

# OrangeSky

— Australia —

## REMOTE SERVICES PLAN



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# HOW ORANGE SKY BEGAN

Orange Sky was originally founded in a Brisbane garage by 20 year-old friends, Nic Marchesi and Lucas Patchett who installed two commercial washing machines and two dryers into the back of their van and visited parks in Brisbane to provide a free service to wash and dry clothes for people experiencing homelessness.

Orange Sky Australia (OSA) has grown in scale and now employs 40 staff and engages around 2000 volunteers. These volunteers wash over eight tonnes of laundry and facilitate over 150 showers every week via the use of 31 mobile laundry and shower vehicles deployed to assist people experiencing homelessness and/or those in need. Most importantly, Orange Sky volunteers have engaged in more than 255,000 hours of conversations to date and through these conversations have helped to positively connect communities all around Australia.

## MISSION

Orange Sky's mission is to **positively connect communities** by creating a safe, positive and supportive environment for people.

Orange Sky services enable the communities we work with to support people experiencing homelessness, economic or social challenges (regardless of age or gender) through the provision of free laundry and genuine human connection.

We also assist people who are affected by temporary homelessness, i.e. through natural disasters, such as cyclones, floods or bushfires and our support can provide a sense of normality to those affected during these challenging times. Orange Sky believes that all people should have access to basic human rights such as clean clothes, showers and conversation.



# OUR REMOTE SERVICES

In late 2017, we launched our first service in remote community, Lockhart River, Queensland.

In late 2018 we launched our second service in Palm Island, Queensland.



One of Orange Sky's core values is Collaborative Partnerships. This has allowed us to scale quickly, and listen and learn from other services around Australia. Taking on feedback from the communities we have worked alongside means we are now focused on supporting **employment opportunities** in both these services.

We understand how important it is to work in partnership with local organisations to provide more holistic and locally relevant support and service. We value local knowledge, experience and credibility of a local organization and want to stay focused on listening and learning as we work towards supporting more people.

Orange Sky aims to work alongside remote communities and build impact through:

- ❖ Staying true to our mission to *positively connect communities* through access to laundry facilities and a good yarn
- ❖ Evidence of, or participation in, *community consultation and engagement* to ensure a clear and common purpose and community support
- ❖ Evidence of, or participation in, a *needs assessment* to ensure Orange Sky is an appropriate and essential service for the community
- ❖ *Collaborative partnerships* with a local organisation/s to support initial consultation and engagement; funding; employment; management and maintenance of the service; and to provide local governance and service design

- ❖ *Working to ensure funding* is available taking into consideration location, road conditions, population size, type of service required and cultural considerations. Also that funding can be obtained collaboratively from a variety of sources
- ❖ *Employment* of local people to provide the service
- ❖ Provision of the *assets, staff training and ongoing support*
- ❖ Collection of *operational and social impact* data which can be shared with a local partner
- ❖ Collaboration to ensure *safe shift operations* and adherence to workplace health and safety regulations.

## CASE STUDY

Orange Sky and Mala'la Health Service have established a solid partnership to support the Maningrida community and to create significant social impact. Conversations began early 2019 between the local Council, the then Department of the Chief Minister's, One Disease and Mala'la Health Service with some of the highest rates of rheumatic heart disease in the world driving the request for our support. The need for collaboration was evident and was established over time.

In September 2019 a small team from Orange Sky visited Maningrida to engage with the broader community. We brought along Cathy, one of Orange Sky's earlier laundry vans, for the community to experience and engage with prior to securing agreements and funding. Engagement with our service was overwhelming and poor access to washing facilities in the community was apparent.

Orange Sky worked with the team from Mala'la Health Service to identify funding sources and create a plan for service provision. January 2020 saw us arrive in Maningrida with a new remote style laundry vehicle and to an overwhelming reception from the community. A number of local community workers were trained to provide regular shifts and in just five short months over 20,000kg's of washing was completed. Over time the plan is for Mala'la Health Service staff to conduct outreach programs and health promotion from the van at locations around the community. Doing so will improve access to a number of services direct to the community. Health service staff are committed to maximizing impact on the ground and communicate our value in Maningrida when saying:

*'I think it's really good, especially when people don't have a washing machine, especially where we park close. It's good to keep the countrymen busy while*



*they're washing and we keep an eye on things like sores and scabies, we encourage Mum and Dad to bring the kids to the clinic. It's good working together, communicating, Mala'la involved with Orange Sky. Looking forward it's more help so we can see the future, more kids growing healthy and strong, for their life'*

Health Worker, Mala'la Health Service

*'I'm very hopeful this model will inform other communities. Partnerships in this space are so important because you can't go it alone, no service can do it on their own, you have to work with other people to maximize your opportunities so you can move forward'* Manager of Health and Community Services, Mala'la Health Service.



## SERVICE OPERATIONS

Orange Sky aims to provide a **reliable and consistent service** by providing shifts at the same location and times each week has been key to our success.

Orange Sky mobile laundry vehicles are fitted with an on-board generator and water tanks for clean and grey water, removing our reliance on external water and power supplies; however, access to water and waste points and 3 phase power increases our capacity to support more people at each shift.

The mobile vehicles feature automatic dispensing of laundry liquid into washing machines and importantly, leverage Orange Sky's proprietary technology, connecting our services around the country with our Headquarters and Service Support team through a dedicated service management portal.

Mobile vehicles come with the six orange chairs where people can connect through genuine conversation.

## POLICY CONTEXT

An Orange Sky service can address a number of international and national policy objectives, therefore adding value to you as a partner organization. These are as follows:

### **Sustainable Development Goals**

- SDG 1: *End poverty* in all its forms everywhere (Target/Indicator 1.4.1: Equal rights and access to basic services)
- SDG 3: Ensure health lives and promote *well-being* for all at all ages (Target/Indicator 3.4: premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being)
- SDG 6: Ensure availability and sustainable management of water and *sanitation* for all (Target/Indicator 6.2.1: access to adequate and equitable sanitation and hygiene for all)
- SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive *employment* and decent work for all (Target/Indicator 8.5: Sustained inclusive economic growth, full productive employment and decent work for all)
- SDG 10: Reduce inequality within and among countries (Target/Indicator 10.2: empower and promote the social, *economic* and political *inclusion* of all)

### **Close the Gap Policy**

- Reduce the gap in *employment* outcomes between Indigenous and non-Indigenous Australians

### **National Aboriginal and Torres Strait Islander health plan 2013–2023**

Informed by the principals of Aboriginal and Torres Strait islander community control and engagement, equity, equality, partnership and accountability to:

- Improve *accessibility*, appropriateness and impact
- Centre *social and emotional wellbeing*
- Provide *employment* to reduce the causes of health inequality
- Facilitate opportunities for individuals and communities to actively engage in *decision making and control*
- Ensure adults have *resources* to manage their health and have long, productive lives
- Facilitate a robust, strong, vibrant and effective *community controlled health sector* (in partnership with Orange Sky)

If you would like to submit an expression of interest to us please provide us some information at <https://www.jotform.com/form/202090933850856>

For further information go to <https://orangesky.org.au/> or contact Program Manager, Judith Meiklejohn at [judith@orangesky.org.au](mailto:judith@orangesky.org.au)