

REGIONAL HOMELESSNESS SUMMIT
BALLINA 2017
ABORIGINAL HOMELESSNESS
LOCAL PERSPECTIVES



NORTHERN RIVERS COMMUNITY GATEWAY
ABORIGINAL HELPING HANDS SERVICE

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What reform is required to
enhance service delivery to
Aboriginal communities?

CONFLICTING CULTURAL VALUES!

PROFESSIONAL SYSTEMS PLACE HIGH VALUES ON:

- Facts rather than feelings and personal relationships
- Impersonal communications
- Formal appoints and strict timelines
- Cost effective services
- Speedy delivery of services

CLIENTS/FAMILIES FROM ABORIGINAL CULTURAL BACKGROUNDS PLACE HIGH VALUE ON:

- Building personal, trusting relationships with providers as people, NOT systems
- Sharing information through conversation, NOT documents
- Appointments and schedules determined by client/family and cultural relationships
- Family involvement in and support from within the culture
- Taking whatever time is needed to accomplish required task

A.L.E.R.T. METHOD

Accept: the family's beliefs, values, and practices, even if you don't agree;

Learn: about the culture of the community and the individual client/families you serve, and remember to ask questions rather than assume;

Explain: to client/family's why you need relevant information, why time and appointments are important, and how the individual/family will benefit;

Respect: the client/family's cultural ideas, beliefs, values, and practices, find culturally appropriate ways to show respect;

Train: and educate to enhance understanding, ignorance is a barrier to accomplishing service support outcomes

IDENTIFIED HOMELESSNESS SERVICE GAP

Need Identified!

The Aboriginal Helping Hands Service has been challenged with a system 'GAP' to provide crisis support to older single Aboriginal women

System Reform Requirement!

Implement rapid response eligibility criteria for this disadvantaged group similar to women that are assessed as requiring emergency/crisis intervention due to domestic violence issues