

ATTACHMENT 3

HOUSING SERVICES DIVISIONAL

SERVICE SPECIFICATIONS

1. CASINO
2. CRANEBROOK / KINGSWOOD PARK
3. ROSEMEADOW / AMBARVALE
4. REDFERN / WATERLOO
5. RIVERWOOD
6. SOUTHERN SUBURBS OF WOLLONGONG

NORTHERN NSW DIVISION

HOUSING COMMUNITIES PROGRAM (HCP) SERVICE SPECIFICATIONS

HCP LOCATION:	Casino		
HOUSING SERVICES DIVISION:	Northern NSW		
HOUSING CONTACT OFFICER:	Glenn Roman	Tel: 07 5524 0618	Email: glenn.roman@housingnsw.gov.au
GENERAL SPECIFICATIONS:	<p>The part time HCP worker for Casino is based at the Oaks Community Centre and services the North Casino Housing area. This housing area is located within the Richmond Valley Local Government Area and is administered by the Far North Coast Team of Housing NSW.</p> <p>The role of the HCP for Casino involves managing the Oaks Community Centre and engaging the local community.</p> <p>It is necessary for the HCP Worker to maintain a good working relationship with Housing NSW and other local providers. The Centre currently hosts various programs and courses aimed at skilling local residents and promoting a sense of positive community identity.</p> <p>Key target groups for the HCP in Casino include working with youth and the elderly through vocational programs and general family support as well as a focus on providing support for the significant local indigenous community.</p>		
CORE ACTIVITY	<u>PRIORITY ACTIVITIES/ DELIVERABLES</u>		<u>DESIRABLE</u>
1) Stakeholder consultations & community mapping.	<p>Maintain regular contact with Housing staff and other local service providers and adapt service as the community develops.</p> <p>Liaise regularly with the Divisional Contact to develop, monitor and review the service plan.</p>		▪
2) Community liaison processes & structures.	<ul style="list-style-type: none"> ▪ Maintain regular contact with local Housing staff who manages the property portfolio. ▪ Consult with the local community to develop programs that will engage the residents and optimise outcomes in a local context, i.e. aim to build on specific skills as determined by the need of locals, not simply provide generic courses. ▪ Introduce formal feedback processes to ascertain effectiveness of community programs. 		▪
3) Build capacity and facilitate training.	<ul style="list-style-type: none"> ▪ Continue to develop and deliver training courses and vocational support. ▪ Continue to host training and development delivered by other providers. 		▪

4) Partnerships and service networks.	<ul style="list-style-type: none"> ▪ Work collaboratively with Housing NSW and local providers. 	<ul style="list-style-type: none"> ▪
5) Community driven projects and initiatives.	<ul style="list-style-type: none"> ▪ Drive and support community projects. ▪ Consolidate existing programs such as the Active Kid's Group and the mum's and Dad's Club. ▪ Seek to promote further involvement of indigenous community members. ▪ Continue to encourage and develop the involvement of elderly residents recently engaged via the Connecting Older Tenants program. 	<ul style="list-style-type: none"> ▪
6) Sustain HCP processes, projects & initiatives.	<ul style="list-style-type: none"> ▪ In partnership with Housing NSW, ensure contingency is developed to address either an exit strategy at completion of program or a smooth transition if it is continued. For example, if the program is not to be continued, residents should be positioned to sustain it and not allow it to cease simply because there is no 'funded driver'. 	<ul style="list-style-type: none"> ▪

