

# How Managers Prevent and Address Everyday Harm

## Plain English Summary



This is a summary of a research article. It tells you how managers in disability support organisations can help prevent and address everyday harm.

### What is everyday harm?

**Everyday harm** is the negative impact on a person when someone does or does not do something. Everyday harm can include things like ignoring another person, talking badly about them behind their back, or not acting on their choices. There are many other examples.

People with disability sometimes experience everyday harm in disability support organisations. How **managers** in these organisations work can affect whether everyday harm happens. Managers can do things to help prevent and address everyday harm.

### How did we do the research?

We talked to managers at disability support organisations to learn more about how they prevent and address everyday harm between people with disability and support workers. We listened to their experiences and views.

### What did we find?

We found five key areas where managers made a positive difference in how people work together:

1. **Making safe ways to share experiences of harm:** Many disability support organisations had ways for people to share if they had experienced violence or abuse. Organisations did not always have formal ways to share if everyday harm happened. Managers need to create many safe and accessible ways for people to share experiences of everyday harm.

2. **Finding and fixing problems early:** Managers in disability support organisations looked at the complaints people made. The information about complaints helped them to spot everyday harm early and stop more harm from happening. They used this information to improve support, train staff, and talk with people with disability about safety. Finding and fixing problems early worked well when people with disability felt safe to share their experiences. Finding and fixing everyday harm was easier if support workers and managers communicated about it when it happened.
3. **Including people with disability in decision making:** Some managers made sure the views and experiences of people with disability were included when they made decisions. Managers said that when people with disability were included in decision making, the rules and vibes of the organisation improved.
4. **Making sure good practice happens all the time:** Managers sometimes helped support workers to notice when people experienced harm, and to communicate openly and safely about it. Managers made rules that show support workers what good support looks like. They built support workers' skills to expect, receive and accept feedback. Some managers made time for reflection with support workers.
5. **Supporting staff to do their job well:** Managers prevented and addressed everyday harm by helping staff to do their job well. They gave them training and showed them good ways to work. Sometimes, when managers had to hire a new support worker, they organised for the support worker to meet with other staff and people with disability so they could check that they were a good fit.

## What is important to learn from this research?

Everyday harm happens a lot and is serious, but there are many ways managers can prevent and address it. Often managers do some of these things but not all of them. If managers do all of these things, everyday harm will happen less.

Want to read more? You can find the full research article here [\[LINK\]](#)

**Full article to be linked here following publication.**