JUST CULTURE

A just culture is a workplace system that seeks to balance the need for accountability with the need for fairness and learning.

An organization with a just culture is one where:

Leaders and workers are encouraged or rewarded to report essential safety information and feel safe doing so

Following mistakes and adverse events, the focus is on learning from mistakes and improving the workplace system, rather than solely blaming individuals

Leaders and workers understand the line between acceptable and unacceptable behaviour

A common view exists that gross negligence or willful engagement in dangerous acts are subject to discipline and dismissal

When wrongdoing occurs, actions are fairly considered to determine culpability of the people involved and any consequences are proportionate with the nature of the wrongdoing

Having a just culture can bring many benefits to an organization, including:

- **Increased accountability:** a just culture promotes individual accountability by encouraging people to take responsibility for their actions, while also recognizing the role that systemic issues can play in causing mistakes.
- **Enhanced collaboration:** in a just culture, individuals are encouraged to work together to identify and address problems, rather than blame each other. This can promote a culture of collaboration and teamwork, which can lead to improved outcomes.
- **Increased trust:** When individuals feel supported and valued, rather than punished for their mistakes, they are more likely to trust their leaders and coworkers. This can lead to a more positive work environment and improved morale.

In turn, this supports:

- **Improved safety performance and continual improvement:** by addressing the underlying causes of mistakes and incidents, rather than just blaming individuals, a just culture can help to improve safety and reduce the number of errors and accidents. Focusing on the workplace system causes of mistakes and incidents, rather than just blaming individuals helps organizations identify opportunities for improvement and make changes to prevent similar problems in the future.

Reflective Question:

As an individual, what actions can you take to support a just culture within your workplace?