Inclusion Begins with Cultural Humility

A Single Step's 'Fostering Inclusion' workshop takes the approach that the first step in building and maintaining a safe, supportive, and inclusive workplace for everyone is examining ourselves, and our own culture.

'Cultural Humility' is a term coined by Tervalon and Murray-Garcia in 1998. In contrast to 'Cultural Competency', it is based on the concept of a personal lifelong commitment to self-evaluation and critique whereby we not only learn about another's culture but start by examining our own beliefs and cultural identities.

We urge you to take time in digesting and reflecting upon the personal learnings that come from this workshop before rushing into action. We also acknowledge that some will be eager to commit ideas to action. So, when you are ready, the checklist below may help you take the next steps towards a more inclusive workplace.

Practical Checklist – For the Individual

Initiative	✔
Do you call out harmful language and behaviours, which ridicule, denigrate or stereotype?	
Do you strive to always use inclusive language, that promotes an experience of belonging for all?	
Do you take time to truly listen to other's experiences and perspectives, with respect and compassion?	
Do you include a *meaningful* Acknowledgement of Country at the beginning of meetings?	
Are you open to receiving feedback, and take time to digest it before responding?	
Do you lean into your biases, rather than hiding from them, towards maintaining a mantle of curiosity?	
Are you careful not to assume a person's gender, sexuality, cultural background, or relationship status?	
Are you cognisant, in your interactions with refugees and new migrants, that they are likely to carry the additional daily cultural load of negotiating the transcultural experience?	
Do you know the original place names and other pre-colonisation history of your local area?	
Have you visited local agencies that support Aboriginal & Torres Strait Islander, CALD and LGBTIQ+ communities, and people with disability, or connected with local community leaders?	
Labels can be important markers of identity, when self-determined, but often oppressive when externally imposed. Do you Listen for preferred language and use it, where appropriate?	
Are you proactive in celebrating First Nations cultural events, such as NAIDOC, Mabo and Reconciliation Action Week, to show support and make community connections?	

Practical Checklist – For the Organisation

Initiative	✔
Do you advertise job opportunities in a variety of community and cultural contexts?	
Do you hold information stalls at a range of community and cultural events?	
Do you include a *meaningful* Acknowledgement of Country at the beginning of events?	
Do you have a cultural observances calendar and display it prominently in the workplace?	
Do you have a designated prayer / meditation / silent reflection room at your workplace?	
Do you have a Diversity & Inclusion policy and statement, which are displayed in the workplace?	
Do you have single occupancy, 'all-gender' toilet facilities at your workplace?	
Do you include questions relating to the affirmation of diversity & Inclusion at recruitment?	
Do you provide considered and effective diversity & Inclusion training for staff?	
Do you ensure that artworks, signage, promotional and educational materials displayed are inclusive of people from marginalised groups/communities?	
Have you engaged an appropriate consultant to ensure that worksites, work spaces, facilities and equipment are appropriate and accessible for people of diverse abilities?	
Are staff trained in engaging Auslan and language interpreting services and the National Relay Service, to support access for deaf and hearing-impaired clients, and those with English as a second language?	
Wherever the Australian flag is displayed, do you ensure that the Aboriginal and Torres Strait Islands flags are also prominently displayed?	