

# SANCTUARY COMMITMENTS WORKSHEET

"How do you  
demonstrate  
Sanctuary in your  
day-to-day work?"



# NON-VIOLENCE:

**Safety. Boundaries. Treating others with respect.**

- Non-violence is an essential ingredient to building trusting, healthy and safe relationships and workplaces. It means building and modelling safety, resilience and coping skills, and protecting and advocating for the vulnerable.

## **Practically this means:**

- Being self-aware; reflecting on your own actions and adjusting them when they are not aligned with the Anglicare Values. It means being humble; apologising and repairing relationships
- Standing up for those who vulnerable or at risk of harm because of racism, bullying, gender-based violence and other abuses or discrimination
- Being assertive but not aggressive, or passive-aggressive
- Maintaining behavioural expectations in-line with the Code of Conduct

### **Physical safety**

You are able to protect yourself from physical harm or injury. Practicing non-violence in the workplace, including physically, sexually & psychologically (e.g. intimidation, body space). The absence of self-abusive & destructive behaviours like risk-taking and self-harm.

### **Psychological safety**

Your thoughts and feelings are safe. You are able to foster self-esteem, self-control, self-awareness & self-respect. You are able to create & maintain boundaries. Psychologically safe environments promote development of executive functioning to achieve goals & for self-empowerment. Reciprocity.

### **Cultural safety**

An environment that is spiritually, socially & emotionally safe, as well as physically safe for people; where there is no assault challenge or denial of their identity, of who they are, or of what they need.

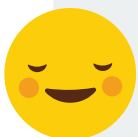
### **Social safety**

You feel secure in your relationships with other people. Abusive behaviours are defined (e.g. racism, intimidation, bullying, isolation and exclusion) and a system of authority and mutual responsibility holds people accountable. Conflicts are recognised and addressed with mutual respect. Repair.

### **Moral or ethical safety**

You are safe to 'do the right thing' and act with integrity (e.g. not bullied into complicity or collusion with things you know are wrong).

## **How do you demonstrate Non-violence in your day-to-day work?**



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# SOCIAL RESPONSIBILITY:

We care for and support each other,  
and take responsibility for our actions

- We are all connected by actions that we take, or fail to take.
- We respect and embrace diversity.
- Social responsibility is an ethical stance, it requires integrity and closely aligns to the Christian ethos "Do unto others as you'd have them do unto you".
- Our actions (and emotions) matter because they impact others.
- Social responsibility means we all actively engage with and participate in our community. We are all responsible for actively repairing conflicts and resolving issues, challenges or problems that arise in our community.
- Social responsibility means committing to creating environments free from abuse and to repairing experiences of injustice. It means we need to eliminate violent behaviours such as intimidation, bullying, racism, coercion, corruption and any forms of violence including in how we communicate (e.g. using domination, suppression, secrecy, and fear to control others).
- We need to openly and respectfully challenge any injurious behaviour.

## Practically this means:

- Choosing not to participate in gossip, exclusion, undermining or unethical practices
- Actively repairing conflicts or miscommunications
- Demonstrating that we care for and reach out to each other
- Being proactive and role modelling socially responsible behaviour to set the standard
- Being accountable for our actions
- Building social connections and healthy relationships with others.
- Supporting clients to reduce their sense of isolation
- Supporting others to develop strong healthy connections and the skills to sustain healthy relationships (e.g. repair, reciprocity, emotional management, open communication, self-esteem, active listening, praise, acts of kindness)

## How do you demonstrate Social Responsibility in your day-to-day work?



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# DEMOCRACY:

We are committed to everyone having a voice and contributing to decision-making

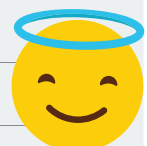
- Democracy means recognising we can express our power in either helpful or hurtful ways.
- There is potential for abuses of power in all human relationships, especially when we work with vulnerable, marginalised or traumatised people. Democracy was created to minimise the abuse of power, to increase accountability and protect freedom of thought and speech.
- Fundamental to democracy is respect, for ourselves and for others.
- Democracy doesn't mean we vote or that we get everything we want, rather it means increasing participation in decision-making and ensuring our voices are heard and respected. Shared decision-making processes also need to be timely and effective, and made by those with those who hold different delegations and responsibilities. Democracy in the Sanctuary Model thus means we balance our consultation and decision-making actions.
- Many of our clients have had experiences of disempowerment, and as a Sanctuary community we need to make a commitment to encouraging active participation for our clients and ensuring their voices are heard.

