



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, having regard also to the particular requirements around awareness, management and control of Psychosocial Hazards and Risks in the workplace. 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 intervention line and holding various other positions within the organisation for many years, including as an accredited crisis supporter, as well as corporate and DV Alert trainer.

Cutty developed her own highly acclaimed and distinctive Approach to crisis and vulnerability communication in the corporate space, and a unique CPR framework for confronting 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 WHS/OHS obligations in terms of managing and controlling many of the Psychosocial Hazards and Risks experienced by their staff, particularly those that are inherent to the roles performed by their teams.

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, angry, 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. Her clients span organisations across all aspects of financial services, mining and construction, government services, tertiary and secondary education, medical, farming, retail as well as a multitude of industry associations and community aid organisations.

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

**BOOK CUTTY TO SPEAK AT YOUR NEXT EVENT**

✉ [training@accidental-counsellor.com](mailto:training@accidental-counsellor.com)

☎ +61 421 806 033

🌐 [www.accidental-counsellor.com](http://www.accidental-counsellor.com)