



Inclusive and Culturally Safe Service Delivery



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In Toni's work, culture applies to people of different ethnicities, age groups, genders, sexualities and abilities. It also refers to the character, assumptions, attitudes, beliefs, values and behaviours shared by people within their workplace. Raising awareness of inclusive and culturally safe practises prevents, reduces and addresses marginalisation at work and in the wider community.

Workplace cultures can reflect the myriad of attitudes, beliefs and values held within the wider society. They can also be environments that perpetuate some of the most toxic and harmful social norms including control, misuse of power, exclusion, bigotry, bullying, harassment and conflict. Culture shapes perceptions and forms the thinking of the group.

Workplaces can also be spaces that foster dignity in their people, inspiring them through modelling to elevate the culture, and strive towards honesty, generosity, integrity, discernment, and wisdom, in all parts of life.

Toni believes culturally safe and inclusive practise means to learn to truly listen. To pause judgments and the habit of jumping to conclusions. To be responsible for oneself and to others. To be curious by developing an openness and a genuine interest in others. To value multiplicity and to promote inclusion. This is how Toni has continued to succeed to build trust and create safe spaces for practise and learning to take place.

Organisational Management establishes the workplace culture whether knowingly or not. It's often the hidden, unspoken and less overt aspects of culture that hold the greater power within an Organisation or community. Within this container the struggles with power, position, entitlement, prejudice, and inequity are felt and practised.

Inclusive and culturally safe service delivery is a sign of a healthy, thriving workplace culture and essential to health promotion and wellbeing.

Health Promotion & Wellbeing

When societies centre their culture around economic growth over human beings and their relationships with each other and their world, wellbeing is disconnected from the culture. Once wellbeing is excluded from the dominant culture it falls out of view, and the understanding of its value is forgotten and lost to us.

We need to choose wellbeing, we need to practise it and advocate for it so it is once again seen as integral to everyday life, and vital to the highest functioning of human beings and the systems to which we create and belong.

People have innate knowledge of wellbeing and how to achieve it, even if they're not aware of it. Wellbeing is personal and ultimately it needs to be in the hands of the individual to choose what, when and how.



In July 2022, McKinsey stated, *'The average person will spend 90,000 hours at work over a lifetime, so it's no surprise that job satisfaction, or dissatisfaction, can significantly affect your life. Are you happy at work, or are you part of the 40 percent of the global workforce looking to quit in the next 3-6 months?'*

Workplaces have become the mainstay of village life for many people around the world. But that's not always safe or pleasing or even preferred. However, it is still where the majority of people form their social connections and spend most of their time.

It is the responsibility of employers to create healthy workplaces that promote wellbeing in their staff. In keeping with updates to WHS laws as of April 2023, Comcare advises, *'Organisations need to consider and review approaches to managing psychosocial risks and fostering mentally healthy workplaces. This includes engaging and consulting with workers.'* The response from Experts to the updated legislation recommend Employers seek out strengths based approaches to prevent, reduce and address psychosocial workplace hazards.

