

Diversional Therapist interview questions

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What to expect

Interviews for Diversional Therapist roles typically focus on your ability to design and deliver person-centred activities, work within a multidisciplinary team, and handle the practical demands of care settings. You can expect a mix of behavioural questions, scenario-based questions and questions about your qualifications and experience.

- **Motivation and fit:** Why you want to work in diversional therapy and what drew you to this particular organisation.
- **Behavioural:** Questions that ask you to describe past experiences, such as a time you managed a difficult group or adapted an activity on the spot.
- **Scenario-based:** Hypothetical situations that test your judgement, such as a resident who refuses to join activities or a conflict between residents.
- **Technical and process:** Questions about assessment, care planning, documentation and using software like Leecare or AutumnCare.
- **Safety and compliance:** Questions about risk management, infection control, and working within aged care standards.

The interview usually starts with introductions and an overview of the role, followed by questions about your experience and approach. You may be asked to complete a practical task, such as outlining an activity program for a specific client group. The interview often ends with an opportunity for you to ask questions. Some employers include a second interview or a site tour where you meet the team.

1. Can you describe your process for assessing a new client's recreational needs and designing an activity program for them?

Why they ask

This tests your ability to follow a person-centred approach and your practical understanding of assessment and care planning.

How to structure your answer

A process question, so walk through the steps you take: gathering information, consulting the client and family, setting goals, planning activities, and reviewing outcomes. Use a logical sequence.

Example answer

"First, I review the client's care plan and any notes from the multidisciplinary team. Then I spend time talking with the client about their interests, past hobbies and what they would like to do. I also speak with family members if appropriate. Based on that, I set small, achievable goals, such as increasing social interaction or improving fine motor skills. I then design a mix of individual and group activities, like a gardening session or a music group, and document the plan. After a few weeks, I review participation and adjust the program as needed."

2. Tell me about a time when you had to adapt an activity because a client was not engaging or became distressed.

Why they ask

This is a behavioural question that assesses your flexibility, empathy and problem-solving in a real care setting.

How to structure your answer

Use STAR: situation, task, action, result. Keep it concise and focus on what you did and what you learned.

Example answer

"At my previous aged care home, we had a resident with dementia who would often become agitated during group music sessions. The task was to keep her involved without causing distress. I noticed she responded well to one-on-one interaction with tactile objects, so I started bringing a small basket of textured fabrics and familiar items to the session. I sat with her at the edge of the group and gently encouraged her to touch and talk about the items. She became calmer and started to smile, and over time she was able to stay for the whole session. I learned to always have a backup plan and to observe cues closely."

3. Imagine you are running a group activity and two residents start arguing loudly. How would you handle it?

Why they ask

This scenario tests your ability to manage conflict and maintain a safe, respectful environment.

How to structure your answer

For a scenario question, talk through your immediate actions, then how you would follow up. Show calm judgement and awareness of safety.

Example answer

"First, I would stay calm and approach the two residents in a friendly but firm manner. I would separate them gently, perhaps by asking one to help me with a task at another table, and lower my voice to de-escalate. I would acknowledge their feelings without taking sides. Once the situation was calm, I would continue the activity and monitor them. Afterwards, I would document the incident and speak with my supervisor and possibly the families to understand any underlying issues and prevent it happening again."

4. What experience do you have with documentation and care planning software, and how do you ensure accuracy?

Why they ask

This is a technical question that checks your familiarity with common tools and your attention to detail, which is critical for compliance.

How to structure your answer

Answer directly, naming any software you have used, then give a brief example of how you maintain accuracy. Keep it factual.

Example answer

"I have used Leecare and AutumnCare in my current role to record daily participation notes, progress towards goals and any changes in behaviour. I make sure to write notes as soon as possible after an activity while details are fresh. I follow the organisation's guidelines and use clear, objective language. I also double-check my entries before saving and flag anything unusual to the registered nurse or care manager."

5. How do you work with families and other healthcare staff to coordinate care?

Why they ask

This assesses your communication and teamwork skills, which are essential in multidisciplinary settings.

How to structure your answer

A behavioural question, so use a specific example that shows collaboration and the outcome.

Example answer

"In my last role, a resident's daughter was concerned that her mother was not joining in activities. I arranged a meeting with the daughter and the care manager to discuss the mother's preferences. We learned she used to love baking, so we started a small baking group that she could lead. I also

updated the nursing staff on her increased engagement. The daughter felt heard and the resident became much more involved. This showed me the value of regular communication with families and staff."

6. Why do you want to work as a Diversional Therapist here at [Company Name]?

Why they ask

This motivation question helps the interviewer see if you understand the organisation's values and client group.

How to structure your answer

This is a straightforward question, but you should still structure it: mention what attracts you to the organisation specifically, then connect it to your own values and experience.

Example answer

"I am drawn to [Company Name] because of your focus on person-centred care and community connection. I have always believed that meaningful activity is vital for wellbeing, and I want to work somewhere that shares that value. I also understand that your residents come from diverse backgrounds, and I enjoy finding creative ways to engage everyone. I am excited about the chance to bring my experience in activity coordination to your team."