

# BSS UPDATE



## Parenting - Building Self Esteem In Our Kids

A strong self-concept acts as a protective shield for youth, helping them navigate social media, peer pressure, and stress. It refers to how individuals see and define themselves—their beliefs, feelings, and thoughts about their abilities, values, and identity.

When youth have a clear and positive self-concept, they are less likely to compare themselves negatively to others or conform to unrealistic standards. This inner confidence reduces vulnerability to peer pressure and promotes healthier decision-making.

Developing self-concept is a gradual process shaped by personal experiences, relationships, and social influences. Key steps include self-reflection, setting realistic goals, building supportive relationships, and learning from mistakes.

Practicing self-compassion, limiting harmful influences like negative social media, and celebrating one's uniqueness further strengthen self-concept.

A well-developed self-concept fosters emotional resilience, helping youth cope with anxiety and stress while boosting overall well-being.

Supporting its development is essential for helping young people thrive in today's complex world.

## Meet Our New EAP Manager - Andrea

Stepping into a management role is such a big milestone for me, both professionally and personally. It feels like the next exciting step in my journey, and I'm grateful for the opportunity. What makes it even better is being able to do it here at BSS, surrounded by colleagues I already have strong ties with and genuinely enjoy working alongside. I am excited to work with the clients I have met, and meeting new ones - helping them get the most out of their EAP.



## R U OK Day

### Do you have your superpower ready?

Checking in with your mates may feel small, but it's one of the most powerful things you can do. Your connection and care can: remind them they are not alone, encourage conversations before they escalate, reduce stigma around mental health and normalise checking in on each other. Your superpower is right there - you notice when something's "off," you've built trust, and you share experiences that help your friends feel safe opening up. You don't need to ask "R U OK?" word for word, you could try:

- ▶ You've been a bit quiet lately - everything alright?
- ▶ You seemed a bit off earlier - want to grab a coffee?
- ▶ I just wanted to check in, you don't seem like yourself.

The LATE approach is easy to remember:

**Listen** – be a good listener

**Acknowledge** – not the same as agree

**Talk Options** – problem solving,

**Encourage Action** - when will you try that? Do you have what you need?

Remember: you're not there to diagnose or fix, just to listen, and encourage them to reach for further support if needed.

Your role as a mate is to show you care – that's your superpower.

**Ask R U OK? ANY DAY**

A conversation could change a life.

## New BSS Webchat Is Now Live

Recently we launched our new webchat feature, making it easier than ever to connect with us - whether you're on desktop or mobile.

Use our webchat to request an appointment, find out information on our programs and services, or be connected in real time to urgent clinical support.

- ▶ Available from 9am – 5pm AWST Monday - Friday
- ▶ Staffed by trained BSS Supporters
- ▶ Privacy protected and secure

Visit our website and click the chat icon in the bottom right corner to connect.

[www.bsspsych.com.au](http://www.bsspsych.com.au)





## Common Concerns Webinars

Each session runs for 30-60 minutes and will be uploaded at 10am Australian Western Standard Time on the date stated and will be available for 5 business days. These sessions are available at no cost. [Click Here](#) A Vimeo link will take you to the current presentation that is available for viewing, or simply search BSS Psychology.

**MONDAY**  
**8 SEP**  
Becoming  
Antifragile

**MONDAY**  
**15 SEP**  
Interpersonal  
communications and  
social media

**MONDAY**  
**29 SEP**  
Anger - Look  
what you made  
me do

**THURSDAY**  
**9 OCT**  
Gottman  
Theory

**THURSDAY**  
**16 OCT**  
Perception tricks:  
How your brain  
edits reality

## Supervisor & Leader Support Skills

### Did you know we run Supervisor/Leader Skills Sessions?

Access to professional problem solvers experienced in providing strategies to manage common workplace issues. These can be undertaken in person, via phone, telehealth or onsite.



Our Supervisor/Leader Support Sessions address common issues including:

- ▶ Speaking to an employee about work performance.
- ▶ Dealing with a stressed employee.
- ▶ Managing an angry or disruptive employee.
- ▶ Managing conflict between two employees.
- ▶ Handling a disruptive meeting participant.
- ▶ Supporting a grieving employee.
- ▶ Responding to a complaint from an employee.

Supervisor Skills Sessions are Supervisor Support sessions with set topics.

The topics explored are understanding fatigue, identifying intoxication vs impairment, deescalation strategies, active listening, negotiation strategies and delivering presentations,

The sessions are designed to provide a framework, additional sessions can be booked surrounding any of these modules to assist in working on improving a certain skillset.

To find out more, email our team at [training@bsspsych.com.au](mailto:training@bsspsych.com.au) or call 1800 30 30 90

## New Mandurah Office

We're thrilled to share that our new Halls Head Mandurah office is now open, offering convenient access for our south of the river clients. The office officially opened its doors on Tuesday 12 August and is already welcoming clients in our fresh new space. The new office located on Peelwood Parade features three comfortable counselling rooms and plenty of free parking right outside.

Mandurah has always been a popular location for our clients, and we're delighted to now have a local BSS home in the community. To make an appointment call 1800 30 30 90 email [appt@bsspsych.com.au](mailto:appt@bsspsych.com.au) or webchat [www.bsspsych.com.au](http://www.bsspsych.com.au)



## BSS In The Community - Cooking Up Some Comfort



Recently, our team had the privilege of coming together to prepare dinner for families staying at Perth Children's Hospital as part of Ronald McDonald House Charities initiative Home For Dinner. With music playing, we cooked up delicious dishes, shared plenty of laughs, and enjoyed working side by side for a great cause. Onsite Manager Brooke volunteered her Saturday evening and said 'supporting Ronald McDonald House is close to my heart, as one of my best friends has spent considerable time at the hospital with her sick child. I've seen firsthand how important it is for families to feel supported and have access to facilities and programs that make life feel a little more normal. The Ronald McDonald House team were wonderful to work with, and I'm already looking forward to joining this program again.'