

What aged care staff say about organisational support

Encouraging your staff to participate in self-care practices can support your organisation to meet Standard 7 of the Aged Care Quality Standards.

As part of developing the Self-Care Room, we spoke to many people working in aged care about self-care. This is what staff said they would find useful as part of an organisational response:

- Communication about available self-care resources.
- Training sessions about self-care.
- Inclusion of self-care in orientation or induction sessions.
- Self-care topic page on the organisational intranet.
- Workshops for self-care planning.
- Time during handovers to do a self-care check-in.
- Time for the team to debrief and learn from each other.
- Demonstrations of value for staff and their role.
- Permission to take time out when needed.
- Access to discounted classes such as mindfulness, yoga, and art therapy.
- Supervisors who know their staff well enough to identify when staff are not doing well and provide support.
- Supervisors who know how to listen and empathise.

This is what home care workers said they would find useful:

- Information about clean and accessible public toilets on their routes.
- Sufficient time for travel between clients.
- Not being overwhelmed with text messages.

"I had a supportive leader, so that was a huge bonus for me. Because I trusted her, I was able to communicate with her when I felt that there was something wrong, or I didn't feel comfortable at work."
(Personal care worker, Residential Aged Care)