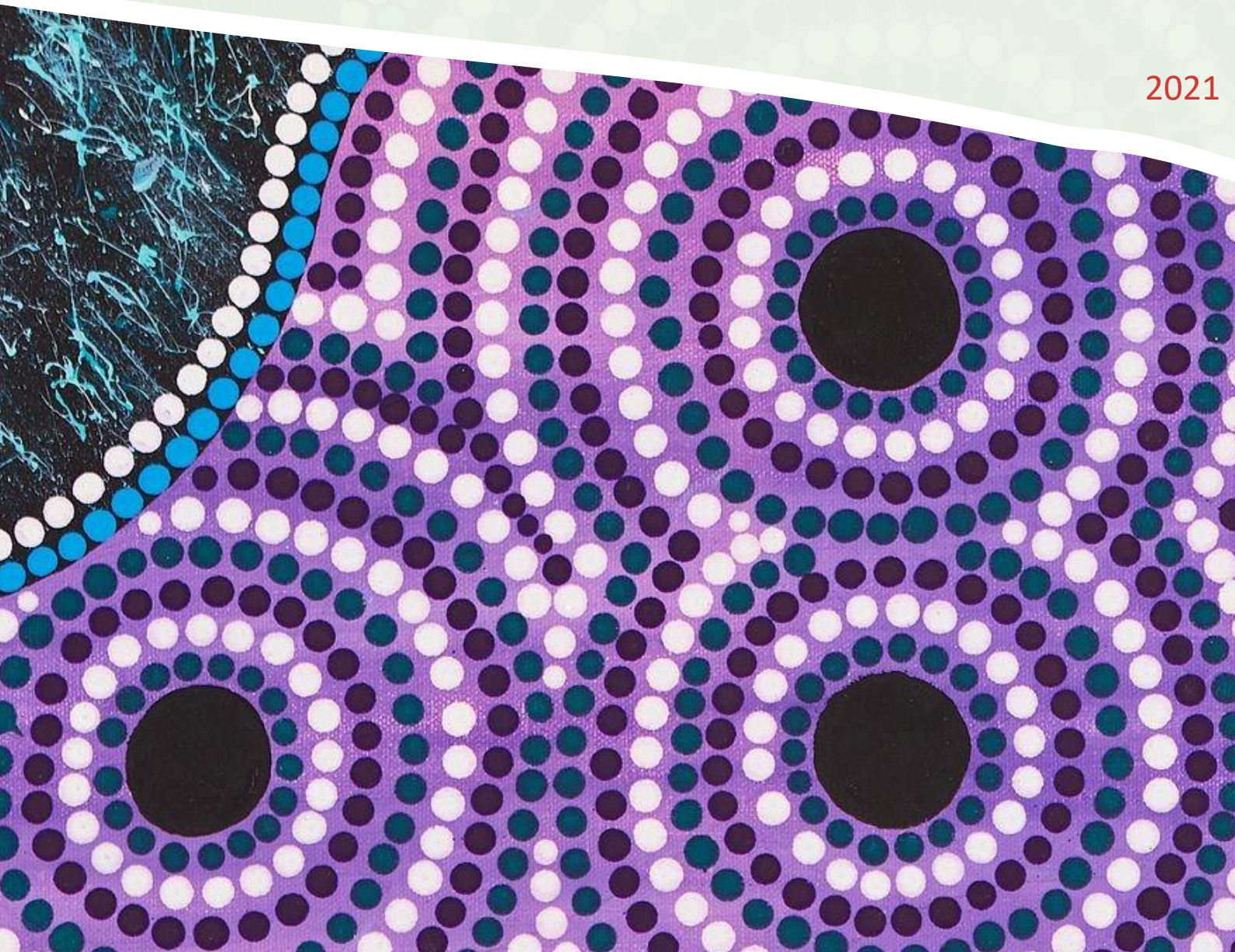


LAUNCH HOUSING

ABORIGINAL & TORRES STRAIT ISLANDER CULTURAL SAFETY PLAN

2021



ACKNOWLEDGEMENT

We proudly acknowledge the First Peoples of Australia and recognise both their deep spiritual connection to Country, and their unique ability to care for it.

We acknowledge we live and work on land that was never ceded and pay our respects to the Elders, past, present and emerging, who ensure the world's oldest living culture continues to grow and thrive.