GREATER WESTERN SYDNEY DIVISION

HOUSING COMMUNITIES PROGRAM (HCP) SERVICE SPECIFICATIONS

HCP LOCATION:	Cranebrook / Kingswood Park		
HOUSING SERVICES DIVISION:	Greater Western Sydney		
HOUSING CONTACT OFFICER:	Susan Richardson	Tel: 9891 8423	Email: susan.richardson@housing.nsw.gov
GENERAL SPECIFICATIONS:	<p>The HCP Provider will be required to provide service delivery to the included areas at the following ratio Cranebrook: 70% and Kingswood Park: 30%.</p> <p>In addition, it is expected that all HCP activities will complement other local community development initiatives including those undertaken by Penrith City Council.</p> <p><u>Kingswood Park</u></p> <p>Work closely with the local Housing NSW Client Service Team (Team 11) in the development of initiatives to address the identified support needs of social housing residents.</p> <p>The HCP provider will be expected to work closely with Penrith City Council and Housing NSW in support of the implementation of the social aspects of the Kingswood Park Neighbourhood Action Plan.</p> <p>The HCP provider will also be expected to work with other key stakeholders such as Spyns and Werrington Community Project Inc to ensure that planning and service delivery is undertaken in a coordinated and integrated fashion.</p> <p><u>Cranebrook</u></p> <p>The HCP Provider will be expected to work closely with the Housing NSW Community Access Centre in the development of new partnerships and initiatives to address the support needs of social housing residents.</p> <p>The HCP provider will also be expected to work with other key stakeholders such as Barnardos and Spyns to ensure that planning and service delivery is undertaken in a coordinated and integrated fashion</p>		
CORE ACTIVITY	<u>PRIORITY ACTIVITIES/ DELIVERABLES</u>		<u>DESIRABLE</u>
1) Stakeholder consultations & community mapping.	<ul style="list-style-type: none"> ▪ Actively support the development, implementation, monitoring and review of a Cranebrook Community Action Plan through the Cranebrook Neighbourhood Advisory Board (NAB), including taking a lead role in arranging community consultations (i.e. street BBQ's, community forums). 		<ul style="list-style-type: none"> ▪

	<ul style="list-style-type: none"> ▪ Actively contribute to the development, implementation, monitoring and review of a Community Action Plan for Kingswood Park that builds on the Penrith City Council Neighbourhood Action Plan, including supporting further community consultation where needed in the development and implementation of strategies included in the Plan. 	
<p>2) Community liaison processes & structures.</p>	<ul style="list-style-type: none"> ▪ Promote and support tenant participation in the Pleasant People Tenants Group (Cranebrook). ▪ Develop strategies to build resident involvement and input in the Cranebrook Neighbourhood Advisory Board. ▪ Take a lead role in promoting resident participation in a Steering Committee for the Cranebrook Community Garden. ▪ Work collaboratively with the Cranebrook Community Access Centre and other Housing NSW staff in the implementation and development of partnerships and programs in Cranebrook. ▪ Work collaboratively with Housing NSW staff (Client Service Team 11) in the implementation and development of partnerships and programs in Kingswood Park. 	<ul style="list-style-type: none"> ▪
<p>3) Build capacity and facilitate training.</p>	<ul style="list-style-type: none"> ▪ Develop a community leadership program in partnership with TAFE Outreach aimed at personal and skills development for residents ▪ Provide support for emerging community leaders to participate in forums such as the Cranebrook Neighbourhood Advisory Board and the Kingswood Park Action Network ▪ Actively support community consultation in Cranebrook and Kingswood Park around training needs in the development and provision of relevant training programs offered at the Cranebrook Metropolitan Technology Centre. ▪ In partnership with the Botanic Gardens Trust facilitate and promote training programs provided at the Cranebrook Community Garden. 	<ul style="list-style-type: none"> ▪
<p>4) Partnerships and service networks.</p>	<ul style="list-style-type: none"> ▪ In partnership with other service providers and through involvement in the Cranebrook Neighbourhood Advisory Board actively support the coordination and integration of service delivery within the Cranebrook Community Hub Precinct including: <ul style="list-style-type: none"> ○ Participation in the Cranebrook Metropolitan Technology Centre 	<ul style="list-style-type: none"> ▪ Celebrate significant events in the area in partnership with other service providers such as Christmas, Harmony Day.

