



**Community  
Legal Centres  
Queensland**

# Creating cultural safety in the workplace: Elevating First Nations experiences

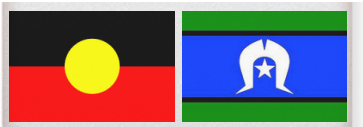
September 2024

# Acknowledgement

Community Legal Centres Queensland pay our deepest respect to Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land in Australia, and recognise their continuing connection to land, water and culture.

We pay respect to Elders past, present and emerging.

We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples and commit to fostering a culture of learning from and working with First Nations peoples in the spirit of reconciliation and access to justice.



# GoToWebinar Housekeeping

- Facilitator: Sammy Cooper
- Recording: This webinar is being recorded and will be available on the On Demand webinars page of our website:  
<https://www.communitylegalqld.org.au/webinar-status/on-demand-webinar/>
- PowerPoint materials: Available on the recording page post-webinar
- Questions:
  - Type your questions/comments into question box on GTW control panel. Questions will be addressed at the end.
- Technical help: Email [sam@communitylegalqld.org.au](mailto:sam@communitylegalqld.org.au) or type in question box



# Keep safe – content note

*Community Legal Centres Queensland wants to ensure that community legal centre workers and others accessing these training materials feel safe, and are able to access appropriate and timely help and support.*

*Some content in these training materials may be disturbing, upsetting or trigger strong/negative emotions for victims and survivors of violence and trauma, and others.*

*Community Legal Centres Queensland respects your autonomy. If you feel triggered or upset by any of the content or materials provided here, we encourage you to use your discretion as to whether you should continue reading, watching or listening to the material.*

*You may also wish to access more information and resources, as well as professional support or advice from one of the free and confidential organisations listed on our Keep Safe website <https://www.communitylegalqld.org.au/webinar-status/on-demand-webinar/#safe>*



# Sammy Cooper

As a proud Gumbaynggirr woman I would like to Acknowledge the Turrbal and Jaggera peoples of Meanjin as the traditional and ongoing owners, custodians and caretakers of the lands on which I live and work and play.

I pay my deepest respects to their Elders past and present, and thank them for taking care of the lands on which I am now blessed to raise my own family.

I'd like to express the deep love and appreciation I have for my people back home, particularly the matriarchs who have held our community together for tens of thousands of years. At home they have been the drivers of language revival, culture protection, and the establishment of an immersive school.

I also extend that appreciation to the knowledge and expertise among us today. I acknowledge the struggles and the strengths of our peoples, that sovereignty was never ceded.  
Always was, Always will be.



# Andrea Kyle-Sailor

I am a proud Birri Gubba Traditional Owner of the Whitsunday and Bowen area. I am also a proud Bwgcolman woman, a historical owner of Palm Island.

I acknowledge the Manburra people and this land where I sit today, Palm Island.

I thank the Elders past and present for their guidance and instilling in me my culture and my strong beliefs and their continued passing down of their knowledge.

I too acknowledge the struggles and the strengths of our peoples and am proud to be a First Nations woman.

Sovereignty was never ceded, Always was and Always will be.



# The Journey of Cultural Safety

## Practical steps

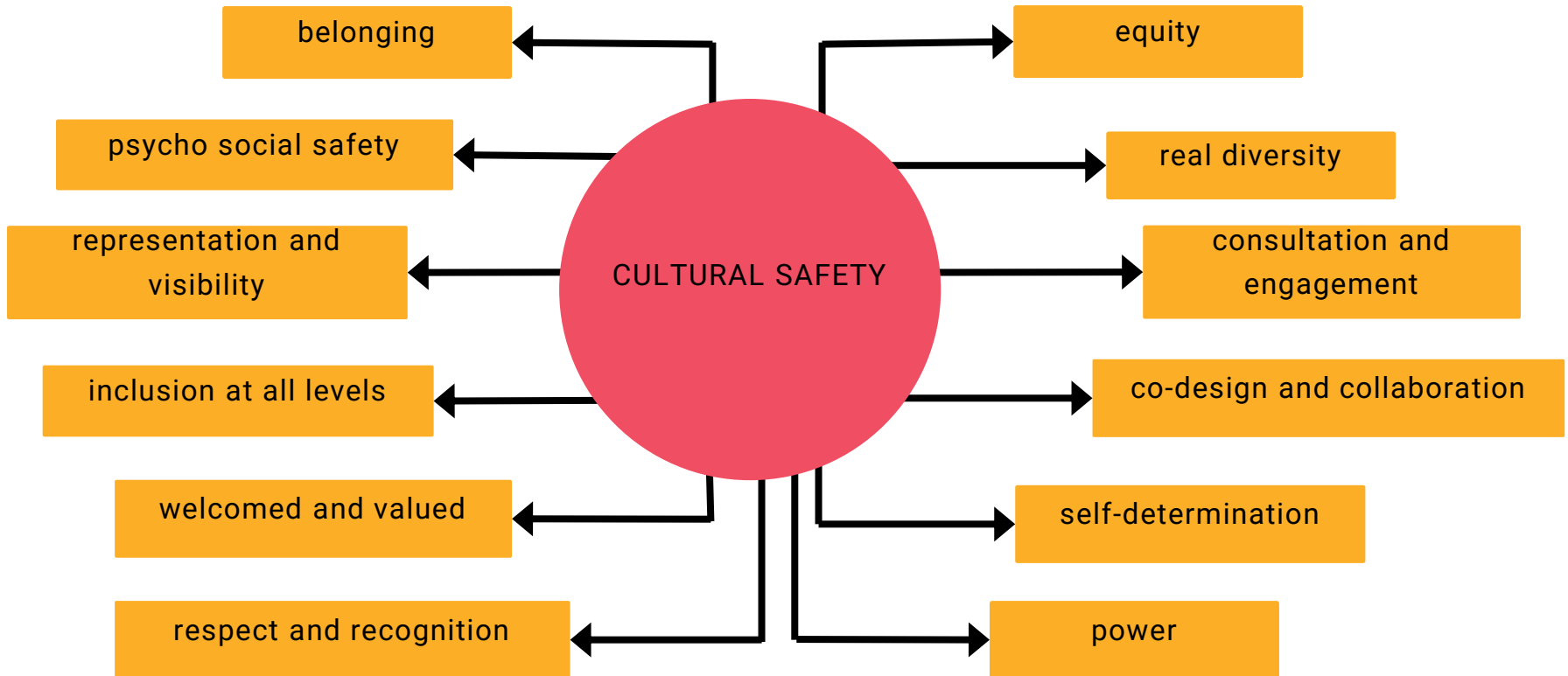
WHERE ARE WE  
GOING?

