

CULTURAL STATEMENT

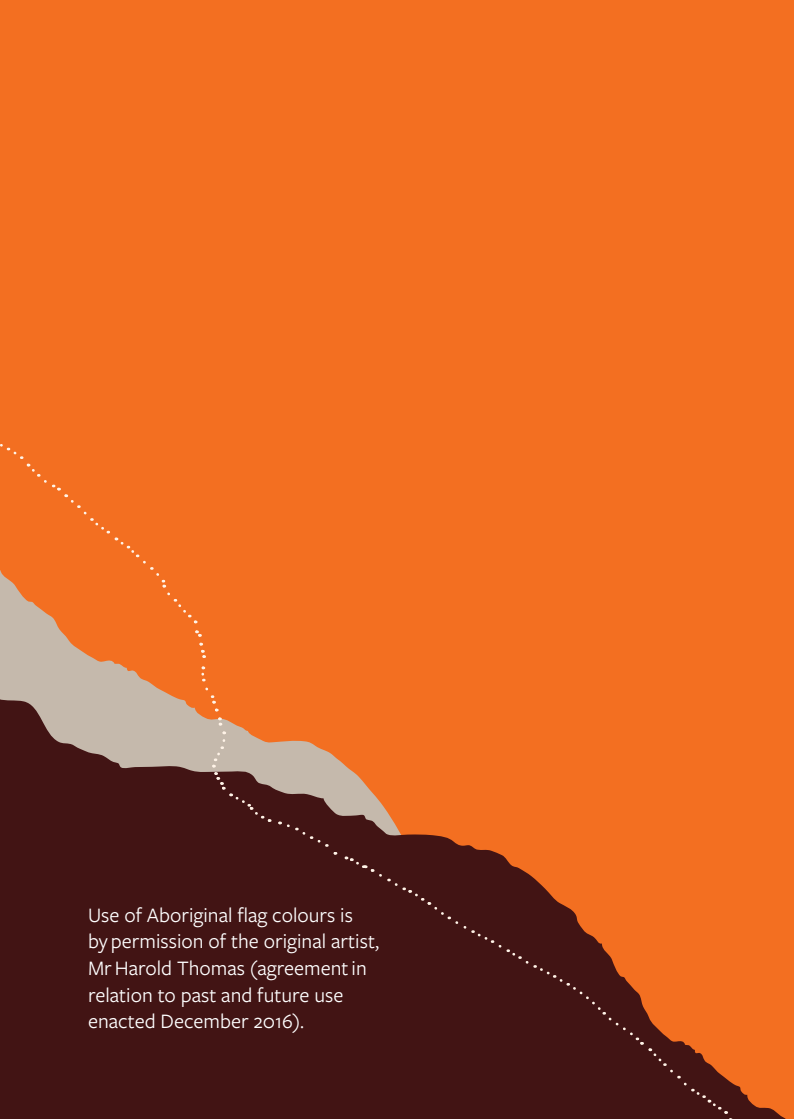


Australian Government
Aboriginal Hostels Limited



AHL
ACCOMMODATION

For Australia's First Peoples



Use of Aboriginal flag colours is by permission of the original artist, Mr Harold Thomas (agreement in relation to past and future use enacted December 2016).



AHL'S KEY PURPOSE

Proudly supporting Australia's First Peoples
by providing culturally safe, fit-for-purpose,
affordable accommodation.

OUR UNDERSTANDING

- » AHL provides safe and culturally sensitive accommodation and board for Australia's First Peoples.
 - > AHL operates in areas of market failure and has a particular responsibility to ensure residents effectively transition from their community and achieve their goals.
- » Our people are our best asset.
- » We want to become the employer of choice for Australia's First Peoples.

OUR VALUES



P R O U D

PROFESSIONAL

RESPECTFUL

OPEN

UNDERSTANDING

DEDICATED

The AHL values are organised into an acronym that spells PROUD, which is the overarching feeling that our stakeholders will have when interacting with AHL. We want to foster a sense of pride that we are contributing to a worthwhile and often life changing service, and an understanding that our contribution is meaningful and valued.

WE WANT TO CREATE

An environment where...