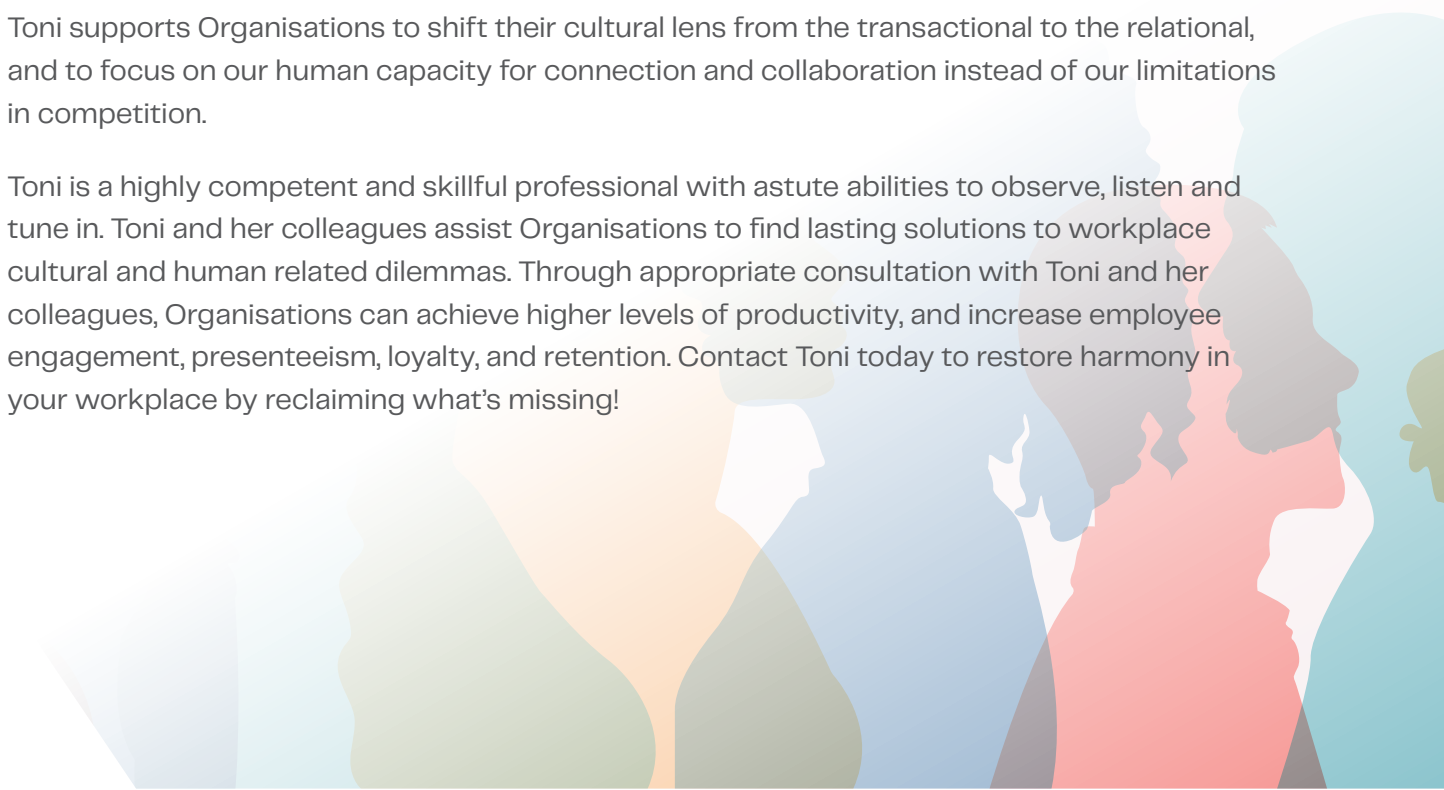
Since the pandemic and increase of natural disasters, many people have shifted their priorities back to home. Satisfaction for a lot of people now is more about a quality of life and caring for loved ones, rather than pay rates, bonuses or titles alone. Employees ask themselves *'what are the benefits of working in this organisation and what skills am I being offered that add value to my life?'*

By investing in the wellbeing of their staff, Employers send a message that the leadership and management of the Organisation recognise that none of us are immune to challenges and difficulties in day to day life. Providing employees with the means to upskill themselves to better manage life's complexities is an economically wise choice for Employers.

When Organisations reinstate wellbeing, and inclusive and culturally safe practises, into their workplace culture, they restore harmony and contribute to a healthier, happier and safer society.

Toni supports Organisations to shift their cultural lens from the transactional to the relational, and to focus on our human capacity for connection and collaboration instead of our limitations in competition.

Toni is a highly competent and skillful professional with astute abilities to observe, listen and tune in. Toni and her colleagues assist Organisations to find lasting solutions to workplace cultural and human related dilemmas. Through appropriate consultation with Toni and her colleagues, Organisations can achieve higher levels of productivity, and increase employee engagement, presenteeism, loyalty, and retention. Contact Toni today to restore harmony in your workplace by reclaiming what's missing!





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