	<p>Management and Sustainability Committee</p> <ul style="list-style-type: none"> ○ Participation in the Cranebrook NAB Coordination of Services Working Party ○ Delivery and support of community development activities from facilities within the Community Hub Precinct, e.g. Koolyangarra Park, Progress Way Community Cottage, Cranebrook MTC ▪ Support of co-ordination and integration of service delivery in Kingswood Park including programs operating out of the North Penrith Community Centre (Kingswood Park) through the development of a service coordination strategy in partnership with key stakeholders. ▪ Actively contribute to the Cranebrook Neighbourhood Advisory Board (NAB) through regular meeting attendance and participation in NAB Working Parties. ▪ Convene and lead the Cranebrook NAB Transport Working Party ▪ Take a lead role in the Kingswood Park Action Network through chairing the meetings and participation in working groups. ▪ Increase service provision partnerships in Cranebrook and Kingswood Park, such as <ul style="list-style-type: none"> ○ Financial counselling services ○ Employment and training services ○ Drug and alcohol and mental health counselling ○ Disability support ○ Living skills programs (property care, nutrition/exercise, DV, nuisance and annoyance and parenting skills) 	<ul style="list-style-type: none"> ▪ Assist in addressing youth anti-social behaviour issues in Cranebrook such as vandalism in partnership with appropriate youth services. ▪ Support linkages with key, local Housing and Human Services Accord partnerships in collaboration with Housing NSW.
<p>5) Community driven projects and initiatives.</p>	<ul style="list-style-type: none"> ▪ Take a lead role in the development of increased participation in the Cranebrook community garden in partnership with other service providers ▪ Support and develop community participation in projects such as a Community Newsletter for Kingswood Park. ▪ Support community driven projects in Cranebrook and Kingswood Park by assisting in sourcing funding opportunities and submitting funding applications. 	<ul style="list-style-type: none"> ▪ Support and develop resident driven activities in Cranebrook and Kingswood Park ▪ Develop and implement community engagement strategies to increase resident participation in community driven projects and initiatives.

<p>6) Sustain HCP processes, projects & initiatives.</p>	<ul style="list-style-type: none"> ▪ Meet with HNSW Divisional Contact and local HNSW contacts on a regular basis to provide an update on the HCP service plan as well as identify and discuss emerging priority community issues/concerns. ▪ Work with service networks and project partners to identify future resourcing and support for the outcomes of existing projects and projects developed during the HCP contract period when the HCP concludes in 2011. ▪ In consultation with HNSW, as well as service networks, resident groups and project partners: <ul style="list-style-type: none"> a) Host discussions regarding options for sustaining the success of community projects; and/or b) Prepare options papers or funding submissions to secure external resources to maintain projects. ▪ Oversee the development and successful implementation of an exit strategy for both project locations, in consultation with HNSW. ▪ It is expected that the HCP Provider will not commence any projects which rely on the long-term involvement of the HCP provider, however the HCP will be expected to support longer-term projects whose sustainability does not depend on the HCP Provider. 	<ul style="list-style-type: none"> ▪ Meet with relevant staff from other HCP project providers across the GWSD to share best practice
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GREATER WESTERN SYDNEY DIVISION

HOUSING COMMUNITIES PROGRAM (HCP) SERVICE SPECIFICATIONS

HCP LOCATION:	Rosemeadow / Ambarvale		
HOUSING SERVICES DIVISION:	Greater Western Sydney		
HOUSING CONTACT OFFICER:	Susan Richardson	Tel: 9891 8423	Email: susan.richardson@housing.nsw.gov
GENERAL SPECIFICATIONS:	<p>The HCP Provider will be required to provide service delivery to the included areas at the following ratio Rosemeadow 50% and Ambarvale 50%.</p> <p>In addition, the HCP Provider will be required to work closely with Housing NSW and Rosemeadow Ambarvale Community Interagency (RACI) to support the implementation of the Rosemeadow Ambarvale Community Plan which is currently being developed. The Community Plan will contain seven (7) Key Priority Areas each of which will have a range of stakeholders involved and an identified organisation who will take the lead in overseeing the implementation of the associated Action Plan. It is expected that the HCP Provider will take direct responsibility for overseeing the implementation of a select number of Key Priority Area Action Plans (to be negotiated).</p> <p>The HCP Provider will also be required to:</p> <ul style="list-style-type: none"> ▪ Work closely with the relevant local Housing NSW Client Service Teams in identifying priority issues for social housing tenants that are outside the scope of the Community Plan and jointly develop responses. ▪ Work closely with Housing NSW and the 3Ms Support Group in the delivery of a specific Strategic Plan for Malcolm, McDuff and McBeth Ways in Rosemeadow to reduce crime and anti-social behaviour and improve the well-being of that community. ▪ Meet with HNSW Divisional Contact and HNSW local contacts on a regular basis to provide an update on the HCP service plan as well as identify and discuss emerging priority community issues/concerns. 		
CORE ACTIVITY	<u>PRIORITY ACTIVITIES/ DELIVERABLES</u>		<u>DESIRABLE</u>
1) Stakeholder consultations & community mapping.	<ul style="list-style-type: none"> ▪ Actively support the implementation, monitoring and review of the Rosemeadow Ambarvale Community Plan through RACI. ▪ Work closely with RACI to develop and implement future consultation strategies where necessary including project/initiative specific consultation. ▪ Conduct relevant consultations around any projects initiated by HCP in response to identified community needs. 		

