



ORANGE SKY REMOTE SERVICES



ABOUT ORANGE SKY

Orange Sky Australia is the **world's first free mobile laundry service** for people experiencing homelessness – an idea founded in a Brisbane garage by two 20-year-old mates, Nic Marchesi and Lucas Patchett.

In late 2014 , the boys installed a couple of washing machines and dryers in the back of their old van and visited parks around Brisbane to wash and dry clothes for free. What started as an idea to improve hygiene standards and restore dignity to people doing it tough has evolved into something much bigger and more powerful.

From sitting down on our orange chairs and chatting with friends , we've learnt that although access to laundry and shower services is important, it's the conversation and regular connection that create the biggest impact in the community.

OUR VISION FOR 2025 IS TO TRIPLE OUR IMPACT AND HELP 40,000 PEOPLE ACROSS AUSTRALASIA.

OUR GOAL IS TO HELP MORE PEOPLE, MORE EFFICIENTLY, WITH MORE RESILIENT REVENUE STREAMS WHILST STILL FINDING WAYS TO INNOVATE AND SUPPORT OUR COMMUNITIES.



WHERE WE OPERATE IN AUS



**56 SERVICES ACROSS
32 LOCATIONS IN AUSTRALIA**



REMOTE SERVICES

Orange Sky's remote services make up one third of our footprint throughout Australia, with more locations and connections built each day to help support the community.

The growth of our remote services is working to provide equitable access to health hardware for First Nations people in need. Currently we operate in 13 remote locations (as at May 23) where access to laundry facilities can be limited and cost prohibitive. Clean clothes and bedding are critical in these communities to support general wellbeing, the minimisation of scabies, impetigo and consequent Rheumatic Heart Disease (RHD). Our work in remote communities has been recognised by 'Take Heart', a national campaign and outreach community project calling for the elimination of the life-threatening RHD within Indigenous communities across Australia.

Orange Sky works alongside remote communities to empower them through access to free laundry facilities, local employment and local partnerships.

In addition to providing mobile laundry facilities and a safe space for conversation, we understand the significant social impact of employment opportunities in remote communities. Orange Sky highly values strategically aligned partnerships in local communities, preferably community-controlled organisation, and is committed to working with each community to create workable and appropriate solutions. We are motivated to deliver the objectives of our RAP, as a tangible mechanism for driving change within our community.



WHERE WE OPERATE IN REMOTE LOCATIONS



Lockhart River	November '17
Palm Island	September '18
Maningrida	January '20
Wadeye	September '21
Bidyadanga	October '21
Fitzroy Crossing	October '21
Aurukun	April '22
Yungngora	June '22
Galwin'ku	September '22
Yakanarra	October '22
Kalgoorlie	January '23
Yuendumu	February '23
Gapuwiyak	May '23

IN LATE 2017, ORANGE SKY AUSTRALIA LAUNCHED ITS FIRST SERVICE IN THE REMOTE COMMUNITY OF LOCKHART RIVER, QUEENSLAND, AND IN LATE 2018 THE SECOND SERVICE WAS LAUNCHED ON PALM ISLAND, QUEENSLAND. IN EARLY 2020 A THIRD REMOTE SERVICE WAS LAUNCHED IN MANINGRIDA, NORTHERN TERRITORY. IN 2021, A FURTHER THREE PARTNERSHIPS WERE ESTABLISHED IN WADEYE (NT), BIDYADANGA AND FITZROY CROSSING (WA). IN 2022, PARTNERSHIPS WERE ESTABLISHED IN AURUKUN, QLD, YUNGNGORA AND YAKANARRA WA, AND GALWIN'KU, NT AND IN 2023 WITH KALGOORLIE, WA, YUENDUMU AND GAPUWIYAK, NT.

COLLABORATIVE PARTNERSHIPS

One of Orange Sky's core values is Collaborative Partnerships. This has allowed us to scale quickly, to 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 our 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 organisation and want to stay focused on listening and learning as we work towards supporting more people.

