

WE CAN'T POUR FROM AN EMPTY CUP

Fostering a Thriving Workforce to Support Individual's with Complex Needs



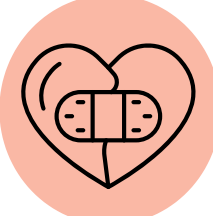
Elements
Assessment Behaviour Consulting

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Current Challenges in the Sector

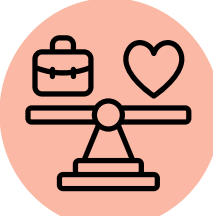
The why



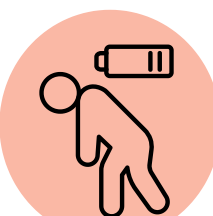
Burnout & Compassion Fatigue



Vicarious Trauma & Secondary Stress



Fluid boundaries between home and work



Clients's increased dependence on staff and teams



Compliance culture in NDIS

Embodying Practice Leadership

The How - Practice Level

A practice leader is someone who can **guide, mentor and support** staff to uphold best practices in their daily work. Practice leadership ensures individuals with complex needs receive high-quality, consistent and compassionate care.

Leading by example

Improves the quality and consistency of care

Enhances staff confidence, skills and job satisfaction

Providing ongoing support & coaching

Reduces burnout and turnover by providing better support

Encouraging reflective practice

Promotes individualised, person-centered support

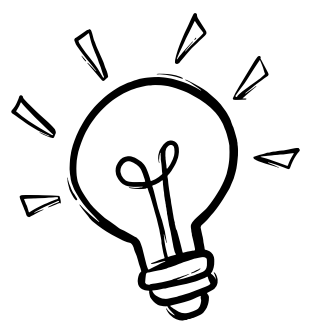
Ensuring consistency in best practices

Creates a culture of learning and continuous improvement

Fostering trust, teamwork and open communication

Encourages a positive and supportive workplace

Support staff in managing challenging situations



Individual Wellbeing Action Plans

The How - Individual Level

Personalised wellbeing plans acknowledge that wellbeing may look different for us all. An individualised plan ensures that staff receive tailored support that meets their unique needs.

Identifying your Strengths

What lights you up?

How can you build on your strengths?

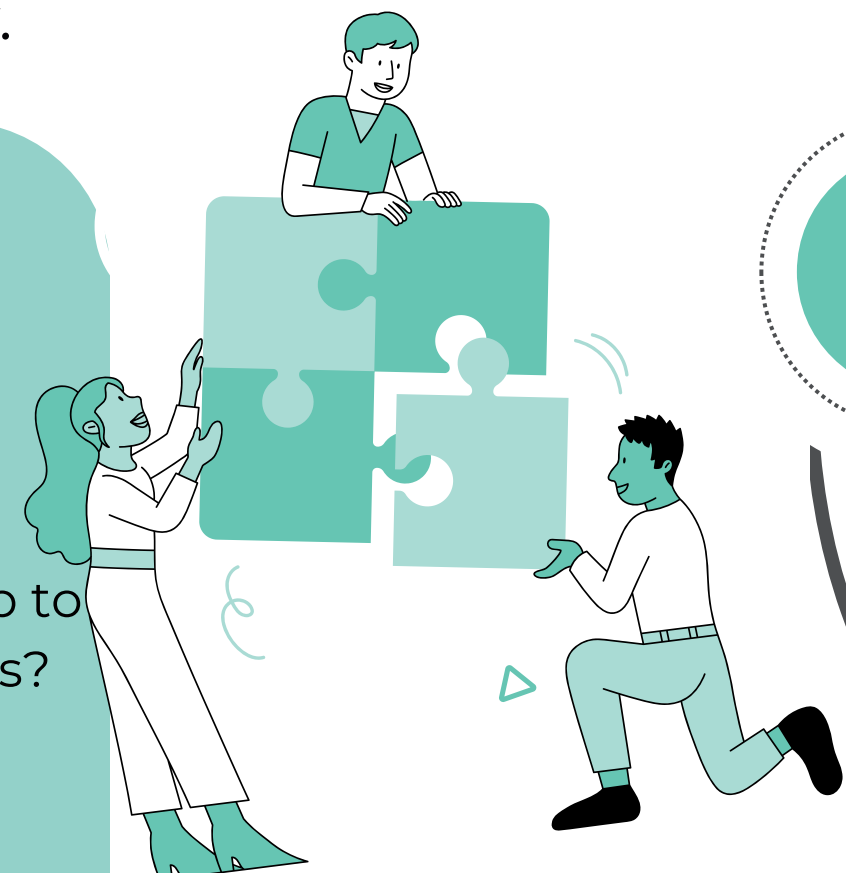
How can your organisation support your strengths and interests?

Recognising the Challenges

What situations are likely to cause you stress?

What support may help to alleviate these stresses?

What are your preferred coping strategies?



What might indicate to others that you are stressed or overwhelmed?

What are your early signs of burnout?

What can you, and those around you, do when these signs are present?

Warning Signs

What can you do, both at work and outside of work, to improve you wellbeing?

How can your organisation support your wellbeing?

What are my work-life balance goals?

Action Plan

- Improves mental health & resilience
- Enhances engagement & job satisfaction
- Strengthens support systems
- Supports a workplace culture of wellbeing
- Increases productivity & quality of support for clients

1

Staff Wellbeing & Quality Support

Assumptions

The mental health and wellbeing of the professionals working in this space is essential to providing high-quality, compassionate support.

Staff Wellbeing Promoted

Staff are more **empathetic and patient**, allowing trusting relationships to develop with clients. The people we support feel valued, heard and respected.

Staff retention is higher, allowing clients to experience **stable, consistent support**. The people we support feel safe and secure with familiar, reliable connections.

Staff are able to **think clearly** under pressure, and **make better decisions** during a crisis. The people we support receive calm and proactive responses to their needs.

Staff Wellbeing Hindered

Staff may become **irritable and emotionally detached**, reducing their ability to offer compassionate, person-centred care. The people we support may feel dismissed or neglected.

Staff turnover and absenteeism is higher, leading to **inconsistent support**. The disruption in care for the people we support can lead to increased anxiety and behavioural challenges.

Staff may feel **overwhelmed** and **react impulsively or negatively** in challenging situations. The people we support may feel unsafe, distressed or frustrated.



2

Recognising & Preventing Burnout

The context

Reduced sense of accomplishment or self-worth

Encourage open conversations about mental health and stress

Taking more personal leave

Increase points of contact with staff at all levels to ensure early indicators are noticed

Reduced job satisfaction or motivation

Feeling undervalued

Increased irritability or frustration

Ensure staff are aware of the signs of burnout - offer training and education

Difficulty concentrating

Encourage personalised self-care and a work-life balance that is meaningful to staff

Negative or cynical thinking

Feeling overwhelmed

Avoiding tasks or procrastinating

Promote opportunities for reflective practice and debriefing

Train leaders and staff to recognise signs of burnout and stress in others

Withdrawal from social interactions & isolation



Building a Culture of Wellbeing at Elements

The How - Organisational Level

Creating a proactive approach to staff wellbeing is essential for the safe and consistent delivery of support to our society's most vulnerable and marginalised individual's.



By creating a culture of health and wellbeing within an organisation, we are thriving for positive outcomes for our clients, our staff and the organisation as a whole..
EVERYONE WINS!



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