<p>2) Community liaison processes & structures.</p>	<ul style="list-style-type: none"> ▪ Promote and support tenant participation in RACI and associated Working Groups and projects such as the Youth, 8-12 year olds, Older People, Drug & Alcohol, Employment, CALD and Indigenous Working Groups. ▪ Support the 3Ms Support Group. ▪ Support resident engagement and involvement in the development and management of the Housing NSW community facility in Mowbray Way, Rosemeadow. 	<ul style="list-style-type: none"> ▪ Support resident involvement in the Buruwan Foundation.
<p>3) Build capacity and facilitate training.</p>	<ul style="list-style-type: none"> ▪ Develop a community leadership program in partnership with relevant stakeholders aimed at personal and skills development for residents resulting in the increased involvement in: <ul style="list-style-type: none"> – RACI – RACI Working Groups and Community Plan projects – 3Ms Resident Steering Committee – Tallowood Community Centre – Development of the Ambarvale Community Park – Rosemeadow/3Ms 'community space' ▪ Support efforts to increase the capacity of the Ambarvale Youth Service to meet the needs of young people in Rosemeadow and Ambarvale through participation in the RACI Youth Working Group and its priority objective to strengthen the Youth Centre. 	
<p>4) Partnerships and service networks.</p>	<ul style="list-style-type: none"> ▪ Active involvement in the RACI monthly meetings including: <ul style="list-style-type: none"> – Sharing the Chairing responsibilities – Sharing the Administration responsibilities – Convene and lead the RACI Youth Working Group – Convene & lead other RACI Working Groups as jointly determined with RACI ▪ Active involvement in the RACI Planning Steering Committee that oversees the day-to-day implementation, monitoring and review of the Community Action Plan. ▪ Active involvement in the identification of additional resources and support efforts to increase resources in the community including the preparation of funding submissions. ▪ Actively liaise with and strengthen partnership with Tallowood Community Centre. ▪ Work with local schools, the Department of Education and Training and other relevant stakeholders to develop/strengthen strategies to increase school 	<ul style="list-style-type: none"> ▪ Celebrate significant events in the area in partnership with other service providers such as NAIDOC, Christmas, Harmony Day etc ▪ Support key local projects such as Communities for Children (C4C), Yummy Cafe and the Rosemeadow Schools as Community Centres (SaCCS)

	<p>attendance and parent support to reduce non-school attendance, suspensions and disengagement from the education system.</p>	<p>initiatives</p> <ul style="list-style-type: none"> ▪ Support linkages with key, local Housing and Human Services Accord partnerships in collaboration with Housing NSW
<p>5) Community driven projects and initiatives.</p>	<ul style="list-style-type: none"> ▪ Support the establishment of the Ambarvale Community Park ▪ Support the strengthening of the Men's Shed at Tallowood ▪ Support community driven projects by assisting in sourcing funding opportunities and submitting funding applications. ▪ Support community driven projects initiated by the 3Ms Support Group ▪ Support the development of a Community Newsletter for Rosemeadow Ambarvale ▪ Support community driven projects coming out of Tallowood 	<ul style="list-style-type: none"> ▪ Support the strengthening of the Buruwan Foundation and the delivery of its activities.
<p>6) Sustain HCP processes, projects & initiatives.</p>	<ul style="list-style-type: none"> ▪ It is expected that the HCP Provider will not commence any projects which rely on the long-term involvement of the HCP provider. However they will be expected to support longer-term projects whose development and implementation is not dependent on the HCP Provider's involvement. ▪ Work with RACI and project partners to identify future resourcing and support for the outcomes of existing projects and projects developed during the HCP contract period when the HCP concludes in 2011. ▪ In consultation with HNSW, as well as RACI, resident groups and project partners: <ul style="list-style-type: none"> a) Host discussions regarding options for sustaining the success of community projects; and/or b) Prepare options papers or funding submissions to secure external resources to maintain projects. ▪ Oversee the development and successful implementation of an exit strategy, in consultation with HNSW. 	<ul style="list-style-type: none"> ▪ Meet with relevant staff from other HCP project providers across the GWSD to share best practice