**STAYING TRUE TO
OUR MISSION TO
POSITIVELY
CONNECT
COMMUNITIES**



**COMMUNITY
CONSULTATION
AND ENGAGEMENT
AND CLEAR AND
COMMON PURPOSE
+ COMMUNITY
SUPPORT**

**COLLABORATIVE
PARTNERSHIPS WITH
A LOCAL
ORGANISATION,
PREFERABLE
ABORIGINAL
COMMUNITY
CONTROLLED**

**EMPLOYMENT
OPPORTUNITIES FOR
LOCAL PEOPLE TO
PROVIDE THE
SERVICE**

**A FOCUS ON
BUILDING
RELATIONSHIPS AT
ALL LEVELS AND
WELLBEING OF THE
WHOLE COMMUNITY**

HOW WE PARTNER – AURUKUN

In October 2021, Orange Sky were contacted to participate in a whole community public health response to address a significant increase in incidence of skin disease, environmental and housing concerns. For two weeks, a small team from Orange Sky worked alongside Aboriginal Health Workers, Doctors, Nurses, Environmental Health Workers, Government and other non Government representatives.

In that time, the team provided 19 shifts (approximately 4-5 hours each), 240 hours of genuine connection and space for community to do over 3.5tonne of washing. Engagement with community was strong, and the need and support for the service to continue in Aurukun was evident. Many conversations with stakeholders suggested RESET would be well placed to partner with Orange Sky to locally manage the service in conjunction with a local workforce.

In the weeks from our departure to the holiday break, a further 8 shifts were provided for 1275kg's of washing to be done by community. To support the public health response, Orange Sky covered the ~\$25,000 costs for vehicle and team transport, stock and PPE, team wages and living expenses.

Based on key variables (Deloitte Access Economics, Social Impact Evaluation, 2018), just over \$80,000 of social impact was generated in Aurukun and we forecast this level of social impact to continue, if not grow.

A partnership with RESET was established in April 2022, and is contributing to their objectives around workforce development, building capacity of local people and providing a service necessary to improve health outcomes for the community.



HOW WE PARTNER – MANINGRIDA

Orange Sky and Mala'la Health Service have established a solid partnership to support the Maningrida community and 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. Several local community workers were trained to provide regular shifts and as of January 2022 over 45 tonne of washing has been 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. 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



POLICY CONTEXT

An Orange Sky service can address several international and national policy objectives, therefore adding value to you as a partner organisation. 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)	An Orange Sky remote laundry facility can improve access to essential laundry facilities and a safe space for connection which improve health and wellbeing
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)	Improving access to essential services such as laundry facilities and a safe space for connection may contribute to improvements in social and emotional wellbeing through social connection and employment
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)	Improving access to essential services such as laundry facilities including hot water washers and dryers may contribute to a reduction in several skin diseases and consequent rheumatic heart disease
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)	An Orange Sky remote service provides paid employment opportunities for residents in each community which may contribute to financial, social, and emotional wellbeing
SDG 10: Reduce inequality within and among countries (Target/Indicator 10.2: empower and promote the social, economic, and political inclusion of all)	Orange Sky highly values strong partnerships in local communities. We work with each community to establish and maintain two-way partnerships with local organisations (most Aboriginal community-controlled) that are already embedded and trusted within the community.

POLICY CONTEXT CONT

Close the Gap Targets

Aboriginal and Torres Strait Islander people enjoy long and healthy lives	Improving access to essential services such as laundry facilities including hot water washers and dryers may contribute to a reduction in several skin diseases and consequent rheumatic heart disease
Aboriginal and Torres Strait Islander children thrive in their early years	Improving access to essential services such as laundry facilities including hot water washers and dryers may contribute to a reduction in several skin diseases and consequent rheumatic heart disease
Strong economic participation and development of people and their communities	An Orange Sky remote service provides paid employment opportunities for residents in each community to be administered through our partner organisations. This may contribute to financial, social and emotional wellbeing