Victorian Traditional Owners maintain that their sovereignty has never been ceded, and Aboriginal Victorians have long called for treaty. From time immemorial Victorian Traditional Owners have practised their laws, customs and languages, and nurtured Country through their spiritual, cultural, material and economic connections to land, water and resources.

Through the strength, resilience and pride of Aboriginal Victorians, their cultures, communities and economies endure and continue to grow and thrive today. We acknowledge the diversity of Aboriginal Victorians, their communities and cultures, and the intrinsic connection of Traditional Owners to Country.¹



Cover Artwork Details

Artist: Wayne Boy, 'The Lone Manta Ray'

Acrylic on canvas, 2020

"The lone Manta ray sets off on his journey to survive and hunt for his family to become a man and leader".



Page 2 Artwork Details

Artist: Yarrun

Barkindji/Yorta Yorta people

"Two Mum Cods"

Acrylic on canvas, 2020

"The circles represent my waterhole and my two tribes".



Page 3 Artwork Details

Leroy McLaughlin, "Kangaroo"

Leroy is a Yorta Yorta artist from Echuca who first joined The Torch in 2014. Leroy paints to share his story, and feel pride in having created art that others will enjoy. He states: 'When I paint all my problems go away, I lose myself in my art'.

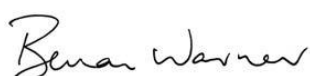
In 2017 Leroy exhibited at Museum Victoria in the exhibition 'Yannae Wirrate Weelam: The Journey Home', and in 2019 he was awarded the St Kilda Art Supplies Award presented by The Torch. Leroy's 2018 artwork 'Dingo' was selected to be the first limited edition artist print released by The Torch. Leroy has been working as a part-time Art Support Assistant since Oct 2020. He is responsible for supporting the packing and sale of artwork, collection management and assisting the art-team with exhibitions.

¹ From the Advancing the Victorian Treaty Process Annual Report and Plan 2018-19, Department of Premier and Cabinet, Victorian Government ©State of Victoria, August 2019

OUR COMMITMENT

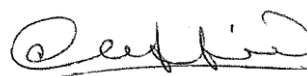
“It remains unacceptable that a disproportionate number of First Nations Peoples need the support of organisations like ours. This Cultural Safety Plan is Launch Housing’s first step in addressing this disparity.

We are committed to providing culturally appropriate support to our clients and service users, and to providing culturally safe workplaces that are welcoming for staff, clients, students and visitors. We will do this by adopting a curious mindset, by continuing to learn and grow as individuals and collectively, and by strengthening our relationships with Aboriginal people and communities”



BEVAN WARNER

Chief Executive Officer



NEIL CHATFIELD

Launch Housing Board Chair

SERVICE PHILOSOPHY

Launch Housing’s mission is to end homelessness. Homelessness is a consequence of our unequal society. People don’t choose homelessness.

Belief Statements

We recognise that Aboriginal and Torres Strait Islander peoples were the first to live here. We celebrate the first peoples, their cultures, languages, connections to Country and heritage. We also recognise that Aboriginal and Torres Strait Islander peoples experience higher rates of homelessness than other groups in the community which is connected to the history of dispossession from Country and culture.

We also believe:

- Access to safe, secure and affordable housing is a human right.
- Like everyone else, people who experience homelessness have rights, aspirations and potential.
- The people we work with are experts in their own lives; we walk alongside them to achieve the best outcomes for each individual. Everyone’s experience of homelessness is unique.
- We recognise there is a power imbalance between staff and the people they work with. It’s our job to work hard to minimise that imbalance.
- We are an independent, non-religious organisation focused entirely on ending homelessness.
- The support Launch Housing provides is always free of discrimination.
- Community is important; connectedness and participation is essential to long-term prevention of homelessness.

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These focus areas and the included domains mirror those outlined in the *CHIA Vic Aboriginal Cultural Safety Framework*.



