

A Guide for Lived Experience Workers

FURTHER READING



Learn more about key terms used in the workplace

DESIGNATED ROLES

Designated role is where an employer specifies that a role is to be given to a person with a particular characteristic.

Designated roles are designed to help eliminate inequalities for groups that may experience significant disadvantage when it comes to employment, such as Aboriginal and Torres Strait Islander people, people with disabilities and women.

POSITION DESCRIPTION

A position description (PD) is a structured document assigning work to a given position as it is expected to be performed after customary orientation and training. It will tell the reader what the worker is responsible for doing, how it is done, and how it relates to other positions within and outside the work unit.

[What is a Position Description \(wisc.edu\)](#)

SUPERVISION

Supervision is an interactive, collaborative, ongoing, caring, and respectful professional relationship, and reflective process. It focuses on the supervisee's practice and wellbeing. The objectives are to improve, develop support, and provide safety for practitioners and their practice. It is ideally strengths-based and supervisee-led, where the supervisor adapts to supervisees' preferences.

[Supervision definitions | vic.gov.au \(www.vic.gov.au\)](#)

BURNOUT

Burnout is a state of emotional, physical, and mental exhaustion caused by [excessive and prolonged stress](#). It occurs when you feel overwhelmed, emotionally drained, and unable to meet constant demands.

[Burnout Prevention and Treatment - HelpGuide.org](#)

COMPASSION FATIGUE

It is characterized by physical and emotional distress that impacts the ability to deal with one's daily environment. Compassion fatigue is a culmination of secondary traumatic stress and burnout. Secondary traumatic stress, also referred to as vicarious trauma, is stress that results from indirect exposure to trauma such as working with traumatized patients. It is also linked to careers and positions that may regularly place one in stressful situations.

[TC9990301-LAYOUT-MQ1.qxd \(socialworkers.org\)](#)

CULTURAL SAFETY

Cultural safety originated in the healthcare sector, focused on ensuring that patients from diverse backgrounds received care that respected their cultural identities. Today, its principles are applied universally across sectors. At its core, cultural safety is about recognising power imbalances, historical contexts, and ensuring that everyone feels safe expressing their cultural identity without fear of discrimination or bias.

[Cultural Safety in the Workplace: Fostering Inclusivity and Empowering Your Team - Great Place To Work Australia](#)

KEY PERFORMANCE INDICATORS (KPI)

A key performance indicator (KPI) is a measure that describes a situation concisely, helps track progress and performance and acts as a guide to inform decision making.

[QLD Health. Performance-indicators](#)

RACISM

Racism is the process by which systems and policies, actions and attitudes create inequitable opportunities and outcomes for people based on race. Racism is more than just prejudice in thought or action. It occurs when this prejudice – whether individual or institutional – is accompanied by the power to discriminate against, oppress or limit the rights of others.

[What is Racism? | Australian Human Rights Commission](#)

BIAS

A bias is a tendency, inclination, or prejudice toward or against something or someone. They are often based on stereotypes rather than actual knowledge of an individual or circumstance.

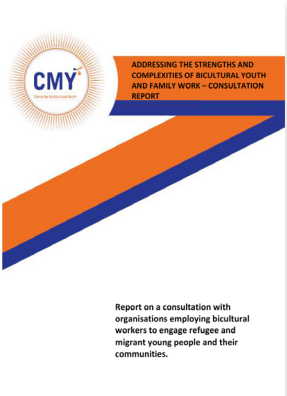
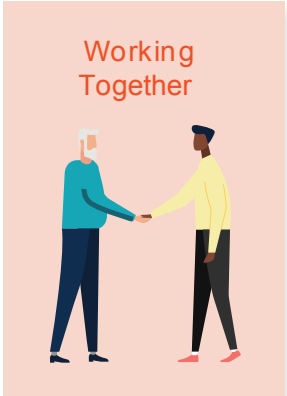
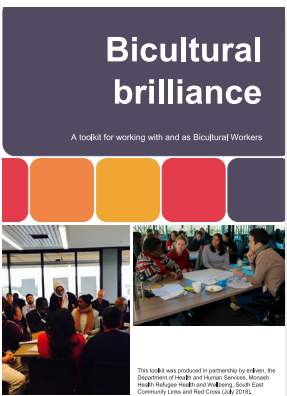

[Bias | Psychology Today Australia](#)

UNCONSCIOUS BIAS

Unconscious biases are the learned stereotypes about certain groups of people that are formed outside of conscious awareness. They are automatic, unintentional, deeply engrained in our beliefs, universal and have the ability to affect our behaviour. Unconscious bias can be favourable or unfavourable attitudes which form the basis of positive or negative impressions of others.

[Unconscious Bias - Racism. No Way! \(racismnoway.com.au\)](#)

Other guides

TITLE	WEBLINK	DESCRIPTION
 <p>Report on a consultation with organisations employing bicultural workers to engage refugee and migrant young people and their communities.</p>	<p>Centre for Multicultural Youth. 2011. Addressing the strengths and complexities of bicultural youth and family work</p>	<p>Addressing the Strengths and Complexities of Bicultural Youth and Family</p> <p>The aim of this resource is to provide a definition of bicultural youth and family work.</p>
 <p>Working Together</p>	<p>Cohealth. 2021. Bicultural workers Working Together</p>	<p>Bicultural Workers Working Together</p> <p>This guide can help bicultural workers to navigate the complexity of living and working in their communities.</p>
 <p>Bicultural brilliance A toolkit for working with and as Bicultural Workers</p>	<p>Enliven. 2018. Bicultural brilliance. A toolkit for working with and as Bicultural Workers</p>	<p>enliven. 2018. A toolkit for working with and as bicultural workers</p> <p>This toolkit has been developed to promote the strengths and successes of bicultural workers.</p>
 <p>POLICY BRIEF JUNE 2022 Building on Strength Developing Australia's Bilingual and Bicultural Health and Care Workforce</p>	<p>Migrant and Refugee Health Partnership and Social Policy Group. 2022. Building on Strength. Developing Australia's Bilingual and Bicultural Health and Care Workforce</p>	<p>Building on Strength Bilingual and Bicultural Workforce Policy Brief</p> <p>Describes the role of the bilingual and bicultural workforce, specifically in the aged and disability care sector.</p>