailto: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..

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