

# Managing distress and injury at work



*Personal distress and psychological injury are workplace issues when they affect your ability to work*

## Managers can help their staff by:

- implementing policies and procedures that promote a fair and supportive workplace
- providing clearly defined job roles
- making time for communication and team development
- valuing and respecting workers' feelings and experiences
- ensuring continuous identification of hazards and assessment of risks and activities in all workplaces
- supporting staff if incidents occur to reduce the impact on the staff member's health and wellbeing
- providing appropriate support and effective return to work strategies for injured staff
- taking staff concerns seriously
- providing appropriate support services for:
  - regular supervision
  - debriefing after incidents
  - managing injuries
  - emotional or physical distress
- providing access to a Employee Assistance Program (EAP) or other support services that offers staff confidential counselling and support for work and personal issues.

## Staff can help themselves, colleagues and consumers by:

- respecting and following workplace policies and procedures
- participating in and requesting appropriate training
- reporting all incidents
- reporting all changes and concerns regarding home and community visits
- not taking shortcuts
- not responding reactively
- managing professional boundaries with consumers
- planning work time
- asking for help or advice when needed
- supporting colleagues
- being a team player
- taking allotted breaks
- getting exercise
- planning time away from work
- asking a supervisor for access to support services if needed
- not transferring personal problems into your workplace – seek help.