

ETHNIC AFFAIRS PRIORITIES STATEMENT

EAPS PLAN 2004 - 2009

NSW DEPARTMENT OF HOUSING
www.housing.nsw.gov.au

OCTOBER 2004

EAPS Activity Area: Planning & Evaluation

EAPS Key Result Area: Social Justice

PRIORITY AREA 1: AN INFORMED APPROACH TO SERVICE PLANNING

| Strategy | Performance Indicators | Tasks | Responsibility | Timeline |
|--|--|---|--|---|
| <p>Strategy1: Utilise needs assessment in service planning</p> <p><i>With a comprehensive needs analysis, the Department will develop services and programs using demographic information, service data and community input.</i></p> <p><i>For each program and service area, we will capture data on the ethnicity of clients from diverse cultural and linguistic backgrounds</i></p> | <ul style="list-style-type: none"> The Department has increasingly identified priority culturally and linguistically diverse clients by Year 5. Guidelines in place for addressing priority culturally and linguistically diverse client groups in planning by Year 2. | <p>1.1 Collect and analyse data on culturally and linguistically diverse clients accessing the Department products and services.</p> <p>1.2 Develop localised consultative structures</p> <p>1.3 Maintain links with the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) to access current data on new arrivals in NSW and address settlement planning issues.</p> <p>1.4 Position the cultural diversity strategy within the overall Departmental planning and review mechanisms and cycles.</p> <p>1.5 Develop a cultural diversity policy & planning template</p> | <p>Strategic Policy & Planning Service Development</p> <p>Service Development Housing Services</p> <p>Service Development</p> <p>Business Strategy Housing Services All Divisions</p> <p>Service Development</p> | <p>Year 1-5</p> <p>Year 1-5</p> <p>Year 1-5</p> <p>Year 1</p> <p>Year 1-3</p> |

EAPS Activity Area: Program and Service Delivery

EAPS Key Result Area: Social Justice

PRIORITY AREA 2: CULTURALLY APPROPRIATE SOCIAL HOUSING

| Strategy | Performance Indicator | Tasks | Responsibility | Timeline |
|--|---|--|---|---------------|
| Strategy 2.1: Provide accessible and appropriate public housing <i>The Department will consider the needs of culturally and linguistically diverse applicants and tenants as it develops and implements public housing. This will include physical housing assets, allocation and tenancy management services.</i> | <ul style="list-style-type: none"> Asset management portfolio strategy includes analysis of demographic trends by Year 2. Demonstration project plan for culturally and linguistically diverse tenants completed by Year 2-3. Data about culturally and linguistically diverse applicants collected to report against priority needs, commencing Year 2. | 2.1.1 incorporate the needs of clients from diverse cultural and linguistic communities in redevelopment, acquisition and leasing programs. | Asset Performance Housing Services | Year 2 |
| | | 2.1.2 Establish a demonstration project in partnership with relevant community and government organisations, to meet the housing, support and cultural needs of the tenants. | Housing Services Service Development | Year 2-3 |
| | | 2.1.3 Provide information about wait turn, priority social housing and transfer applications, as part of our overall multicultural information strategy. | Service Development Strategic Policy & Planning | Year 1-2 |
| | | 2.1.4 Develop an annual multicultural housing report that details levels of culturally and linguistically diverse clients applications (wait turn, priority) allocations; transfers; internal appeals and decision review rates. | Housing Services Service Development | Year 2 |
| | | 2.1.5 Collect and analyse data on Housing Appeals; Arrears; Evictions involving culturally and linguistically diverse clients. | Housing Services Service Development | Year 2-3 |
| | | 2.1.6 Implement a multicultural information strategy on the rights and responsibilities of tenants and the Department. | Housing Services Service Development Housing Contact Centre | Year 2-3 |
| | | 2.1.7 Monitor the level of rental arrears, evictions; nuisance and annoyance involving culturally and linguistically diverse clients. | Housing Services Service Development Business Strategy | Year 2-5 |
| | | 2.1.8 Incorporate an anti-discrimination compliance clause in maintenance contracts. | Business Management | Year 2-3 |
| | | 2.1.9 Review the linguistic capacity of the Housing Contact Centre. | Housing Contact Centre | Year 2-3 |
| | | 2.1.10 Develop customer feedback mechanisms for ethnic communities. | Service Development Housing Contact Centre Office Community Housing | Year 2-3 |
| | | 2.1.11 Review the cultural diverse representation on the Customer Council. | Housing Services | Year 1-5 |

