

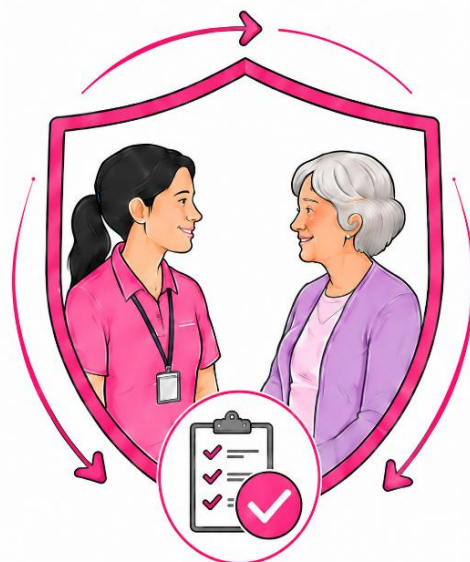


1

Psychosocial safety is part of safe, quality aged care



Introduces why psychosocial safety matters in aged care and how worker safety connects with safe, quality care.



Reflection statements



1.1 Leaders understand their duties to identify, manage and review psychosocial risks to workers' health and safety.



1.2. Psychosocial safety is clearly connected to safe, quality care, workforce support, governance, risk management and continuous improvement.



A Conversation Starter Pack for Aged Care

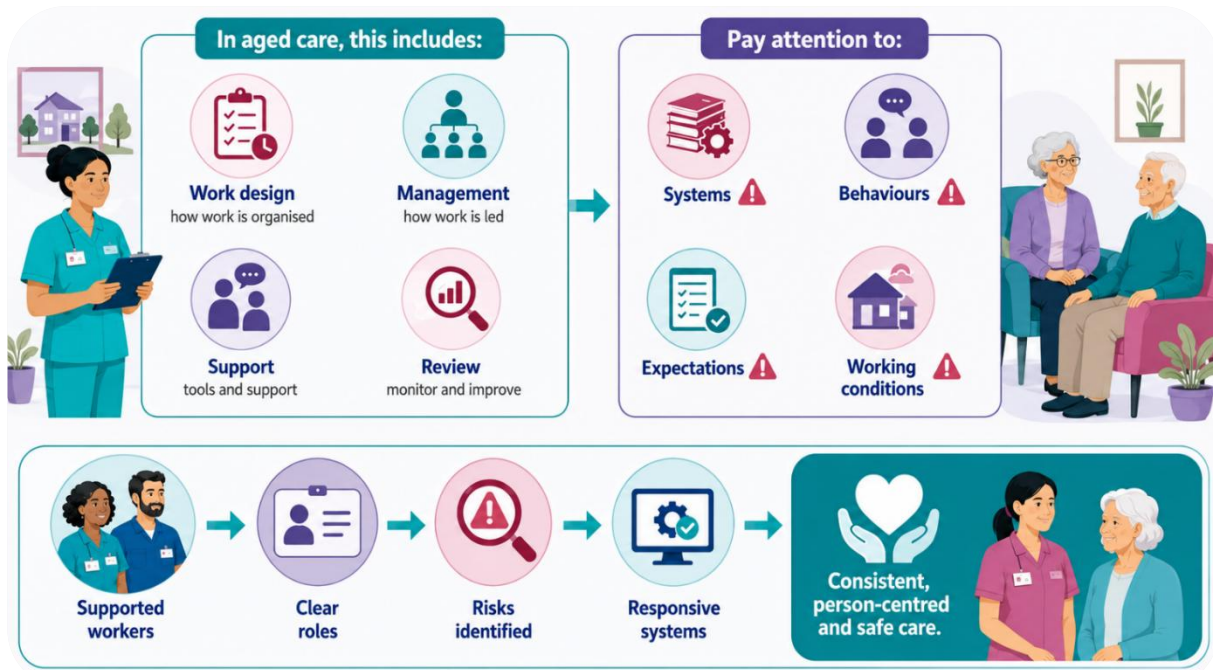
www.diversitytrainingconsulting.com.au

Inclusive • Practical. • Impactful.

Psychosocial safety and quality care

Psychosocial safety is about protecting workers from psychological harm caused by work-related hazards.

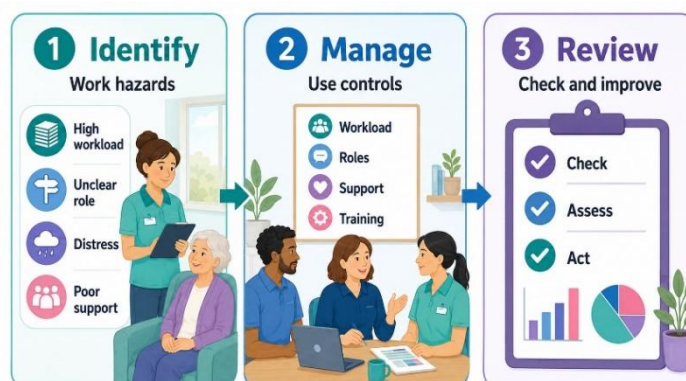
In aged care, this means looking at how work is designed, managed, supported and reviewed. It also means paying attention to the systems, behaviours, expectations and working conditions that may expose workers to harm. Psychosocial safety is part of safe, quality aged care. When workers are supported, roles are clear, risks are identified and systems are responsive, organisations are better placed to provide consistent, person-centred and safe care.



What this means

Across Australia, organisations have work health and safety duties to manage risks to workers' health and safety, including psychological health. The specific legislation, regulations, codes of practice and guidance differ across states and territories.

However, psychosocial risks are broadly recognised as workplace risks that need to be identified, managed and reviewed. This means psychosocial safety is not just a wellbeing activity. It requires organisations to understand how work-related hazards may affect psychological health and what can be done to prevent or reduce harm.



Why this matters in aged care

The Strengthened Aged Care Quality Standards describe what safe and quality aged care should look like. They focus on care that is safe, meets the needs and preferences of older people, and upholds their rights. Psychosocial safety connects strongly with these expectations.

Safe, person-centred care requires workers to be supported, informed, clear about their role and able to raise concerns. It also requires organisations to have systems that identify risks, support workers and respond when pressure becomes repeated or unsafe. This is particularly relevant to organisational governance, workforce support, risk management, continuous improvement and safe service delivery.



What this should prompt

Understanding psychosocial safety is an important first step, but awareness alone is not enough to reduce risk. Organisations may need to build shared language, strengthen their understanding of psychosocial hazards, consult with workers, and review how risks are identified, managed and followed up. This can help workers, teams and leaders move from general conversations about wellbeing to clearer discussions about work-related pressure, safe systems and what may need to change. It also supports psychosocial safety being treated as part of safe, quality aged care, rather than as a separate or optional wellbeing activity.

This pack introduces key concepts and conversation starters to help workers, teams and leaders begin this work. It does not replace training, supervision, work health and safety advice, psychosocial risk assessment, consultation or organisational processes.