CENTRAL SYDNEY HOUSING SERVICES DIVISION

HOUSING COMMUNITIES PROGRAM (HCP) SERVICE SPECIFICATIONS

HCP LOCATION:	Redfern / Waterloo		
HOUSING SERVICES DIVISION:	Central Sydney		
HOUSING CONTACT OFFICER:	Judy McCormick	Tel:9268 3472	Email: judy.mccormick@housing.nsw.gov.au
GENERAL SPECIFICATIONS:	<ul style="list-style-type: none"> ▪ The HCP Project covers social housing tenant communities living within both the suburbs of Redfern and Waterloo which fall within the City of Sydney Local Government Area. ▪ The HCP provider is expected to ensure equitable distribution of its resources to both Redfern and Waterloo suburbs in negotiation with the Service Improvement Unit and the Area ▪ The HCP Provider is expected to be involved in activities of Redfern and Waterloo Neighbourhood Advisory Boards (NABs), and other community based initiatives within the Area. ▪ It is expected that the HCP provider will work closely with Housing NSW funded programs such as University of New South Wales Community development project, Regional Tenant Resource Service (RTRS), Community Regeneration staff within Service Improvement Unit and Client Service Teams of Housing NSW for Redfern and Waterloo. ▪ It is expected that the HCP provider will work closely with Housing NSW funded programs such as the University of New South Wales Community Development Project, Regional Tenant Resource Service, (RTRS). The Service Improvement Unit and the Client Service Teams. ▪ In addition, it is expected that all HCP activities will complement rather than duplicate with other local community development initiatives including those been undertaken through Redfern Waterloo Authority, City of Sydney LGA, other Government Departments, Non Government Organisations and community development networks. ▪ The HCP should promote and nurture inclusiveness in its all activities by recognising diversity and ensuring special groups such as Aboriginal and Torres Strait Islander community, CALD, disabled, young, elderly will have equal opportunity to participate and access. ▪ The HCP activities should reflect social and environmental sustainability principles. ▪ The HCP should promote and work towards creating safer and harmonious community through its activities. 		
CORE ACTIVITY	<u>PRIORITY ACTIVITIES/ DELIVERABLES</u>		<u>DESIRABLE</u>
1) Stakeholder consultations & community mapping.	<ul style="list-style-type: none"> ▪ Establish and resource new broader level integrated consultative processes to provide opportunities for all tenants to have input into identifying community issues, solutions and planning in addition to the NAB structure. 		

	<ul style="list-style-type: none"> ▪ In consultation with RTRS facilitate the formation, development & support to tenant groups. 	
2) Community liaison processes & structures.	<ul style="list-style-type: none"> ▪ Work with Housing NSW staff and Central Sydney North RTRS to promote tenant participation within decision making processes and other activities. ▪ Assist, facilitate, participate and support setting up of relevant community Committees in community development and community participation. ▪ Attend and actively participate in community consultative and planning processes ▪ Support and resource the NABS in their ongoing development and reviews. 	<ul style="list-style-type: none"> ▪
3) Build capacity and facilitate training.	<ul style="list-style-type: none"> ▪ Work with Central Sydney North RTRS and South Sydney Youth Services (Work Ventures) to enhance existing training identify training needs and to facilitate training opportunities for tenants in topics such as community leadership, basic computer literacy, basic writing skills, skills required to participate and interact in all aspects of community life and other training relevant to core activities of the projects. ▪ Continue with community capacity building projects already established by HCP such as Waterloo Recycling Workshop. ▪ Develop linkages with partner organisations servicing Redfern and Waterloo in the Area such as UNSWCDP, Redfern Inner City Housing Support Service and Multicultural Neighbourhood Centre to identify, generate and implement capacity building projects to improve tenants' capacity to access broader community life. 	<ul style="list-style-type: none"> ▪
4) Partnerships and service networks.	<ul style="list-style-type: none"> ▪ Actively participate in the local community development worker network in the Area to maximise and extend the impact as well as strengthen local community participation and Community Development initiatives. ▪ Identify, develop and facilitate partnerships with a range of local community, Non Government and government agencies such as the Police, Department of Community Services, South Sydney Youth Services (WorkVentures), and HACC to maximise opportunities to improve community cohesion in Redfern and Waterloo. ▪ Meet with the Housing NSW Area Director and HCP Divisional Contact Officer quarterly to provide an update on the HCP Service Plan, as well as advice and feedback of other priority community development issues and concerns. ▪ Support funded programs of Housing NSW such as Central Sydney North RTRS and UNSWCDP and local Client Service Team in rolling out community regeneration strategies. ▪ Closely liaise, establish and maintain partnerships with UNSWCDP, City of Sydney Council Community Development Worker, Housing NSW Community Development Worker, Central 	<ul style="list-style-type: none"> ▪