- » Staff feel supported
- » Development opportunities are available for staff
- » Hostel staff have clear career pathways
- » Staff and residents act with mutual trust and respect
- » Positions have stability and encourage a commitment to AHL
- » Our accommodation product is something that all staff are proud of, and proud of their input into making it great
- » A good standard of service and amenities are maintained at all times
- » There is opportunity for greater mobility of staff
- » We foster a sense of community amongst staff (in the National Office and Hostels)

OUR PERSONALITY

WE ARE...

PRACTICAL AND DOWN-TO-EARTH

We provide a good service to our residents that focuses on what is important — clean, safe and culturally sensitive accommodation.

EFFICIENT

We make the most of our available resources to deliver maximum value to the residents who we support.

RESPONSIBLE AND PROFESSIONAL

Residents have a high level of trust that AHL will always work in their best interest.

FIRST PEOPLES ADVOCATE

The employer of choice for Aboriginal and Torres Strait Islander people. The preferred choice of accommodation for Australia's First Peoples.

COMMUNITY MINDED

Hostels are responsive to the needs of residents with a focus to assisting them in achieving their goals. Residents stay in a supported environment that maintains the important connection with their community.



OUR PROMISE

**LOOKING
AFTER EACH
OTHER**



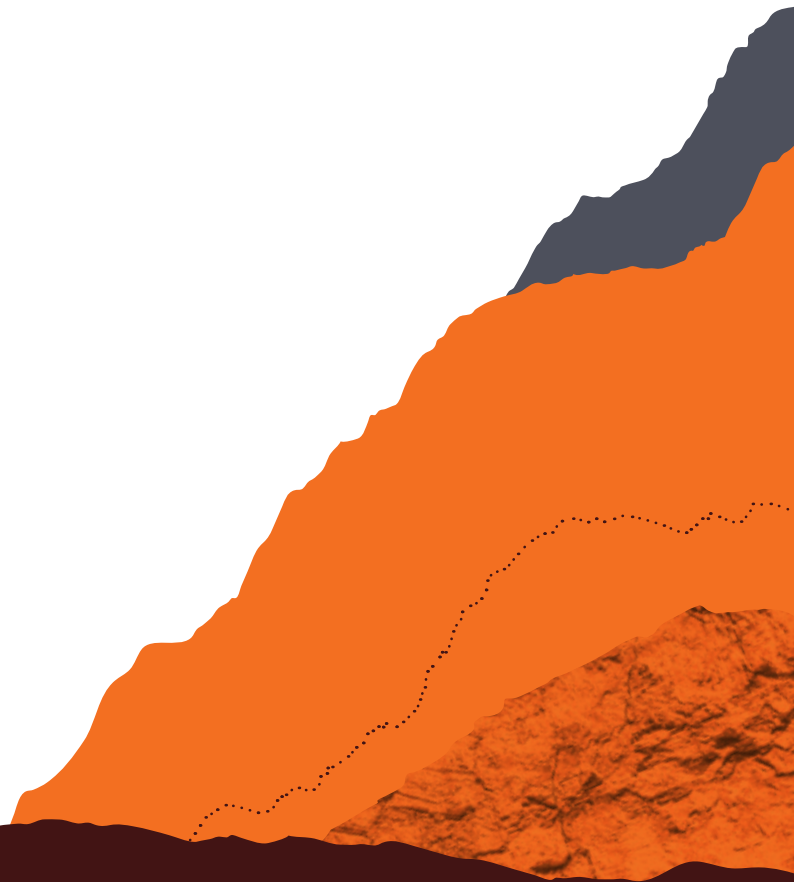
OUR PROMISE

Our promise is the experience that AHL will be delivering to all of our stakeholders every day. Our promise influences not only the visual identity of the brand, but every interaction at every touch point.

The promise is not supposed to be a description of what AHL does in the literal sense, but it is more of a description of how we do it. Successful organisations strive to constantly deliver on their promises.

Though AHL is an accommodation provider, the value in the organisation's service is not the physical facilities but the supportive environment offered to residents whilst they are there. 'Looking after each other' represents the promise AHL makes to residents to support them. Residents are also asked to take care of the facilities that have been afforded to them, and to be connected to and encouraging of each other.

'Looking after each other' is also a promise made to staff, and required from staff. Whether in the national office, managing a hostel in the field or as a cook in the kitchen, all staff will have a respectful environment to work within. AHL will constantly strive to provide opportunities and initiatives that enable career progression for staff, professional development opportunities and opportunities for skills and knowledge sharing.





ahl.gov.au