



Yoowinna Wurnalung Aboriginal Healing Service Strategic Plan 2019–2028

Who we are

Yoowinna Wurnalung Aboriginal Healing Service (YWAHS) is a fully incorporated, not for profit Aboriginal Community Controlled Organisation that delivers specialised family violence and healing services and supports to Aboriginal communities in Wellington and East Gippsland Shires, Victoria, from Yarram through to Cann River.

Our activities, programs and services help to prevent, reduce and respond to all forms of family and community violence.

Services we provide

- Education and prevention programs
- Intensive case management support
- Counselling and clinical services
- Therapeutic services
- Sexual assault services and support
- Men’s behaviour change programs
- Programs to support men to reduce risky behaviours and support reconnection to family
- Alcohol and drug advocacy and support
- Culture and wellbeing activities
- Early intervention and support programs
- Post intervention services and supports
- Parenting programs
- Referral pathways
- Advocacy

We support and empower Aboriginal and Torres Strait Islander women, men, children, youth, Elders, couples and families to have a better understanding of family violence and be able to make informed decisions to keep them safe.

We support the recovery and healing of Aboriginal victim survivors, individuals, families and communities.

We provide support to those who choose to use violence, linking them into programs and services to address and be accountable for their behaviour.

We embrace a trauma informed and culturally safe, holistic model of health and wellbeing for Aboriginal community members and their families.

Our vision

Aboriginal people enjoy their culture, family, work and community life in a safe environment free from violence.

Our mission

Prevent and eliminate family violence so that individuals, families and our communities can live free from violence. We do this through wrap-around services and programs that support healing and cultural safety.



Our principles and values

SELF DETERMINATION A fundamental principle and practice that supports the exercise of true freedom. Full and total control of Aboriginal and Torres Strait Islander peoples' safety, healing, connections to land, country, culture, communities, and futures.

FREE FROM VIOLENCE Everyone has the right to live free from family violence and the fear of family violence.

CULTURAL RESPECT Recognising the cultural diversity that exists among our staff, clients and their families. Respecting the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples.

HOLISTIC APPROACH Encompassing the wellbeing of an individual, family and community. Recognising not only the physical but the social, cultural, spiritual, emotional and environmental influences of health and wellbeing.

INTEGRITY, TRUST and HONESTY in all our activities. Treating everyone equally, with courtesy, honesty respect and fairness. Being non-judgemental, and modelling ethical behaviour and practice.

ACCOUNTABILITY and PROFESSIONALISM Commitment to delivering safe and professional services to the community. Ensuring cultural appropriateness. Respecting personal and diverse boundaries and practices. Delivering outcomes for clients, community and the organisation.

COLLABORATIVE RELATIONSHIPS with our clients, community, partner agencies, governments and stakeholders to ensure coordination.

KINDNESS, COMPASSION, COURTESY and DIGNITY in our relationships with our clients, our stakeholders and with each other. Valuing the diversity of people and showing proper regard for their interests and **HUMAN RIGHTS**.

Cultural statement

- Aboriginal and Torres Strait Islander peoples have the oldest continuous cultures in the world.
- YWAHS celebrates and takes pride in the rich spiritual connection, cultural values and practices of Aboriginal and Torres Strait Islander peoples.
- We celebrate the significant contributions made and cultures shared to enrich all communities.
- We acknowledge and respect the special place of the Traditional Owners.
- We appreciate and value the opportunity to live, work and thrive on their lands.

Our role and function

- Provide strong leadership, advocacy and governance that is open, respectful, transparent and evidence based.
- Provide quality services that are equitable, accessible and responsive to community needs.
- Identify and promote Aboriginal cultural values through policies that recognise, protect, enhance and strengthen the resilience of Aboriginal clients and community
- Partner with government and organisations to support prevention and education, awareness raising and enhanced responses that reduce violence for individuals, families and communities.
- Embed self-determination and human rights principles and practices into all aspects of our organisation.
- Operate a financially progressive organisation to ensure a sustainable future





Our Strategic Priorities

1. Safety
2. Aboriginal-led prevention, response, healing and recovery
3. Communication and engagement
4. Innovative, creative and bold
5. Governance and sustainability

Our strategic priorities will inform the organisation's operational planning and service delivery for the duration of the *Strategic Plan 2019–2028*, which itself will undergo regular reviews and three-yearly 'refresh' cycles. For our second three-year cycle, we will focus on meeting the following objectives.

Priority 1. Safety

- 1.1 Embed cultural safety as an overarching framework for our organisation
- 1.2 Ensure our facilities are universal and continue to meet current safety standards for clients, communities and staff
- 1.3 Ensure our organisation maintains compliance with relevant legislation and human rights principles and practices
- 1.4 Drive positive system change that supports the healing journey of individuals, families and communities
- 1.5 Uphold a culture of non-violence in our organisation and foster cultures of non-violence in communities

Priority 2. Aboriginal-led prevention, response, healing and recovery

- 2.1 Lead and shape the development and implementation of policies and frameworks relevant to Aboriginal-led prevention, response, healing and recovery
- 2.2 Co-design programs and services that are client centred and meet local community needs
- 2.3 Lead in contemporary healing practices and responses
- 2.4 Uphold YWAHS as an Aboriginal-led organisation
- 2.5 Design and implement innovative pathways that build our workforce

Priority 3. Communications and engagement

- 3.1 Elevate our profile, visibility and deadliness as a unique healing and family violence response service
- 3.2 Invite and embrace yarns with clients, families, communities and stakeholders to guide us as we work to fulfill our mission

Priority 4. Innovative, creative and bold

- 4.1 Continue to innovate in our work and use creative approaches for centering the client experience and meeting local community needs ('think outside the box' and support 'safety to fail')
- 4.2 Embed a culture of evaluation for learning and improving in everything we do



Priority 5. Governance and sustainability

- 5.1 Maintain a strong representative and expert Board
- 5.2 Maintain the financial security and stability of our organisation
- 5.3 Ensure ongoing quality and improvement in all facets of the organisation in compliance with relevant legislation and standards (see also 1.3)
- 5.4 Meet workforce challenges and build a robust, inclusive and sustainable workforce (see also 2.5)
- 5.5 Be an employer of choice

Monitoring our performance

The CEO will provide the Board with updates and progress reports on the implementation and delivery of this Strategic Plan's *Action and Performance Plan* on a quarterly basis (with an annual review) to ensure our organisation is on track to meet its objectives. Performance indicators will be identified and agreed to for the current three-year cycle of the *Strategic Plan 2019–2028* to support this monitoring activity.

Contact us

We have offices located at:

- 16B Wade Court, Sale 3850
- 14 Giles Street, Bairnsdale 3875
- Nicholson Office Lot 107 Hazeldene Crescent, Nicholson 3882
- 399 The Esplanade, Lakes Entrance 3909 (until the end of 2022) then 11 Heatherlea Grove Lakes Entrance 3909 (when our office renovations are completed)

For more information about our *Strategic Plan 2019–2028*, contact Reception on (03) 4110 2100 or visit our Facebook page. Website coming soon.