HOW DO WE  
KNOW WE'RE  
THERE?

WHAT DOES  
SUCCESS LOOK  
LIKE?

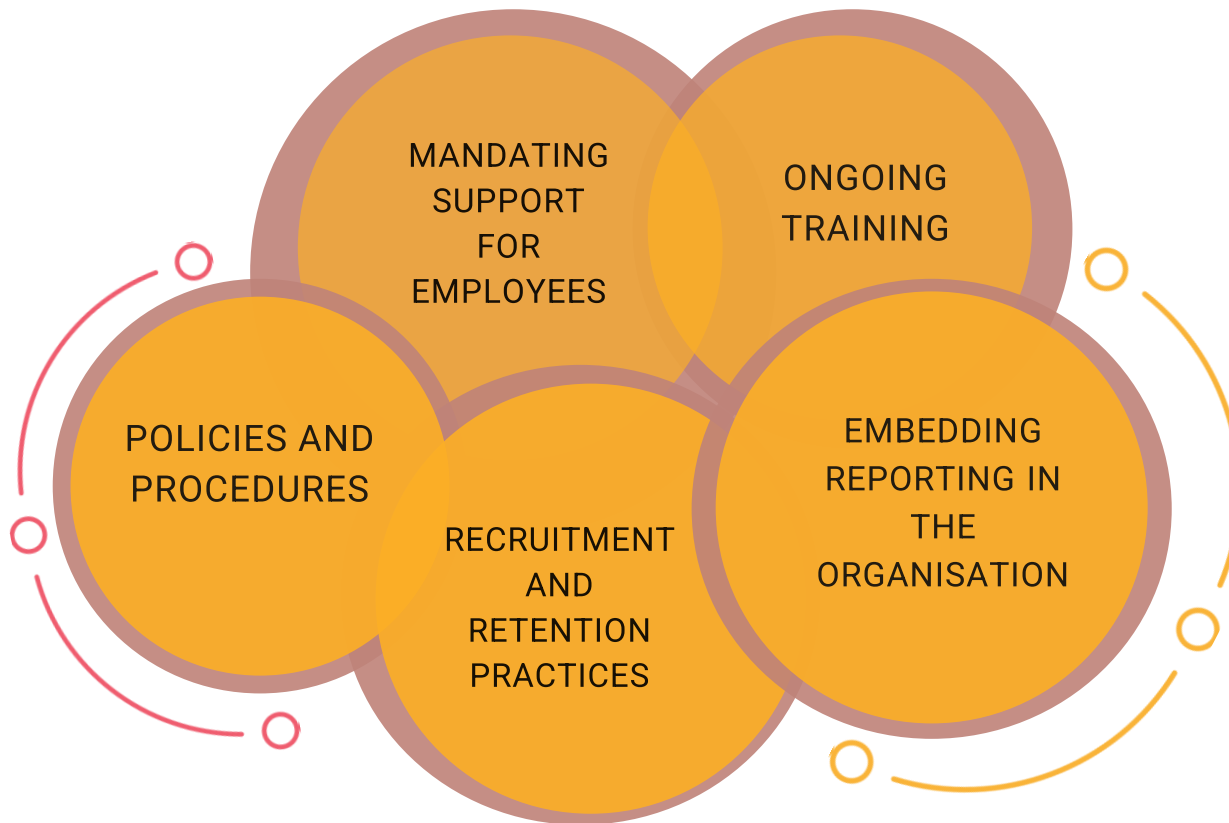


# What is it?

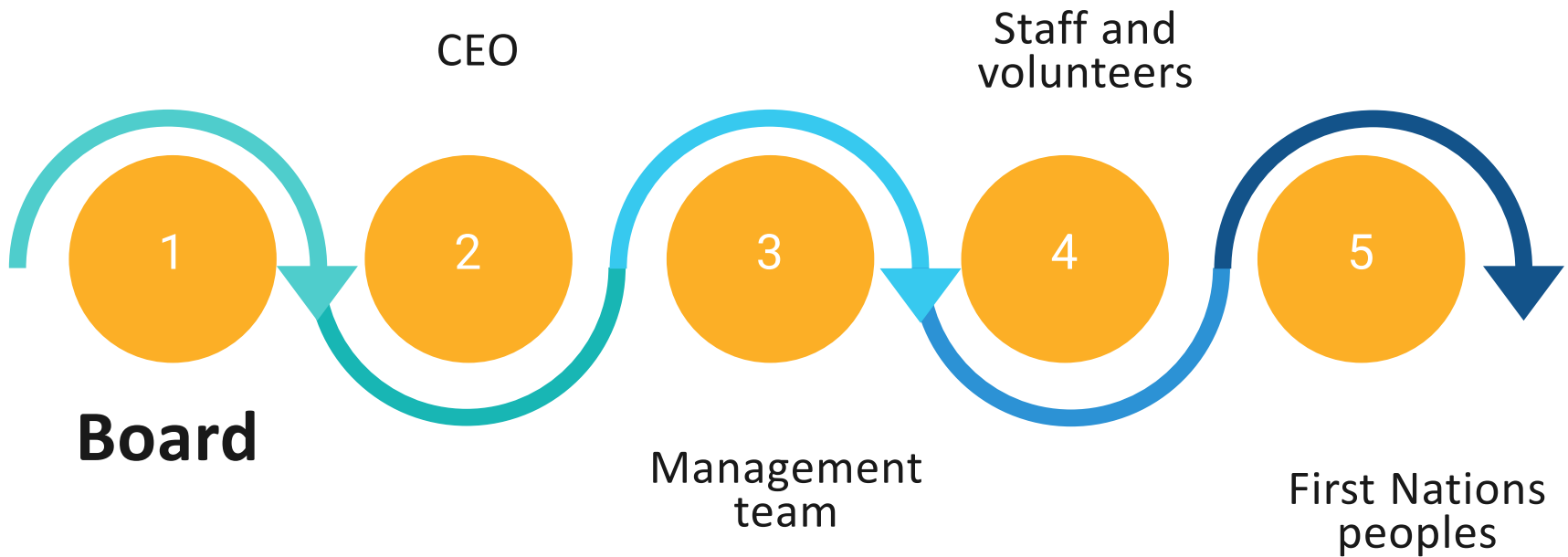




# What are the actions?



# Who is responsible?



# How do we create meaningful, transformational change?

You cannot create meaningful change without understanding your why. This work must be people-centric.

It needs to centre the unique expertise of First Nations peoples and address systemic issues in a proactive and holistic way.



# Know where you're going

1. Do you have a stakeholder engagement plan outlining how many engagements you will do per quarter and what you'd like to get out of them or give out of them?
2. Do you have a RAP or First Nations Action plan?
3. Do you know the level of cultural safety in your organisation?
4. Do you have a recruitment and retention plan for First Nations staff and volunteers and board members? Does it include procedures on how to ensure a culturally safe environment? Promotions? Etc.
5. Do your management report their performance based on the First Nations Action Plan or RAP? Does your CEO report to the board on this?



# How do we get there?

## Organisational strategies

Reporting	Measuring	Prioritising	Workforce	Support	Community
