

Voices from the Frontline: What Workers Need to Thrive

A PRACTICAL CHECKLIST

Eighty-nine suicide prevention sector staff, from frontline to executives, shared at the National Suicide Prevention Conference 2025, what **supports their wellbeing** and helps them **stay in their roles**.

Through discussions, summaries, and live polling, participants identified practical and actionable solutions.


The following themed insights based on SuperFriend's peer-reviewed **5 Domains of a Thriving Workplace** provide a powerful starting point for organisations to build healthier, more sustainable workplaces.

Themed Solutions Provided from Participants to Consider Implementing in Your Workplace	Leadership	Connectedness	Work Design	Safety	Capability	Do you have this in your workplace?
Train leaders to support staff wellbeing and create safe spaces to talk about burnout (in person and online).	✓	✓		✓	✓	
Check in with staff regularly about how they are feeling, using clear and easy language.	✓	✓				
Allow flexible working hours and let staff choose where and when / where they work where possible. Give staff the right to ask for changes in how they do their work (autonomy).	✓		✓			
Hold regular inclusive and respectful team meetings to discuss goals and make sure everyone is heard and on the same page. Reduce power imbalances.	✓			✓		
Encourage leaders to openly use and promote mental health support services that are relevant and personalised to the individual needs in discussion with them.	✓			✓	✓	
Create ways for staff to give feedback safely , make sure that leaders respond openly and share the changes made, from the feedback received.	✓	✓		✓		
Adjust workloads - watch closely and adjust in consultation, so no one is overloaded. Set a maximum number of people off on leave to ensure the remaining team can cope with the workload.	✓		✓			
Effective work design structures - minimise back-to-back meetings; long travel distances to rural and remote areas. Set the culture to have effective breaks throughout the day.	✓		✓		✓	
Have clear welcoming and exit processes so staff feel valued when they join or leave.	✓	✓	✓	✓	✓	
Spot burnout risks early and share clear plans with the team to prevent issues before they happen.	✓	✓			✓	
Recognise and celebrate small achievements often , with fairness and genuineness.	✓	✓	✓			
Set up buddy systems so staff can connect and talk during work, include those who are geographically separated or working from home.		✓	✓		✓	
Check role clarity - make sure everyone understands their exact job role with clarity to avoid taking on too much work.			✓		✓	
Have more laughter and fun in teams - make times for having fun and create lightness in the workplace.		✓		✓		

Contact us today

Looking for clearer direction to support mental wellbeing across your organisation aligned with a peer-reviewed framework?

Let's talk about how SuperFriend can help your workplace thrive.

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Suicide Prevention Australia