FOCUS 1: SELF-DETERMINATION & RIGHTS

Activity	Deliverable	Success Measures
Governance and Leadership	Establish a baseline of staff perspectives on cultural safety at Launch Housing	Baseline established through staff survey and associated reporting
	<p>First Nations self-determination and rights are key principles underpinning the organisation's values, strategic planning, policy and program design:</p> <ul style="list-style-type: none"> • Strategic Plan objectives include reporting against key First Nations data and impacts • Service design processes including program logics, service reviews and evaluations will: <ul style="list-style-type: none"> ➤ Include First Nations input into design and review ➤ Incorporate identification of service gaps for First Nations people and consequent staff competency requirements 	<p>2021/22 Business Plan identifies key areas of focus</p> <p>All portfolio plans directly address relevant focus areas</p> <p>All program logics reflect First Nations service needs</p> <p>All evaluations include First Nations input</p> <p>Service gaps are addressed through plan development and partnering</p> <p>Service reviews undertaken at Entry Points, Southbank and AOD identify cultural safety improvements</p>
Policies and Workplace Practices	A process to review priority tenancy policies, procedures and work instructions to ensure cultural safety and alignment with human rights is implemented	<p>Staff feedback reflects flexibility in the procedural response.</p> <p>Policies reflect the diversity and lived experience of clients - i.e. front-line staff customise a service response to each individual and family</p>

FOCUS 2: RESPECT AND RECOGNITION

Activity	Deliverable	Success Measures
Governance and Leadership	Launch Housing Board leads by example in increasing knowledge and understanding of cultural safety.	All Board members undertake cultural safety training including meeting protocols, best practice language and communication
	Display First Nations signage and flags at all sites	Audit of all sites is undertaken Guidance sought from the relevant land council with regards to appropriate language and flags
Policies and Workplace Practices	A learning and development program is implemented, which includes in-house delivery and formal training focused on: protocols, best practice language use, First Nations history, self-determination, referral pathways	All SLT, Coordinators and Program Managers undertake Cultural Safety training by the end of 2021 All staff undertake Cultural Safety training by the end of 2021/22 with a priority focus on staff in programs with the highest First Nations client numbers All new starters undertake Cultural Safety training within the probation period
	Annual performance and development discussions requires the identification of knowledge gaps and a personal plan to address them	All Launch Housing leadership and staff complete a personal knowledge development plan Staff induction is revised to support increased knowledge development, expectation setting and information about local communities, agencies and stakeholders
Communication and Stakeholder Relations	Welcome to Country and Acknowledgement of Country protocols are established and implemented, including Board and subcommittees	Communication protocols are implemented All Board and subcommittees begin with Acknowledgement of Country Staff report feeling confident to use appropriate meeting protocols Staff report meeting protocols are consistently used
	Significant First Nations days and events are recognised/celebrated as a whole org and within programs and sites: <ul style="list-style-type: none"> • Survival Day • Closing the Gap Day • NAIDOC Week • Mabo Day • National Reconciliation Week 	Events occur with an appropriate mix of: <ul style="list-style-type: none"> • Whole org and local symbolic acknowledgement • Local site-based planning and implementation • Genuine, immersive team experiences • Individual knowledge development
Procurement	All design and building tenders are structured in a manner which encourages and supports First Nations businesses	Appropriate language is used throughout all tender documents that encourage First Nations business to tender

FOCUS 3: ENGAGEMENT AND INCLUSION

Activity	Deliverable	Success Measures
Governance and Leadership	First Nations people are actively considered for inclusion on Boards and subcommittees	All advertising for new Board members includes appropriate language that encourages First Nations people to apply
Policies and Workplace Practices	An approach to elevating and incorporating First Nations client voice is established	Fit-for-purpose model established Partnership with appropriate First Nations organisation established
	Transition the Reconciliation Working Group to an internal action group (Champions)	Action-group members receive ally training Expectations and support in place
Aboriginal community partnerships	Proactive partnerships are developed with First Nations People, organisations and communities, particularly in support of service delivery	Partnering process established Partnerships formalised with: <ul style="list-style-type: none"> • Wurundjeri Land Council • VACSAL • Appropriate organisations in the Dandenong region

FOCUS 4: ACCOUNTABILITY, REPORTING AND TRANSPARENCY

Activity	Deliverable	Success Measures
Reporting Frameworks	Launch Housing Outcomes Framework, and associated reporting, addresses outcomes for First Nations clients with First Nations input and in a manner which acknowledges the current effects of colonisation	Key data points are agreed and regularly reported on Data is consistently captured Service delivery improvements are identified and implemented
	Launch Housing Impact Report includes reporting on key First Nations data and impacts	Impact Report reports in a culturally safe manner with input from First Nations organisations