



## Indigenous Worker Wellbeing

### Case Studies

#### Instructions

Please read the case study below, and then in your group, look at the questions at the end and record the group's thoughts on butcher's paper, so your group can then share their ideas with the rest of the workshop participants.

### Case Study 2

An Aboriginal single parent has been working as a receptionist in a metro Aboriginal Medical Service (AMS) for five years. She is well known and is highly respected within the community. Clients entering the service feel that she helps create a culturally safe environment for both new and existing clients.

However, since returning from maternity leave she has found balancing her family life with her work life difficult. She sometimes needs to arrive late or leave early to drop off/pick up her child.

She has tried to raise the issues of juggling work and family commitments with her direct supervisor, but the supervisor just told her that unless she can commit to working regular service hours which are 8.30am to 5.30pm she will need to find another position elsewhere.

She really likes her job and doesn't want to leave, but feels she has little choice.

#### Questions

Thinking about what steps could be taken to help improve the situation so that this receptionist does not leave her job, please discuss the following questions:

1. What could her colleagues do?
2. What could management do?
3. What could the organisation do?
4. What else could be done?

**Feeling  
Deadly,**  
*Working  
Deadly*



