



Cutty Felton is founder of Accidental Counsellor Pty Ltd. She is a Speaker, consults with and trains those that engage with colleagues or clients in distress or vulnerable circumstances. Cutty appears live wherever in the world her work takes her, both in person and via remote delivery.

By profession, Cutty is a Solicitor, admitted to practice both in South Africa and NSW, Australia. Over time she felt the need to enhance the human skills required when interacting with clients who had experienced trauma or found themselves vulnerable. She chose to do this by volunteering as a crisis supporter on Lifeline's 13 11 14 suicide prevention and crisis line and holding various other positions within the organisation for many years, including as an accredited crisis support, corporate and DV Alert trainer.

Cutty developed her own highly acclaimed version of 'Accidental Counsellor', including a distinctive approach to crisis communication in the corporate space and a unique framework for difficult conversations, based on a combination of her legal, commercial and crisis support experience.

Cutty's approach and training is well placed to assist Employers to ensure that they are complying with their obligations in terms of managing and controlling many of the psychosocial hazards and risks within their organisation.

Boundaries are an important theme within her approach as it is imperative that, within the corporate arena, employees understand the boundaries of their role, of the conversations they have and as are provided by policy when interacting with others who might be deeply vulnerable, agitated, distressed or in crisis.

The universal applicability of the Recognise, Respond and Refer model upon which her approach is based has seen Cutty present to an extraordinarily diverse range of clients across multiple industries, including:

- Banking, Finance and Insurance Industry
- Mining and Construction Industry
- Industrial Unions
- State Government Departments and Agencies
- Federal Government Departments
- Higher Education Sector
- Secondary Education Sector
- Not-For-Profit Organisations

Cutty works in close collaboration with the following associations to bring training to their members:

- SOCAP Australia
- Australian Higher Education Industrial Association (AHEIA)
- Mortgage and Finance Association Australia (MFAA)

Cutty has been privileged to deliver presentations and briefings to staff at the House of Representatives in Canberra and recently was honoured to deliver her Accidental Counsellor for the Office for Women in the Department of the Prime Minister and Cabinet.

BOOK CUTTY TO SPEAK AT YOUR NEXT EVENT

✉ training@accidental-counsellor.com

☎ +61 421 806 033

🌐 www.accidental-counsellor.com