EAPS Activity Area: Program and Service Delivery

EAPS Key Result Areas: Community Harmony - Economic & Cultural Opportunities

PRIORITY AREA 2: CULTURALLY APPROPRIATE SOCIAL HOUSING

| Strategy | Performance Indicators | Tasks | Responsibility | Timeline |
|---|---|--|--|---|
| <p>Strategy 2.2: Develop inclusive community regeneration</p> <p><i>The Department will encourage and facilitate participation of residents to achieve community regeneration in public housing precincts and estates.</i></p> | <ul style="list-style-type: none"> Identified communities with high cultural diverse representation including relevant culturally and linguistically diverse tenant's participation in community development activities. Cultural diverse participation in educational and employment programs reflect their representation in local communities Partnership project planning completed. | <p>2.2.1 Review the effectiveness of participation structures for residents from diverse cultural and linguistic backgrounds.</p> <p>2.2.2 Introduce targeted leadership and development programs for residents (<i>public and community housing</i>) from diverse cultural and linguistic backgrounds.</p> <p>2.2.3 Develop divisional and local strategies that increases access to training and employment opportunities for culturally and linguistically diverse tenants</p> <p>2.2.4 Develop a partnership project at local levels looking at digital divide issues for tenants from diverse cultural and linguistic backgrounds.</p> <p>2.2.5 Continue to promote community involvement in initiatives that increase connections between residents including community greening, cultural development and projects to increase the use of public space.</p> | <p>Community Regeneration Housing Services</p> <p>Community Regeneration Housing Services Office of Community Housing</p> <p>Housing Services Housing Contact Centre</p> <p>Housing Services</p> <p>Housing Services</p> | <p>Year 1-5</p> <p>Year 1-2</p> <p>Year 2-5</p> <p>Year 2-3</p> <p>Year 2-5</p> |

EAPS Activity Area: Funded Services

EAPS Key Result Area: Social Justice

PRIORITY AREA 2: CULTURALLY APPROPRIATE SOCIAL HOUSING

| Strategy | Performance Indicators | Tasks | Responsibility | Timeline |
|--|---|---|---|---|
| <p>Strategy 2.3: Provide appropriate community housing.</p> <p><i>The Department will promote equal access to community housing services for culturally and linguistically diverse clients and communities.</i></p> | <ul style="list-style-type: none"> • Data on priority cultural diverse groups incorporated into community housing planning processes and strategies from Year 2. • Guidelines for addressing priority cultural diverse client groups in community housing agreements developed by Year 2. | <p>2.3.1 Review existing policies and practices to improve access to community housing by culturally and linguistically diverse clients.</p> <p>2.3.2 Include multicultural access and equity requirements in community housing agreements and performance management requirements.</p> <p>2.3.3 Work jointly with the Federation to build on their existing good practice guides to further develop tools to assist in the provision of appropriate community housing services to culturally and linguistically diverse clients.</p> <p>2.3.4 Provide information about community housing, to diverse ethnic communities, especially new and emerging communities.</p> | <p>Office of Community Housing</p> <p>Office of Community Housing</p> <p>Office of Community Housing</p> <p>Office of Community Housing</p> | <p>Year 2</p> <p>Year 1-2</p> <p>Year 1-5</p> <p>Year 2</p> |

EAPS Activity Area: Program and Service Delivery

EAPS Key Result Area: Social Justice

PRIORITY AREA 3: HOMELESSNESS

| Strategy | Performance Indicators | Tasks | Responsibility | Timeline |
|--|---|--|--|---|
| <p>Strategy 3: Provide accessible and secure housing assistance to homeless people.</p> <p><i>The Department will consider the specific needs of culturally and linguistically diverse homeless people in developing projects and programs for homelessness</i></p> | <ul style="list-style-type: none"> • Culturally and linguistically diverse client groups at greatest risk of homelessness identified from Year 2. ▪ A continuum of housing and support options for ethnic communities with higher incidence of homelessness is progressively developed and implemented from Years 1-5. • Good practice service model to address the needs of homeless culturally and linguistically diverse people is developed by Year 3. | <p>3.1 Include homelessness as a key target group within the needs analysis to identify incidence of homelessness in ethnic communities.</p> <p>3.2 Build on existing partnerships with ethnic and community organisations to provide service referrals and expand culturally appropriate housing and support options.</p> <p>3.3 Expand the provision of information on referral points to service providers so that they are able to meet the needs of homeless people from culturally and linguistically diverse backgrounds by accessing appropriate support agencies.</p> <p>3.4 Continue to work with government and non-government agencies to identify strategies targeting the culturally and linguistically diverse homeless that link crisis, temporary and long term accommodation and support.</p> <p>3.5 Provide information to culturally diverse agencies on the availability of Temporary Accommodation and the After Hours Temporary Accommodation Line.</p> <p>3.6 Identify good practice service models to address the needs of homeless culturally and linguistically diverse people.</p> | <p>Service Development</p> <p>Service Development Office of Community Housing Housing Services</p> <p>Service Development</p> <p>Service Development</p> <p>Housing Services Housing Contact Centre Service Development</p> <p>Service Development</p> | <p>Year 1-2</p> <p>Year 1-5</p> <p>Year 1-2</p> <p>Year 1-5</p> <p>Year 1-5</p> <p>Year 2-3</p> |