	<p>Sydney North RTRS in order to enhance coordination of local community development and participation in Redfern and Waterloo.</p> <ul style="list-style-type: none"> ▪ Continue to implement objectives and activities of the Waterloo Green Action Plan which align with the objectives of the HCP. 	
5) Community driven projects and initiatives.	<ul style="list-style-type: none"> ▪ Support the development and implementation of various projects identified with Service Improvement Unit and Area specific actions at Waterloo Green and/or in the vicinity of high rises, such as community art/mosaic projects, summer on the Green. ▪ Work with local agencies to encourage greater use of open spaces in Redfern and Waterloo eg. Basketball courts and tennis courts. ▪ Continuation of support for ongoing projects such as the Recycling Workshop. ▪ Assist tenant groups to explore possible funding avenues to establish maintain and sustain community driven projects. For example, Redwater News. ▪ Develop a community events strategy for Redfern and Waterloo community events in Redfern eg. Redfern Information Day. 	▪
6) Sustain HCP processes, projects & initiatives.	<ul style="list-style-type: none"> ▪ Develop in consultation with the Service Improvement Unit sustainable strategies for all projects. ▪ Identify and include actual and potential stakeholder groups such as government, non Government and community partners who can work with the HCP provider to develop, plan and resource the implementation of community projects. 	▪

CENTRAL SYDNEY DIVISION

HOUSING COMMUNITIES PROGRAM (HCP) SPECIFICATIONS

HCP LOCATION:	Riverwood		
DIVISION:	Central Sydney Housing Services Division		
HOUSING CONTACT OFFICER:	Judy McCormick	Tel:9268 3472	Email: judy.mccormick@housing.nsw.gov.au
GENERAL SPECIFICATIONS:	<p><i>The area covered by the Riverwood Client Service Team which includes the suburbs of Riverwood, Roselands, Narwee and Punchbowl. The Local Government Authority for the project area is Canterbury Council.</i></p> <p>The function of the HCP is to enhance social cohesion and community wellbeing social housing communities. To meet this outcome the HCP will develop activities that improve the social and physical amenities within the local housing area and improve the social and economic participation of social housing tenants.</p> <p>It is expected that the HCP provider will work closely with the Service Improvement Unit, the Area and the Regional Tenant Resource Service (RTRS) in developing and implementing the program.</p> <p>It is expected the HCP provider will develop and build relationships and partnerships with other service providers in the community for the purpose of ongoing development of the social housing community</p> <p>In addition, it is expected that all HCP activities will complement rather than duplicate or conflict with other current or proposed local community development initiatives including those being undertaken through Government, Non-government and other community based programs.</p> <p>HCP should promote and nurture inclusiveness in all its activities by recognising diversity and ensuring that groups such as CALD, Aboriginal, disabled, youth and older persons will have access to the program.</p> <p>HCP through all its activities should reflect social and environmental sustainability principles</p> <p>HCP will promote the creation of safe and harmonious communities.</p>		
CORE ACTIVITY	<u>PRIORITY ACTIVITIES/ DELIVERABLES</u>		<u>DESIRABLE</u>
1) Stakeholder consultations & community mapping	<ul style="list-style-type: none"> ▪ Develop a community, support and tenant profile of the areas covered by the Riverwood Client Service Team by conducting a mapping exercise that includes the following: <ol style="list-style-type: none"> 1. <i>Tenant Groups already operating within the area</i> 2. <i>Government and Non-Government Agencies and Community Services working</i> 		<ul style="list-style-type: none"> ▪

