

Let's talk about cultural safety and inclusive care

But first, what *is* culture in practice?

Culture is the shared beliefs, values, customs, behaviours, and symbols that characterise a particular group, society, team, or organisation.

Culture shows up as a way of life, the everyday customs, symbols, language, traditions, and social norms passed down through generations.

It is practiced through social and organisational behaviour, the shared attitudes and practices within a specific setting, [such as workplace culture] and as shared ideas about right, wrong, and what matters. **The 'norms' of a culture becomes the accepted standards of daily behaviour and etiquette.**

So then, what is cultural safety and inclusive care?

- Cultural safety is defined by the person receiving care rather than assumed in good intention by the practitioner.
- Cultural safety starts with cultural humility and co-creates the space in which participants are respected and can access freedom from stereotyping or saviour-ship .
- Inclusive care extends this by meeting someone as a whole person, rather than as an outsider to the societal 'norm' or 'default'.

On the flip side, what is bias & how does it develop?

Bias is a part of being human and a clinician

- Bias is often a cognitive shortcut that we use to categorise and predict a complex world quickly.
- Biased ways of knowing, being and doing develop through socialisation, media, training, institutional culture and through a limited sustained relationship with what is considered 'difference'.
- Addressing bias requires intentionality, ongoing reflection and anti-hegemonic practice rather than a reliance on 'good intentions'.

Remember that bias is only one factor that gets in the way of culturally safe and inclusive care

- It is only one factor among several that creates and shapes the system that we work within.
- Bias shapes assessment, risk perception, decision making, and the relationships that care is based on and operates beyond individual practice, it is created and continued in teams, systems, research, policy and care cultures.
- Dominant culture can also get in the way of culturally safe and inclusive practice.

Why should we embed cultural safety across all practice?

- Epistemologically, the dominant culture's truth, ways of being, doing and knowing are treated as legitimate.
- Culturally safe practices are not a special mode switched on for "diverse" participants as mainstream practice often carries a cultural position that treats the norm as neutral rather than as dominant.
- Therefore, the system is not broken, it is working exactly as designed when built within capitalistic structures, colonial practices, & patriarchal lenses
- Anti-hegemonic practice, through cultural humility, calls for shared responsibility between individual practice and systemic accountability.
- We seek to be 'tough on systems, kind on people'.