<p>CEO report to Board on First Nations strategies / RAP</p> <p>Embed First Nations work in CEO performance evaluation</p> <p>Management to report on First Nations strategies from each unit</p>	<p><b>Measure progress</b></p> <ul style="list-style-type: none"> <li>• know where we're going</li> <li>• what data do we already collect?</li> <li>• what do we need to know that we don't already?</li> <li>• what impact do we want to have?</li> <li>• how do we bring people along?</li> <li>• co-design</li> </ul>	<p>RAP or cultural safety plan</p> <p>Employment strategy</p> <p>Engagement strategy</p> <p>Governance and leadership positions</p> <p>Culture change</p>	<p>Identified recruitment</p> <p>Employee supports</p> <p>Flexibility</p> <p>Cultural training</p> <p>policies and procedures</p>	<p>EAP</p> <p>Wunya</p> <p>Cultural Supervision</p> <p>Professional &amp; personal development</p> <p>Mentoring</p> <p>Decompress time</p> <p>Cultural load</p>	<p>Individual relationships</p> <p>Community engagement</p> <p>Partnerships</p> <p>Support existing events/groups</p> <p>People first</p> <p>Relationship before partnership</p> <p>self-determination</p> <p>collaboration and power</p>

# Questions?





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Thank you!

If you have questions or queries please get in touch - [sam@communitylegalqld.org.au](mailto:sam@communitylegalqld.org.au)