	<p><i>directly with social housing tenants in the area</i></p> <p>3. Community facilities available to residents in the area</p> <ul style="list-style-type: none"> ▪ Establish and resource new consultative processes in area of HCP coverage that is inclusive of a broad diversity of social housing tenants. ▪ In consultation with the RTRS facilitate the formation, development and support of tenant groups within the Riverwood suburb. ▪ Continue to consult with social housing tenants, Housing NSW Client Service Teams, Service Improvement Unit and Community partners in the development of the Annual Service Plan via the process of an Annual HCP Achievements and Planning Day. 	
<p>2) Community liaison processes & structures</p>	<ul style="list-style-type: none"> ▪ Work collaboratively with HNSW staff and the RTRS to promote tenant participation within Open Tenant Forums and Tenant Information Forums ▪ Attend and actively participate in the consultative and planning processes convened by Housing NSW when required e.g. Stock Transfer consultations ▪ Continue to support, develop and resource the Riverwood Estate Advisory Board, and the 5 Neighbourhood Precinct Committees. Continue to attend the Riverwood Arabic Welfare Association, Riverwood and Districts Tenant Association. ▪ The HCP will explore and instigate opportunities for setting up or coordinating community development networks and participating in current networks. 	<ul style="list-style-type: none"> ▪
<p>3) Build capacity and facilitate training</p>	<ul style="list-style-type: none"> ▪ Work with RTRS and Housing NSW to facilitate training opportunities that are inclusive of all social housing tenants and build their capacity to participate in all aspects of community life ▪ Develop a Training calendar to include ideas generated from the 2008 Community Conference including the following: Mental Health Awareness, Bi-lingual classes and Caring for our community (educating Carers). ▪ Work collaboratively with the Riverwood Community Centre to expand opportunities for social housing tenants to access programs available from the Centre. ▪ Continue to develop a range of opportunities for all social housing tenants to actively participate in their communities ▪ Continue to develop and support projects under the Housing NSW Connecting Older People Project. ▪ Work with the Service Improvement Unit and the Area, the RTRS to develop an 	<ul style="list-style-type: none"> ▪

	information package on tenant participation in the area covered by the Riverwood Client Service Team.	
4) Partnerships and service networks	<ul style="list-style-type: none"> ▪ Strengthen local community participation and community development initiatives by actively networking with Community Development Workers and agencies in the region. ▪ Liaise and work with the Riverwood Client Service Team and the SIU in rolling out community regeneration strategies and other planning processes where appropriate. ▪ Establish and maintain partnerships with specific agencies servicing social housing tenants as identified in the mapping exercise, in order to enhance local community development and participation. 	▪
5) Community driven projects and initiatives	<ul style="list-style-type: none"> ▪ Continue to identify and support community driven projects and initiatives as identified in consultations processes such as the Annual HCP Achievements and Planning Day. ▪ Assist tenant groups to explore and secure funding and resources to implement their projects and initiatives. 	▪
6) Sustain HCP processes, projects & initiatives	<ul style="list-style-type: none"> ▪ Encourage and increase the capacity of tenants participating within the Community Garden to be involved in the management of the project. ▪ Develop a sustainable strategy for increasing the self-determination of the Riverwood neighbourhood committees, ▪ Consult with Government, non-government and community agencies, including Canterbury Council, , the Benevolent Society Senior Citizens Clubs, South West Sydney Area Health Service, Migrant Resource Service, culturally specific welfare groups etc, to identify potential partnerships to work with the HCP provider to resource the Riverwood community. 	▪