POLICY CONTEXT CONT

National and Aboriginal and Torres Strait Islander Health Plan 2013–2023	
Improve accessibility, appropriateness, and impact	An Orange Sky remote laundry facility can improve access to essential laundry facilities and a safe space for connection. We partner closely with community and trusted local organisations (mostly Aboriginal community-controlled) to ensure our service is appropriate and maximises social impact
Centre social and emotional wellbeing	Improving access to essential services such as laundry facilities and a safe space for connection may contribute to improvements in social and emotional wellbeing through social connection and employment
Provide employment to reduce the causes of health inequality	An Orange Sky remote service provides paid employment opportunities for residents in each community which may contribute to financial, social, and emotional wellbeing
Facilitate opportunities for individuals and communities to actively engage in decision making and control	Collaborative partnerships are one of Orange Sky's key values and as such partner with a local organisation (mostly Aboriginal community-controlled) to support initial consultation and engagement at all levels, ensure there is a clear purpose and community support. Our partner organisations know their community best, so we only support not drive a service.
Ensure adults have resources to manage their health and have long, productive lives	An Orange Sky remote laundry facility can improve access to essential laundry facilities and a safe space for connection which improve health and wellbeing
Facilitate a robust, strong, vibrant, and effective community-controlled health sector (in partnership with Orange Sky)	Orange Sky partners with organisations to locally manage and provide the service. We preference local Aboriginal community-controlled organisations. They currently represent all our partner organisations.

MEET JUDE – SENIOR IMPACT MANAGER – FIRST NATIONS COMMUNITIES

Jude is a passionate, impact and results oriented professional with over ten years experience managing, delivering and evaluating first nations programs; establishing and maintaining successful partnerships and stakeholder relationships; coordinating and implementing research projects.

Jude's wealth of knowledge and outstanding communication skills ensure that our service partners and remote community partners are fully consulted, enabling services to be delivered in a way that is sustainable and delivers strong positive health and social impacts in remote locations.



RECONCILIATION ACTION PLAN

As an organisation that brings together thousands of Australians from all walks of life every week through our laundry and shower services, **we recognise our responsibility to prioritise reconciliation**; not only within the locations we operate, but respectfully through our relationships, opportunities and governance.

Aboriginal and Torres Strait Islander people experience homelessness and inequitable access to health hardware, such as washing machines, at considerably higher rates than their non-Indigenous counterparts. Orange Sky is working to provide equitable access to our services for First Nations people in need, growing our services in remote communities as well as strengthening our commitment towards a reconciled Australia in all that we do.

'Innovate' Reconciliation Action Plan (RAP)

Orange Sky recognises and acknowledges that innovation has been part of Australia's history for over 65,000 years. Our Innovate RAP commitments drive us to gain a deeper understanding of our sphere of influence and establish the best approach to advancing reconciliation by engaging staff and stakeholders, developing and strengthening relationships and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

Our Vision for Reconciliation

Orange Sky envisions an Australia where reconciliation is evident in the equitable health and social outcomes of Aboriginal and Torres Strait Islander people. We envisage an Australian society that celebrates First Peoples culture and acknowledges our shared history. Orange Sky recognises that to drive this change, we must listen to, learn from and support the actions of Aboriginal and Torres Strait Islander peoples.

Cover art designed by accomplished artist and Pitjantjatjara woman Rhoda Tjitayi, RAP designed by Keisha Leon, Waanyi and Kalkadoon woman and a powerful artist.



HOW CAN YOU HELP?

BECOME A REMOTE SERVICE DELIVERY PARTNER

Our remote services partner with local organisation. This ensure community consultation, collaboration and impact.

To find out more about service partnerships please contact:

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FUNDING PARTNERSHIPS WITH ORANGE SKY

With corporate funding and support, we can continue to help those in need with access to clean clothes and meaningful connection.

To find out more about corporate partnership please contact:

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