EAPS Activity Area: Program and Service Delivery

EAPS Key Result Area: Social Justice

PRIORITY AREA 4: SUPPORTED HOUSING

| Strategies | Performance Indicators | Tasks | Responsibility | Timeline |
|---|---|--|---|---|
| <p>Strategy 4: Work in partnership to provide accessible and appropriate supported housing.</p> <p><i>When working with agencies involved in supported housing the Department will foster options that enhance quality of life for culturally and linguistically diverse clients with special needs.</i></p> | <ul style="list-style-type: none"> Support needs for culturally and linguistically diverse client groups are progressively identified from Years 1-5. Guidelines for addressing priority culturally and linguistically diverse clients with support needs in supported housing partnerships are progressively identified from Year 2. | <p>4.1 Include supported housing, as a key target area within the needs analysis to identify incidence of culturally and linguistically diverse clients with support needs.</p> <p>4.2 Enhance access to housing information and assistance by culturally and linguistically diverse clients with support needs.</p> <p>4.3 Extend staff training to enhance the level of understanding of culturally and linguistically diverse clients with support needs and improve client communication.</p> <p>4.4 Conduct ongoing forums with relevant agencies to address supported housing options and partnerships for culturally and linguistically diverse people.</p> | <p>Service Development</p> <p>Housing Services</p> <p>Organisational Change & Development</p> <p>Service Development Housing Services Office of Community Housing</p> | <p>Year 1-5</p> <p>Year 1-5</p> <p>Year 2-5</p> <p>Year 1-5</p> |

EAPS Activity Area: Program and Service Delivery
 EAPS Key Result Area: Social Justice

PRIORITY AREA 5: PRIVATE RENTAL ACCOMMODATION

| Strategy | Performance Indicators | Tasks | Responsibility | Timeline |
|--|---|---|--|---------------------------------|
| <p>Strategy 5: Facilitate access and affordable private rental accommodation.</p> <p><i>The Department will inform clients about, and give them access to, a range of housing programs, so they can have affordable private rental housing.</i></p> <p><i>The Department will make a concerted effort to promote anti-discrimination in private rental housing.</i></p> | <ul style="list-style-type: none"> Ratio of people from a culturally and linguistically diverse background assisted to access private rental accommodation yearly. | <p>5.1 Develop a promotional strategy to advise ethnic communities and real estate agents about the Department's assistance for private renters.</p> <p>5.2 Undertake a project with relevant agencies to prevent racial discrimination in accessing the private rental market.</p> | <p>Housing Services Service Development</p> <p>Service Development</p> | <p>Year 2-5</p> <p>Year 2-3</p> |

EAS Activity Area: Program and Service Delivery
EAPS Key Result Area: Social Justice

PRIORITY AREA 6: HOME OWNERSHIP

| Strategy | Performance Indicators | Tasks | Responsibility | Timeline |
|--|---|---|---|---|
| <p>Strategy 6: Provide accessible home ownership services.</p> <p><i>The Department will give clients from culturally and linguistically diverse backgrounds access to information and equitable use of programs that make home ownership easier.</i></p> | <ul style="list-style-type: none"> Information strategy targeting culturally and linguistically diverse tenants and communities developed from Year 3 Number of culturally and linguistically diverse people who received home purchase assistance. | <p>6.1 Develop an information strategy targeting newly arrived ethnic communities and culturally and linguistically diverse public housing tenants about home purchase products.</p> <p>6.2 Identify the home purchase trends of low to moderate income culturally and linguistically diverse householders.</p> <p>6.3 Identify the language groups of culturally and linguistically diverse tenants able to receive assistance to buy their own homes.</p> <p>6.4 Develop strategies with co-operative housing societies to ensure fair access to Government Guaranteed Loans.</p> | <p>Home Purchase Assistance Communication & Media</p> <p>Strategic Policy & Planning Home Purchase Assistance</p> <p>Strategic Policy & Planning Home Purchase Assistance</p> <p>Home Purchase Assistance</p> | <p>Year 3</p> <p>Year 2-5</p> <p>Year 2</p> <p>Year 3-5</p> |

