

SAFETY

- Do clients from First Nations and diverse cultural backgrounds feel safe coming to our service?
- How could we improve cultural safety in our office and in our interactions with people?
- Is it ok to make mistakes here – do staff feel psychologically safe to speak up about problems
- What about our work physical environment needs attention to create greater safety?
- What is the predominant safety issue our clients face?
- Can people in our organisation act with integrity? Are there structure and support that facilitate ethical safety?
- Is there violence, bullying, intimidation or racism (overt or covert) in our work culture?
- Does everyone have a safety plan?
- Are the safety needs of the most vulnerable people in this family or situation, being heard and met?
- Is there freedom from violence or coercion?

EMOTION

- If all behaviour is communication, what is the client trying to tell us about how they feel?
- Are we really actively listening? Or using Daddiri with our First Nations client?
- Are staff self-regulating and managing their emotions so they don't harm others or themselves?
- What kind of emotions are driving behaviour in our clients at the moment?
- Are we practicing emotional intelligence? What would improve motivation in our team?
- Are there unaddressed emotions and conflicts in our team that are impacting collaboration and performance?
- Are staff communicating their needs assertively or using passive or aggressive communication styles?
- Are people able to express empathy and demonstrate perspective taking?
- What boundaries do we need to put in to make things emotionally safe?

The SELF Framework is used as a dynamic and non-linear approach to facilitating movement toward a future solutions-focus. It is a structure that can be used for problem-solving, reflection, planning, brainstorming and analysis.

S.E.L.F. FRAMEWORK

SAFETY, EMOTIONS, LOSS AND FUTURE

The SELF framework can also be used to organise discussions, meetings and documentation for clients and ourselves. When using SELF – try to spend about 30% of your time focused on what is not going well, and 70% on solutions. Aim for a healthier direction.

LOSS

- What kinds of losses has this client experienced in their early life? What about now?
- How might past losses be impacting their trust in people?
- How can we restore trust and repair losses? How can we make 'restitution'?
- For First Nations people, how is their experience of intergenerational losses still impacting them?
- If you could lose or change one thing in this situation, what would it be?
- What losses in our team are we failing to recognise?
- Could there be experiences of disenfranchised grief for this family?
- Are losses in our organisation impacting this situation or problem?

FUTURE

- If you had a magic wand, what would you do?
- Where does the hope lie in this situation?
- How can we acknowledge the strengths and successes? What about the cultural strengths?
- How can we celebrate what we've done well?
- How can we communicate better in the future?
- Do we need to make changes in other areas, such as more training or better supervision, to support change?
- How can we make conflict transformative?
- Where are the opportunities for collaboration or partnership?
- What is one thing we could change that would make a difference to even just one client?
- Can we change our attitude from pessimism to optimism? From a deficit to a solutions focus?