## Practically this means:

- Empowerment, not rescuing or coercion
- Using the power of group energy (synergy) to achieve goals
- Encouraging active participation and forums for communication
- Consultation balanced with thoughtful decision-making
- Sharing knowledge and collaborating
- Being proactive rather than reactive
- Partnering, coaching, facilitating and mentoring
- Creating environments that challenge and address abuses of power
- Shared responsibility in resolving conflict and problem-solving
- Being accountable in our communication

## How do you demonstrate Democracy in your day-to-day work?

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# OPEN COMMUNICATION:

Saying what you mean, but  
not being mean when you say it

- We communicate with emotional intelligence and transparency to create safe environments that respect diversity. We are honest but also self-aware and sensitive.
- We communicate thoughts and explore ideas safely; with curiosity and non-judgement for better decision-making and problem-solving.
- We can give and receive feedback respectfully and helpfully.
- We repair relationships where communication has caused harm.
- We use clear and respectful verbal communication to voice our needs, differences and conflicts, rather than using 'covert' means such as gossip, rumours and the 'meeting after the meeting'.
- We realise there are limits to open communication; we seek and share information on a 'need to know basis', respecting privacy and confidentiality, but also commit to preventing abuses of power.

## Practically this means:

- Including all people that need to be involved in emails, meetings and phone calls
- Providing agendas and minutes of meetings to members of the team
- Deeply listening and allowing others to give their viewpoint
- Addressing conflicts and collective disturbances early when you notice them, rather than waiting until they become an entrenched problem
- Not engaging in 'hidden agendas' e.g. using gossip, collusion or undermining
- Encouraging forums for discussion and providing feedback
- Having regular team meetings to reflect and problem solve joint issues
- Speaking with our supervisor about issues, thoughts or problems in the workplace
- Involving staff in the process of planning and communicating them about limits and considerations when making decisions

## How do you demonstrate Open Communication in your day-to-day work?



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# SOCIAL LEARNING :

Learning from each other through action and communication

- Social learning means shifting our perspective from “What is wrong with?” to “What happened to...?”
- We listen to others and open ourselves up to new ideas and ways of thinking and working.
- We are respectful and curious; we view mistakes as learning opportunities.
- We build processes, routines and structures that encourage feedback.
- We use feedback constructively to inform service quality and create healthy, safe environments and conditions in all areas of our practice.
- We share ideas to improve complex and innovative decision making.
- We promote collaborative and partnership approaches.
- We invest in training, mentoring and coaching to develop staff skills and practice.

## Practically this means:

- Embracing diversity and learning about other cultures
- Stepping outside of our comfort zone
- Being open to new ways of doing things and not having a ‘we have always done it this way’ mentality
- Shifting unhelpful or rigid patterns of thinking to continuously improve
- Not shaming or publically denigrating others for making mistakes
- Encouraging environments where our staff can ask questions, share new ideas, views and approaches, such as through Communities of Practice, Team Meetings, Raised-Flag Meetings, WHS Meetings
- Encouraging constructive feedback
- Seeking out strengths in our teams and encouraging collaboration
- Listening to our clients, carers, volunteers and colleagues different perspectives

## How do you demonstrate Social Learning in your day-to-day work?



# EMOTIONAL INTELLIGENCE:

Managing our feelings so that we don't hurt ourselves or others.

- Self-Control – Emotional Intelligence (EI) means being able to manage our emotions and stress effectively, so they don't impact adversely on those around us.
- Emotional intelligence can be developed, it is not static like IQ.
- It means being able to recognise emotions in others and supporting others to stay safe and develop regulation capacities, resilience and coping skills.
- Focusing on the positive; being hopeful, optimistic and empowering others
- It means perspective taking and being empathic; everyone has different commitments, lives and situations going on outside of work.
- We allow opportunities for development and processing emotions related to our work.
- We give recognition of good work/ progress for staff and clients.
- Our staff members are curious about behaviours rather than assuming.
- Having cultural sensitivity towards our clients and colleagues.

