



DRAFT

**REDFERN-WATERLOO
HUMAN SERVICES PLAN
PHASE TWO**

October 2006

CONTENTS

page

INTRODUCTION

1

Phase 1

1

Phase 2

1

Phase 2 - social profile

2

A strategic approach

2

Improving service delivery

3

Community consultation

4

PHASE 2 PRIORITY AREAS

1. Improving access to dementia support

7

2. Improved service quality for migrant communities

10

3. Improving access to aged care and health services by Aboriginal people 45 years and older

13

4. Reducing the negative impacts of homelessness through early intervention and support

16

5. Improving identification of need and access to services for people with disability

19

6. Reducing social isolation

22

7. Improving access to local and community transport for people who are transport disadvantaged

25

8. Improving safety and amenity

29

GLOSSARY (to be added)

-

INTRODUCTION

Phase 1

The Redfern-Waterloo Human Services Plan has been developed by the Redfern-Waterloo Authority (RWA) in partnership with National, State and Local government agencies, service providers and the local community. The Plan is a framework for improving the coordination, quality and access to health, education, disability, transport, employment and other human services in Redfern and Waterloo.

This Plan forms part of a wider Redfern-Waterloo Plan being prepared by the Redfern-Waterloo Authority (RWA) to revitalise the built environment, generate employment and enterprise and improve the delivery of human services.

The Human Services Plan is being developed in phases. Phase 1 focuses on improving services delivered to children and families, Aboriginal people and young people around ten key outcome areas:

- Improving the health and wellbeing of children;
- Lifting local school numeracy and literacy levels to at least the state average;
- Lifting local school attendance and retention rates to at least the state average;
- Improving support for vulnerable people;
- Reducing the incidence of family violence;
- Increasing participation and involvement of young people in the community;
- Increasing numbers of young people accessing employment and training opportunities;
- Reducing drug and alcohol misuse;
- Reducing offending and recidivism; and
- Building community capacity.

Phase 2

Phase 2 will continue the implementation of Phase 1 and ensure consistency and complementarity between actions in the two phases. Phase 2 identifies eight priority areas as well as improvements to service delivery for older people, people with disabilities, migrant communities and homeless people. The priorities are:

- Improving the quality of life for people with mental illness;
- Improved service quality for migrant communities;
- Improving access to aged care and health services by Aboriginal people 45 years and older;
- Reducing the negative impacts of homelessness through early intervention and support;

- Improving identification of need and access to services for people with disability;
- Reducing social isolation;
- Improving access to local and community transport for people who are transport disadvantaged; and
- Improving safety and amenity.

Overall, the Human Services Plan is premised on delivering positive outcomes for the Redfern-Waterloo community, to be achieved through reforms to service delivery within existing resources.

Phase 2 - social profile

As NSW residents live longer the median age of the population is steadily increasing and by 2021 older people will outnumber children in NSW. Already 13 per cent of the NSW population is aged 65 years and over and it is estimated that over the next 20 years this proportion will grow to 20 per cent.

A high proportion of the housing in Redfern and Waterloo is rented public housing. In Waterloo 73 per cent of the housing is this form of tenure and in Redfern 23 per cent. The equivalent figure for Greater Sydney is only 5.1 per cent. Nearly all Aboriginal people in Waterloo (91 per cent) live in public housing while in Redfern the equivalent figure is 79 per cent.

Overseas-born people make up 37 per cent and 43 per cent of the Redfern and Waterloo populations respectively. Around half the population of Redfern and Waterloo speak only English at home. Many of these people, particularly in Waterloo, are older, single, people living in public housing.

The two areas also have a high percentage of people with disabilities totalling approximately 1600 people. This represents 10.6 per cent of the combined populations of the two suburbs.¹

A strategic approach

The area encompassed by the Redfern-Waterloo Authority is not large. As such, planning and renewal of service delivery cannot be carried out in isolation or without regard to National, State and Local Government strategic planning and policy development. As with Phase 1, Phase 2 of the Human Services Plan will be consistent with policies and strategies that impact on this area. Further, it will seek to ensure the Redfern-Waterloo area receives an adequate share of any resources associated with those strategies.

Of particular importance are:

¹ Morgan Disney Associates: *Making Connections: Better Services, Stronger Community* – Report on Review of the Human Services System in Redfern and Waterloo (November 2004) p 5.

- The Redfern-Waterloo Authority's *Built Environment Plan*;
- The Redfern-Waterloo Authority's *Employment and Enterprise Plan*;
- The *Redfern-Waterloo Partnership Agreement* between the Commonwealth of Australia and the State of New South Wales;
- The NSW Government's *State Plan*;
- The NSW Government's *Stronger Together: A New Direction for Disability Services in New South Wales 2006 -2016*;
- The NSW Government's *Two Ways Together* policy for Aboriginal people;
- The NSW Government's *Directions for Dementia Care and Support in NSW 2001-2006*;
- The Department of Housing *High Rise Strategy*;
- The City of Sydney' *Social Plan*; and
- The City of Sydney's *Community Facilities' Strategy*.

Improving service delivery

Phase 1 of the Human Services Plan outlined a framework for service renewal aimed at lifting the quality of service delivery with a singular focus on improving outcomes for clients.

Significant work has been undertaken since December 2005 laying the foundations for improvements in service delivery by youth and Aboriginal service organisations. The RWA and partner agencies are currently developing an *Implementation Action Plan* in conjunction with the development of Phase 2.

