



DIVERSITY TRAINING
AND CONSULTING

Psychosocial Safety in Practice

A Conversation Starter Pack for Aged Care

Practical resources to help workers,
teams and leaders recognise pressure,
start safer conversations and
identify where support, review or
action may be needed.



Prepared by Diversity Training and Consulting

Inclusive. • Practical. • Impactful.



How to use this resource pack

This pack is designed to start practical conversations about psychosocial safety in aged care. It can be used flexibly across team meetings, supervision, reflective practice, leadership discussions, training sessions and review conversations.

Resource map

No.	Resource	Purpose
1	<u>Psychosocial safety is part of safe, quality aged care</u>	Introduces why psychosocial safety matters in aged care and how worker safety connects with safe, quality care.
2	<u>Psychosocial safety is more than self-care</u>	Helps shift the conversation from individual coping to work design, systems, support and psychosocial risk.
3	<u>Common psychosocial hazards in aged care</u>	Supports workers, teams and leaders to recognise common hazards, risk factors and protective factors.
4	<u>Conversations that help people speak up early</u>	Provides prompts for starting early conversations about pressure, support and safer speaking-up pathways.
5	<u>Naming pressure without blaming the person</u>	Helps reframe pressure as something to understand in the work, rather than treating it as a personal failing.
6	<u>When pressure becomes a pattern</u>	Supports leaders, coordinators and team leaders to notice repeated concerns and review broader psychosocial risk.
7	<u>Supporting staff through uncertainty and change</u>	Helps teams and leaders reduce pressure during change, reform and unclear situations.
8	<u>Role clarity, boundaries and support</u>	Supports conversations about responsibilities, boundaries, escalation and shared responsibility.
9	<u>Psychosocial Safety Audit Tool</u>	Helps leaders review current practices, identify gaps and consider where further psychosocial safety action is needed.

Ways to use the resources

Team meetings	Supervision	Check-ins	Reflective practice	Planning
These resources are conversation starters, not complete answers. Some help workers name and raise concerns, while others help leaders notice patterns, ask useful questions and consider when support, escalation or review may be needed. They should not place responsibility on individual workers to solve issues beyond their role, control or influence, and they do not replace supervision, training, psychosocial risk assessment, work health and safety advice, consultation or organisational processes.				

Introduction

Aged care work is meaningful, relational and often complex. Workers and leaders may be supporting older people, families and carers through changing needs, distress, uncertainty, service limits, reform and emotionally demanding situations.

These pressures can affect workers, teams, communication, decision-making and the quality and continuity of care. When pressure is repeated, unclear, unsupported or left to individuals to manage alone, it can become a psychosocial safety concern. Psychosocial safety is about more than individual wellbeing or self-care. It asks organisations, leaders and teams to consider the work factors that can affect psychological health, including job demands, emotional demands, role clarity, support, communication, exposure to distress, change and workplace relationships.

This resources pack has been developed to help aged care and community care workers, teams and leaders start practical conversations about psychosocial safety. It provides plain-language prompts, reflection questions and conversation starters to help people recognise common pressure points and identify where further support, clarification or action may be needed. The pack does not replace training, supervision, work health and safety advice, psychosocial risk assessment, consultation or organisational processes.



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