## Practically this means:

- Embracing change
- Being aware of your own feelings and other people's feelings
- Being aware of your impact on others
- Using power wisely; empowering and not rescuing others
- Using our safety plans and self-care plans
- Common Courtesies- Not interrupting, saying good morning/good night
- Checking in with others
- Taking responsibility for behaviour and apologising if needed
- Not being perfectionistic
- Balancing work and play
- Addressing conflicts at the source
- Participating in reflective practice, supervision and EAP (when necessary)

## How do you demonstrate Emotional Intelligence in your day-to-day work?



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# GROWTH AND CHANGE:

## Creating hope for our clients and ourselves

- Growth and change means hope and empowerment; we hold hope for our clients for a future in which they thrive.
- While growth and change can be hard, it also means we don't stay stuck.
- It means finding the learning opportunities during times of crisis.
- Changing trajectories and unhelpful, unhealthy or entrenched patterns and re-enactments.
- Growth and change are rarely linear processes – allow space for creativity and innovation.
- All change means loss so we need to understand the role of grief and loss in 'change resistance'.
- Working in a culture where mistakes are viewed as opportunities for growth.
- Telling the truth (with kindness), even when it's unpopular or scary.
- Investing in training, coaching, mentoring and developing the capabilities of our staff.
- Accepting and giving feedback: when giving constructive feedback always emphasise strengths as well.
- Creating situations that encourage getting outside of comfort zones.
- Researching, collecting and sharing feedback and data to inform improvements.

### **Practically, growth and change can mean:**

- Trying new things and taking on new challenges
- Viewing crises as opportunities for learning and change
- Acknowledging the strengths of our colleagues and clients and not 'rescuing'
- Committing to personal development and growth
- Creating forums for collaboration and encouraging staff to bring new ideas, thoughts and processes
- Positive risk taking
- Using the learning from incident reports, exit interviews, satisfaction surveys etc. to inform service improvements

### **How do you demonstrate Growth and Change in your day-to-day work?**



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# CULTURAL HUMILITY:

We can all contribute to a better future when we practice self-reflection and cultural humility.

- Defined by the National Institute of Health (1998): Cultural Humility means a lifelong process of self-reflection and self-critique whereby the individual not only learns about another's culture, but one starts with an examination of her/his own beliefs and cultural identities.
- In practice Cultural Humility means being aware of and sensitive to the historic legacies of violence and oppression against certain groups of people.
- As a Sanctuary Community, we understand that trauma from the past continues to impact people from First Nations cultures in the present; the trauma, grief and loss experienced by First Nations people as a result of Colonisation and Stolen Generations traumas is pervasive – it is intergenerational and complex.
- Historical and cultural trauma is passed between generations both through our genes and relationships. Trauma and racism have resulted in First Nations people experiencing poorer health outcomes (including higher child mortality rates, higher rates of disability, and lower life expectancy) and other disadvantage.
- Cultural Humility Involves practicing Dadirri – a spiritual practice from the Ngangikurunggurr and Ngengiwumirri language groups of the Daly River peoples. Dadirri means 'Deep Water Sounds - this reflective practice means tapping into the 'deep spring' that is within us.
- Cultural Humility means recognising self-determination for Aboriginal and Torres Strait Islander peoples, and respecting, protecting and acknowledging their cultural practices, wisdom and traditional knowledge.

## Practically this means:

- Being a life-long learner and being committed to understanding other people's cultures and intergenerational experiences of trauma.
- Engaging Cultural Consultants.
- Prioritising First Nations peoples participation in decision-making, co-design of service delivery and organisational change.
- Actively seeking feedback and to raise the voices of First Nations staff.
- Developing relationships with local Community Controlled Organisations and Elders.
- Being committed to creating environments of Cultural Safety.

## How do you demonstrate Cultural Humility in your day-to-day work?

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