

SUPPORTING STRONG RSAS TEAMS

RSAS teams have an important job. But the work can be difficult and sometimes it is hard to stay motivated. Everyone has the right to feel safe, happy and healthy at work. If everyone feels appreciated, they will be happier and stay in the job longer. If team members feel needed they will focus on getting kids to school. Below are some tips which can help support RSAS teams.

➤ **Stay involved in the community. Attend school activities, local sporting games/days and community events.**

- Going to assemblies or school meetings will help build your knowledge of the school. It will also help people get to know you and your job.
- Attending sporting games/days and community events can help build relationships and show that RSAS supports community events.
- Show people you care by talking to them often.

➤ **Build a strong team that works together.**

- Encourage everyone to look after each other by:
 - Holding regular meetings and talking about how your job is going;
 - Resolving problems as a team;
 - Encouraging everyone in the team to share their ideas;
 - Celebrate team success; and
 - Treating all team members fairly.
- Make sure everyone knows their job and what they should be doing.

➤ **Help your team to stay healthy and strong.**

- Know the signs that someone may be feeling overworked or stressed. They may:
 - Be forgetful or have trouble concentrating;
 - Be quiet and keep to themselves;
 - Get sick a lot or stop coming to work regularly;
 - Be tired all the time and lack energy or motivation; or
 - Feel like nothing they do makes a difference (they may even get angry).
- If you think someone might be overworked or stressed, talk to them. You can show support by:
 - Asking 'are you okay'?
 - Talking about any problems they might be having;
 - Encouraging them to do things that will keep them healthy, like getting plenty of exercise and spending time with friends and family;

- Respecting their boundaries and privacy; and
- Setting up a safe place where people can talk.

➤ **Remind people it is okay to ask for help and there is no shame.**

- Attend the mental health first aid training when it is offered.
- You can lead by example by talking about any problems you may be having and asking for help if you need it.
- Some people might not feel comfortable talking about their health. Do not try to force them, but encourage them to seek help from where they are comfortable, for example community services or Elders.

➤ **Give clear feedback and recognise good work.**

- This can be done by saying thank you or giving positive feedback at a team meeting or in a newsletter.
- Meetings between supervisors and staff should be regular and include positive feedback as well as areas to learn and develop. These meetings can be used to:
 - Talk about how the job is going;
 - Discuss and plan future goals (such as studying); and
 - Give advice to help them improve at work.
- Even the best staff can sometimes make mistakes. Use this as an opportunity to learn, without shaming or embarrassing anyone.
- Support staff to attend RSAS training.



➤ **Look at ways to give staff work that will let them try different things and learn new skills.**

- Where possible, roster staff on different types of RSAS work (for example one week on family follow-ups, the next week on the bus run).
- Develop leadership within the team by encouraging training and other learning opportunities.
- Ask hard working staff to take on more duties. For example, a SAO may fill in for a SAS who is away.
- Share ideas with other RSAS teams in your region. For example, a staff member could swap jobs with someone in another community for a couple of weeks. This will give everyone the chance to see how other teams work.

➤ **Make sure everyone gets a break, but you still have enough staff to do the job.**

- Support a good 'work-life' balance and make sure everyone takes leave regularly.
- Set up a leave calendar to keep track of leave and make sure there are still enough people working. This is very important during school holidays.

