

## Meeting the needs of Aboriginal Victorians

FSV is committed to working with Aboriginal services and communities to build a service that is culturally safe and meets the needs of Aboriginal people.

The Orange Door works in partnership with Aboriginal communities, services and organisations to:

- ensure that Aboriginal people and Aboriginal services and organisations are involved in The Orange Door governance
- continue to build on the policies and guidelines that have been developed with the Aboriginal community, including Dhelk Dja principles and Victoria Police's Koori Family Violence Police Protocols.

The Orange Door has a commitment to:

- ensuring that Aboriginal people can choose where they receive services – either through an Aboriginal service or organisation or through a non-Aboriginal service
- working with Aboriginal services and organisations including the Dhelk Dja Action Groups (previously known as the Indigenous Family Violence Action Groups (IFVRAGs)) to support Aboriginal people and families
- mutual learning between The Orange Door and local Aboriginal services and organisations to ensure the best support is provided to Aboriginal clients and families in a culturally safe way.

## How are Aboriginal services, organisations and communities engaged in The Orange Door operations and governance?

In each area, local Aboriginal services and organisations are funded as partners to deliver The Orange Door, supporting service choice and culturally safe access to services for Aboriginal Victorians. An Aboriginal Practice Leader and an Aboriginal Practitioner are employed at The Orange Door in each area. Local Aboriginal services and organisations are represented on the Hubs Leadership Groups and Local Hub Establishment Groups.

Dhelk Dja Action Groups and local Aboriginal services and organisations were engaged in the establishment of Aboriginal Advisory Groups for The Orange Door in each area. The Aboriginal Advisory Groups create a clear mechanism for local Aboriginal services, organisations and communities to advise the Hub Leadership Groups how to implement in practice the principles of self-determination, service choice and cultural safety.

## Supporting Aboriginal self-determination

Aboriginal self-determination and cultural safety are requirements of the Integrated Practice Framework and all organisations partnering in The Orange Door are expected to deliver culturally safe services to Aboriginal people as part of their Service Agreements. Aboriginal people who access services through The Orange Door have access to community-led information and options, through either mainstream services or Aboriginal services and organisations.

## **Aboriginal people can choose to seek support through The Orange Door or through an Aboriginal service or organisation**

Aboriginal people choose the most suitable service to meet their needs. This includes the choice to:

- work with an Aboriginal Practice Leader or Practitioner at The Orange Door
- be referred to an Aboriginal service or organisation in any area
- share their information with The Orange Door and Aboriginal services and organisations, to help services provide advice and coordinate responses where relevant and where necessary to provide the best support.

## **The Orange Door is committed to providing a culturally safe environment for clients and workers**

The Orange Door aims to embed cultural safety for Aboriginal Victorians by:

- creating an environment where Aboriginal staff and clients feel safe, secure and supported to be themselves
- Aboriginal services, organisations and workers in The Orange Door providing expert practice advice in delivering culturally safe and appropriate triage, assessment and support responses
- embedding processes and opportunities for Aboriginal staff to raise issues or concerns around cultural safety and for those to be addressed
- embedding processes and requirements for non-Aboriginal staff to engage in ongoing learning and reflection regarding their own practice and cultural competence
- including a commitment to Aboriginal self-determination and cultural safety in the Integrated Practice Framework and position descriptions for people who work at The Orange Door
- supporting Aboriginal services and organisations to build workforce opportunities and career pathways
- requiring all organisations partnering to deliver The Orange Door to provide culturally safe services to Aboriginal people as part of their Service Agreements.