

# First Nations Services and Products



First Nations services and products have been designed and developed by Aboriginal and Torres Strait Islander people. Our team of First Nations consultants and practitioners are available to provide opportunities for individuals, families and communities to make healthy choices.

**The First Nations practitioners** work from a culturally responsible recovery model that allows individuals to make informed decisions about their health and wellbeing. To attain good health for First Nations peoples we include whole of life experiences such as social health, emotional health, wellbeing (cultural or spiritual health) and environmental health or back on country. If we maintain good health in each of these areas this will promote good personal and professional wellness.

Our approach is that we listen, learn, adapt and be fluid in the delivery of services as we understand that culture, identity and environments are unique across the many communities in which we serve. We are limitless, open and responsive to working together with First Nations people to achieving better health outcomes for all Australians.

## FIRST NATIONS HELPLINE

Converge International understands that people face many challenges in their lives and that sometimes, these require specialised support. We believe the counsellors providing this support should either be Indigenous consultants or carefully selected specialists with training in the issues that face many people. Cultural load, lateral violence, trauma and community issues are just a few examples of the conversations we have with our first people.

When you call our First Nations helpline, you can feel safe in the knowledge that we'll match you with a counsellor of your choosing. Our experienced consultants are either First Nations themselves or have undertaken specialist training in cultural awareness. We provide a safe space for you to talk to someone who can empathise with your issues and provide support. Our consultants can also arrange for referral to other services where necessary or upon request.

### PROFESSIONAL SUPERVISION

#### **Our First Nations practitioners provide:**

- Individual or group: Organisational, Professional practice, Practice standards and Personal Support
- Therapeutic intervention
- Social, emotional, and cultural health
- Support the reconnection to self, family, and community
- Promote land and language
- Reconnection to self and culture
- Professional coaching and mentoring through a First Nations lens
- Promote self-aware and self-care strategies to build resilience

**Our First Nation practitioners** are qualified in both Mental Health, Cultural Health and Wellbeing. The model of practice can be described as Social Emotional Wellbeing (SEWB) which incorporates social, physical, emotional, and cultural health. First Nations practitioners model of care focusses on whole of body and life wellbeing that includes the individual, family, community, environmental connectiveness, cultural practices and language. The First Nations practitioner will provide a culturally responsible and accountable therapeutic intervention incorporating both mainstream clinical and SEWB model of care. Intervention type can vary from individual therapeutic support to family members and communities through Yarning Circle or Groups that have multiple engagements within a single or multiple sessions. The therapeutic environment may also be varied such as in a clinical setting, workplace, remote via Zoom/Teams and back on country (physically on traditional or preferred land).

### YARNING CIRCLES

#### **Our First Nations practitioners provide:**

The Yarning Circle is a place where you can come prepared with one or two topics that are important to you.

The Yarn is a safe, confidential and supported circle that is solution focussed and supported by a First Nations practitioner.

The First Nations practitioner will also yarn about other supports that are available such as one on one supports through First Nations Helpline, Professional Supervision or Professional Manager Assist.

#### **The Yarn may include:**

- Therapeutic intervention
- Social, emotional, and cultural health
- Support the reconnection to self, family and community
- Reconnection to self and culture
- Promote self-aware and self-care strategies to build resilience

#### **Topics may include:**

- Workplace
- Community business
- Current political issues that may be impacting on individuals & communities
- Ensuring healthy boundaries
- Maintaining personal resilience

## CONTACT US

Contact the Converge Consulting team from 9-5 Mon-Fri AEST to book your session: [consulting@convergeintl.com.au](mailto:consulting@convergeintl.com.au) or call 1300 687 633

### WELLBEING CHECKS

Sometimes the balance between work and life can be upended and major work stress or personal matters can have an impact on a staff member's wellbeing and potential performance in the workplace. In particular First Nations individuals could experience external cultural stress that may impact on their professional performance. Other experiences may also include exposure to cultural load within the workplace and this can cause tension and overload. A Wellbeing Check with a First Nations practitioner can provide support in during a brief intervention and over self-aware and self-care strategies. First Nations people may have external cultural factors that could be causing stress. These external pressures could be cultural obligations, sorry business or suffering from poor physical, social and emotional cultural health concerns.

#### Topics may include:

- Brief early intervention and prevention
- Psychosocial assessments
- Identifying referral pathways
- Developing individual social emotional wellness plans
- Self-aware and self-care strategies
- First Nations cultural safety plans

### MANAGER COACHING

Our coaching programs are distinguished by an emphasis on developing the insights and discipline necessary to change ingrained habits of thought and action. It is all about strengthening the critical skills that are needed to achieve results; self-awareness, communication, relationships, leadership, conflict resolution, performance management and self-management. We acknowledge that there are multiple learning styles and educational platforms available to meet the needs of First Nations career develop opportunities. That we can support various learning environments including in a formal setting and back on country opportunities. Our team of First Nation practitioners provide regular interventions that will value add towards career development and workplace satisfaction.

In the ever-changing and demanding working environment, many highly effective employees struggle to find the time to enhance their skills to an optimal level.

#### Topics may include:

- Regular intervention to identify professional supports
- Professional development opportunities
- Career development and professional planning
- Professional health and wellbeing strategies
- Self-aware and self-care strategies
- Provide individual support: Organisational, Professional practice, Practice standards and personal
- Professional health and wellbeing strategies
- Self-aware and self-care strategies
- Identifying First Nations programs including scholarship opportunities

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