

Brisbane South-west Support Service Practice Framework

Safe relationships

BSwS works from a relationship based approach. We value direct and transparent communication as well as the importance of a positive team culture. We are supportive and flexible and value the space for workers and people we work with to be our authentic selves. We know that some communications will be challenging but we are willing to sit with discomfort respectfully and kindly in order to build and maintain safe relationships. We bring an awareness of the impacts of trauma to all our relationships.

Accessible and inclusive

As a service we have a deep understanding of the ways in which oppressive structures and processes intersect in people's lives. We are committed to using our power to advocate and to reduce these power imbalances. BSwS provides an accessible and inclusive space where we are willing to listen and learn. We acknowledge that it is important to be aware of our own power and privilege and that we are not the experts over other people's lives and experiences.

Cultural safety

BSwS brings a strong awareness of the current and historic systemic abuse of First Nations people and people from culturally and linguistically diverse backgrounds. We are committed to reducing the power imbalances that exist in our society that create these oppressive and unsafe structures. We ensure that the spaces we work in are culturally safe by bringing this awareness to all aspects of our work. We are committed reflecting on and identifying our own assumptions and being accountable for our practice. We welcome feedback.

Collaboration

BSwS is committed to collaboration with the community and strengthening partnerships with community groups and individuals, other government and non-government service providers, and funding bodies. The service aims to be responsive to the needs of the local community and welcomes community feedback and involvement.