SOUTHERN & WESTERN NSW

HOUSING COMMUNITIES PROGRAM (HCP) SERVICE SPECIFICATIONS

HCP LOCATION:	Southern Suburbs of Wollongong (Warrawong Central, Berkeley, Port Kembla) includes priority housing areas of Todd, Bent, Greene Street, “Bundaleer” and “Illawong Gardens”		
HOUSING SERVICES DIVISION	Southern & Western NSW (Illawarra)		
HOUSING CONTACT OFFICER:	Susan Ring - Illawarra	Tel: 02 4224 5792	Email: susan.ring@housing.nsw.gov.au
GENERAL SPECIFICATIONS:	<p>The HCP provider will recruit a full time (or equivalent) worker to the role. The HCP worker will be located within the Project area. The HCP worker will work collaboratively with the Regional Tenant Resource Service (RTRS), Southern Suburbs Task Force (SSTF) and Illawarra Social Housing Forum (ISHF) in developing and implementing each of their core activities. In addition, it is expected that all HCP activities will complement rather than duplicate or clash with other local community development initiatives including those being undertaken through Wollongong Local Council or RTRS. Meet with and actively participate in monthly HCP meetings held with HNSW Wollongong South Client Service Team. Meet with HNSW Illawarra, Senior Management and HCP Contact Officer quarterly to provide an update on the HCP Service Plan, as well as advice and feedback of other priority community issues and concerns.</p>		
CORE ACTIVITY	<u>PRIORITY ACTIVITIES/ DELIVERABLES</u>		<u>DESIRABLE</u>
1) Stakeholder consultations & community mapping.	<ul style="list-style-type: none"> • Establish and resource new consultative processes in Warrawong, Port Kembla and Berkeley areas, including processes inclusive of younger residents, aged and ATSI community members. ▪ In consultation with RTRS, facilitate the formation, development and support of tenant groups, including those in Warrawong, Berkeley and Port Kembla areas. ▪ Identify key issues in consultation with Housing NSW Wollongong South Client Service team. Then progress solutions with relevant government, non-government and community partners, including Housing NSW, Health and Mental Health, drug and alcohol, TAFE and other relevant stakeholders to implement and sustain various community driven projects. 		

<p>2) Community liaison processes & structures.</p>	<ul style="list-style-type: none"> ▪ Meet regularly with HNSW staff and RTRS to discuss and develop strategies to promote participation by social housing tenants in Illawarra Tenant Forum. ▪ Meet with and actively participate in Southern Suburbs Task Force (SSTF) meetings and Illawarra Social Housing Forum (ISHF). 	
<p>3) Build capacity and facilitate training.</p>	<ul style="list-style-type: none"> ▪ Work with RTRS, other training providers and TAFE to facilitate quarterly training opportunities, including in particular: Pre-vocational training for young people specifically those in Warrawong and Berkeley, and pre-employment training across the HCP Location ▪ Arrange pre-employment training and necessary transport through community transport options or source alternative arrangements to assist participants to overcome transport barriers affecting their participation in courses. 	
<p>4) Partnerships and service networks.</p>	<ul style="list-style-type: none"> ▪ Actively participate in local interagency forums (SSTF, ISHF and Youth Interagency) to strengthen local community participation and community development initiatives in the Southern Suburbs. ▪ Establish and maintain partnerships with Wollongong City Council Community Development Worker, RTRS worker, TAFE, Warrawong, Berkeley & Port Kembla Community Centres and other non-government agencies, in order to enhance local community development initiatives and participation. ▪ Work collaboratively with the Warrawong, Berkeley and Port Kembla Community Centres to expand programs available from the centres. ▪ Participate by request of HNSW in appropriate ACCORD partnerships to deliver activities in HCP location. 	
<p>5) Community driven projects and initiatives.</p>	<ul style="list-style-type: none"> ▪ Facilitate a six-monthly Warrawong Expo project, and expand its implementation to include Port Kembla and Berkeley groups. ▪ Facilitate and support the ongoing Community Garden Projects e.g. Bent Street and Illawong Gardens. ▪ Develop and implement a plan, addressing management and resourcing issues, for implementing community garden projects in other targeted housing areas. 	
<p>6) Sustain HCP processes, projects & initiatives.</p>	<ul style="list-style-type: none"> ▪ Oversee the development and successful implementation of an exit strategy for the HCP worker in consultation with HNSW. ▪ Work with appropriate networks, resident groups and stakeholders to identify future resourcing and support for the sustainability of HCP projects developed during the HCP contract period, including: 	

	<ul style="list-style-type: none">a) Host discussions regarding options for sustaining the success of community projects.b) Prepare options papers or funding submissions to secure external resources to maintain projects.c) Encourage and increase the capacity of tenants participating within the Community Gardens to be involved in the future management of the project.	
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