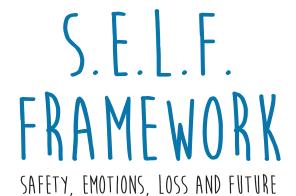
SAFETY

- 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 solutionsfocus. It is a structure that can be used for problem—solving, reflection, planning, brainstorming and analysis.



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.

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- What kinds of losses has this client experienced in their early life? What about now?
- How might pass 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?



