

Assessing your capacity to support workers' wellbeing

Self-assessment

Before you provide emotional support to healthcare workers (workers) you need to make sure:

1. you are the right person (you have no conflicts of interest)
2. you are emotionally prepared and capable, and you have capacity and space to provide the required support.

Conflict of interest

Having a conflict of interest may mean that you are not the best person to provide support to the worker. An example of a conflict may be that you are also a victim of the occupational violence (OV) incident, or you may have a relationship with someone involved in the OV incident that could influence your perspective of the situation.

In any situation where you believe you may have a conflict of interest that could influence or alter the care you will provide the workers, you should (at the earliest possible time):

- a. make that conflict known
- b. seek advice from your senior manager or peers as to a more suitable replacement
- c. delegate the responsibility as required.

Emotional preparedness

You can assess your emotional preparedness to provide support using the **RUOK Model** which first looks at your capacity to support workers and then addresses how you engage with workers.

The model is available on the RUOK website where there are a number of easy-to-follow videos as well as a suite of tools to assist you to ask the question RUOK?

Web link: <https://www.ruok.org.au/how-to-ask>

Or you may wish to undertake a process of self-assessment using the following checklist: Use your responses to determine your capacity to provide support to workers.

Self-assessment checklist

Question	YES	Action	NO	Action
Does the affected workers report to you?	YES		NO	Consider referring support of the worker to their line manager.
Were you affected by the OV incident?	NO		YES	Seek your own support and refer to a senior manager for a more appropriate individual to support the worker.
Do you believe your relationship with the affected workers will affect your ability to provide support?	NO	You are likely the best person to provide immediate support for the affected workers member.	YES	Refer to your senior manager for a more appropriate individual to support the worker. Ask the Employee Assistance Program (EAP) managers support service for assistance.
Do you know or have a personal relationship with the individual who committed the OV?	NO		YES	
Are you in a positive headspace?	YES	If at any time your status changes, please refer to your senior manager for advice and support to identify a suitable replacement manager to provide support to the affected worker.	NO	
Are you genuinely willing to listen and willing to commit time to listen?	YES		NO	
Are you prepared to hear what they have to say (even if I might find it confronting)?	YES		NO	
Are you prepared to hear what they have to say and understand that I cannot fix every problem?	YES		NO	
Are you prepared to accept that they may not want to talk now, but rather to arrange a different time?	YES		NO	
Have you access to a space where privacy is assured that is safe, secure, and comfortable?	YES		NO	
Have you ensured that you have, or are willing to give, sufficient time to address the issue?	YES		NO	

Have you made sure that the chosen time suits everyone?	YES		NO
Do you know how to provide psychological first aid (or know where to access resources to assist you to do so)?	YES		NO In addition to referral to a more appropriate manager you may also consider accessing training on supporting workers with psychological first aid (PFA).
Do you know how to access the EAP, or know where to access the details to allow you to do so?	YES		NO Seek support from your senior manager or peers to locate the EAP details to share with workers.

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