EAPS Activity Area: Communication
EAPS Key Result Area: Social Justice

PRIORITY AREA 7: STANDARDS IN SERVICE DELIVERY

| Strategy | Performance Indicators | Tasks | Responsibility | Timeline |
|---|--|---|--|----------|
| <p>Strategy 7.1: Develop a comprehensive multicultural communication. Strategy.</p> <p><i>The Department will give clients access to timely, quality information about its full range of programs and services.</i></p> | <ul style="list-style-type: none"> Corporate Multicultural Communication Strategy developed by Year 3. | 7.1.1 Develop a Corporate Multicultural Communication Strategy that provides staff with the guidelines on how to inform culturally and linguistically diverse clients about the Department's products and services. | Communications & Media Service Development | Year 2-3 |
| | | 7.1.2 Assess the multilingual information about the Department's products and services. | Communications & Media Service Development | Year 2-3 |
| <p>Strategy 7.2: Recruit staff resources that reflect client groups.</p> <p><i>The Department will take into account the language needs of culturally and linguistically diverse clients and recruit staff with appropriate language skills.</i></p> | <ul style="list-style-type: none"> Local recruitment strategies provide employment of staff from ethnic groups in targeted areas. | 7.2.1 Review the recruitment selection criteria to identify appropriate attitudes and behaviour for service provision to culturally and linguistically diverse clients. | Organisational Change & Development | Year 2-5 |
| | | 7.2.2 Review appropriateness of current language skills of staff. | Organisational Change & Development Housing Services Housing Contact Centre | Year 2-5 |
| | | 7.2.3 Develop protocols and support networks for bilingual staff working with culturally and linguistically diverse clients. | Organisational Change & Development Housing Contact Centre | Year 2-5 |
| <p>Strategy 7.3: Develop Service Delivery Standards.</p> <p><i>Departmental staff will follow a best practice approach in their dealings with culturally and linguistically diverse clients.</i></p> | <ul style="list-style-type: none"> Induction programs include the best practice standards by Year 3. | 7.3.1 Conduct a review in two local offices to monitor the implementation of culturally and linguistically diverse client service protocols. | Housing Services Service Development | Year 3-5 |
| | | 7.3.2 Include multicultural best practice protocols in staff training programs. | Service Development Organisational Change & Development Housing Contact Centre | Year 2-5 |
| | | 7.3.3 Identify complaints about nuisance and annoyance and racial discrimination for culturally and linguistically diverse clients. | Service Development Housing Contact Centre | Year 2-5 |

EAPS Activity Area: Communication
EAPS Key Result Area: Social Justice

PRIORITY AREA 8: PROMOTION

| Strategy | Performance Indicators | Tasks | Responsibility | Timeline |
|---|---|--|---|----------|
| <p>Strategy 8: Monitoring and evaluation strategy.</p> <p><i>Departmental planning, training and initiatives to improve services will be informed by data on its performance with culturally and linguistically diverse Clients.</i></p> <p><i>The Department will regularly evaluate its strategies to identify successful initiatives and promote these throughout the organisation.</i></p> | <ul style="list-style-type: none"> Annual Report on the EAPS Plan implementation submitted to: <ul style="list-style-type: none"> Community Relations Commission; Office of Employment Equity and Diversity (OEED) Department Annual Report and website Culturally and linguistically diverse clients satisfaction is surveyed through feedback mechanisms. | 8.1 Continue to develop and implement the EAPS Plan which is subset of the Housing Multicultural NSW. | Service Development All Divisions | Year 1 |
| | | 8.2 Develop performance indicators for the initiatives and activities identified in the Housing Multicultural NSW. | Service Development | Year 1 |
| | | 8.3 Develop an annual performance report based on: <ul style="list-style-type: none"> Performance against the performance indicators in EAPS Plan Review of the Housing Appeals Committee data Results from pilot projects and other initiatives, including client and community feedback mechanisms. | Service Development All Divisions | Year 1-5 |
| | | 8.4 Oversee planning and evaluation of the EAPS program implementation | Service Development | Year 1-5 |
| | | 8.5 Prepare and publish a strategic directions update, to be distributed to staff and external stakeholders | Service Development | Year 5-6 |
| | | 8.6 Use the Housing Multicultural NSW to report to the Community Relations Commission; Office of Employment Equity and Diversity (OEED) as well as reporting in our annual report. | Service Development | Year 1-5 |
| | | 8.7 Include cultural diversity sample of the framework in existing client feedback mechanisms. | Service Development Housing Contact Centre | Year 2 |

