

Healthcare and Social assistance
ranked **15 out of 19** industries
in Superfriend's Thriving Workplace
Survey 2023.



Resources

[SMART Design for Care - Designing better work for the healthcare and social Assistance industry](#)

[Frontline Practice Leadership - Improve the practice of support workers and the quality of life of people with intellectual disabilities](#)

[La Trobe University - Resources and publications from the Living with Disability Research Centre](#)

[National Disability Services - Addressing occupational violence in the Victorian disability sector](#)

[GPEX psychosocial hazard module](#)



Industry Profile

Social Assistance



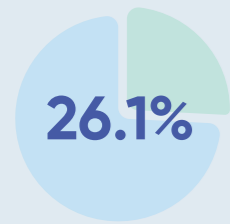
Healthy Workplaces



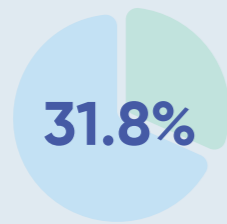
Government of
South Australia

Injury Data

Most common injury mechanisms

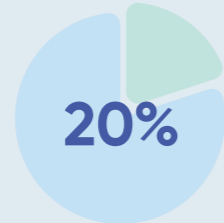


Body stressing

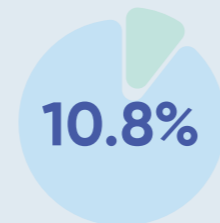


Being hit by a moving object

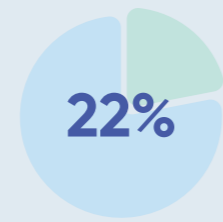
(includes occupational violence)



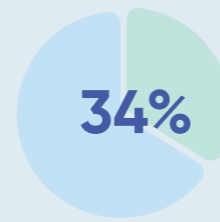
Falls, slips and trips



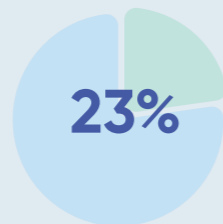
Mental stress



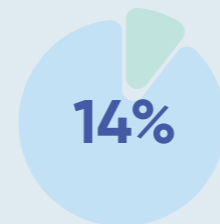
Lower limbs



Upper limbs



Back and neck



Psychological injury

3 most common injury types

Workers compensation claims in this cohort have longer duration and are more costly than an average workers compensation claim.

Source: RTWSA – Industry Risk Analysis Report (2021–2023 FYs)

Health data and health risk factors



of disability support workers (DSWs) report poor psychosocial work outcomes (e.g., stress, job burnout, low job satisfaction)¹

Contributors to inequitable health outcomes²

- Flat career structures
- Low pay and casualisation
- Multi-employment
- Job insecurity

Common Hazards/Risks

Disability Support Workers experience poorer health and safety outcomes than norm groups

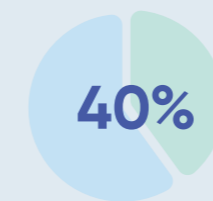
Long working hours and multi-employment

A recent study found that workers in this sector average 52 hours per week, while holding multiple jobs. This results in many workers saying they do not have enough time for their family.

Inadequate recognition, reward and feedback

Support workers feel that they are not rewarded or recognised when they do a good job, and they often do not know what 'good' looks like – due to working in isolation and not receiving feedback about their work.³

Emotional demands



of workers report that their jobs are very emotionally demanding.

Casualisation

Workers in the sector are often casual and do not have access to leave entitlements such as sick leave and annual leave.

Opportunity for development

Support workers report that they do not get enough training to support clients with complex needs and feel that they cannot have a career in disability support. This contributes to high turnover within the industry.³

Burnout contributors¹

- High workload
- Low job control
- Low colleague support



1. Can the job demand-control-(support) model predict disability support worker burnout and work engagement?: Journal of Intellectual & Developmental Disability: Vol 44 , No 2 – Get Access (tandfonline.com)

2. Final Report (apo.org.au)

3. Disability support workers (ndisreview.gov.au)