The *Implementation Action Plan* will be strategic document that integrates three pillars of improving service delivery to the people of Redfern and Waterloo. The three pillars are:

1. **Human Services Plan:** key priority areas, actions and service reform framework;
2. **Evaluation Framework:** biennial evaluations, key performance indicators and process indicators; and
3. **Implementation Action Plan:** implementing reform actions, setting minimum service standards for government and non-government services providers, delivering integration and supporting capacity building.

The aim of this three pronged approach is to ensure reform is strategic and sustainable over time. The Evaluation Framework has been completed and work is underway on collecting baseline data from participating National, State and Local Government agencies that will inform the first full evaluation of the Human Services Plan to be undertaken in mid-2007.

Evaluation is an integral part of the development of the Human Services Plan. The decision to evaluate this Plan was made at the very start of the planning process. Without comprehensive, transparent and effective evaluation there would be no way

of measuring the success or otherwise of the Plan. Evaluation will assist government in making necessary changes to the Human Services Plan in line with actions that have delivered measurable positive outcomes for the community.

Phase 1 will be evaluated first, followed by Phase 2 once key performance indicators have been identified and baseline data collected.

The *Implementation Action Plan* is examining services and programs that work and seeks to build on them. This is a strength based approach that acknowledges the work being undertaken by the more than 100 government and non-government service providers delivering services into the Redfern-Waterloo area.

The renewal process will set and benchmark service standards and support and strengthen service capacity, where possible. The RWA acknowledges the contribution the non-government sector has made and continues to make in assisting the most vulnerable members of this community. The involvement of these organisations as partners in the renewal process is fundamental to its success.

Community consultation

A feature of the development of the Human Services Plan has been extensive consultation with the community and service providers. Phase 1 consultation included the following:

- More than 12 consultation meetings and forums with local organisations and members of the local community;
- More than 80 government and non government organisations consulted;
- A public information forum, held on Saturday 29 October at Redfern Town Hall, attracting more than 50 members of the community;
- Four information meetings with cluster groups dealing with services for children and families, health, and Aboriginal services;
- A forum with Aboriginal service organisations;
- A youth forum organised in partnership with the NSW Youth Advisory Council;
- Distribution of the Redfern-Waterloo Update October 2005 to every household in Redfern and Waterloo;
- More than 300 copies of the draft Plan mailed to local organisations, government agencies and the local community;
- All information including a copy of the Plan made available on the RWA website;

DRAFT

- Posters, advertisements, email alerts and other materials promoting the Plan and means for providing feedback; and
- Information delivered to all household in community languages.

A total of 28 written submissions were received from the community.

A different approach was developed for Phase 2. A two day Forum was held on July 24 and 25, 2006 bringing together service providers, government agencies and members of the community to discuss and analyse specific issues identified as priorities for service improvement.

The aim of the Forum was to invite participants to consider and discuss the priorities and actions identified in ten issues papers. Participants also had an opportunity to recommend additions to the suggested actions as well as removal or amendment.

The issues papers and the Forum are part of a three phase consultation process that includes:

1. Pre-forum submissions;
2. Forum discussion; and
3. Release of draft Plan for public comment.

Forum participants identified a number of key recommendations that have informed the development of Phase 2 and will be taken into account in the continued implementation of Phase 1 as well as the development of the *Implementation Action Plan*.

Recommendations include:

- Improving service delivery by building on current strengths;
- Ensuring the Human Services Plan is consistent with and complements current regional, state and national policies strategies;
- Building on existing committees and taskforces' structures and creating new ones where required, ensuring clear Terms of Reference, purpose and membership are established;
- Developing strategies dealing with housing issues – private and public;
- Investigating the need for and feasibility of high and low care residential facilities for older people in Redfern-Waterloo as well as facilities specifically for Aboriginal people;
- Improving communication of RWA Human Services activities and achievements relating to the Human Services Plan;
- Communicating the process for completing the Human Services Plan Phase 2;
- Developing a case management model for Redfern-Waterloo; and
- Developing supports for volunteers.

Specific recommendations were also developed relating to each priority area. These have been summarised into general comments and incorporated as part of

DRAFT

community comment in each priority. Actions identified in this Plan aim to incorporate community suggestions, where possible.

A draft Plan has been submitted to members of the Redfern-Waterloo Human Services Plan Chief Executive Officer Steering Committee, for endorsement prior to its release for public comment. It is anticipated a final Phase 2 Plan will be completed by the end of 2006.

Priority 1

IMPROVING ACCESS TO DEMENTIA SUPPORT

Issues

People with dementia face significant disadvantages. For some people these are compounded by other personal factors including whether the person lives alone, is geographically or culturally isolated. Personal stigma associated with a physical and mental disability can also increase the likelihood that a person with disability will withdraw from their community and activities they enjoy, compounding social isolation and depression.

Carers and family members living with people with dementia also report that caring can be a lonely and frustrating role and that carers also need appropriate ongoing supports.

For people with dementia who lack a carer, particularly people living alone, dementia symptoms are less likely to come to the attention of support service providers.

Others with a mental illness, HIV/AIDS or pre-existing cognitive disability who develop dementia, require very specific support service planning to meet greater levels of need.

Strategy

Provide more flexible, responsive and accessible services to people with dementia and associated illnesses in conjunction with more and better information about dementia.

Rationale

The Review of Human Services in Redfern-Waterloo identified a higher proportion of older, physically frail people living alone, particularly in Waterloo. Some service providers report that older people with dementia may already use mainstream community services but may be unaware of or resistant to being referred to dementia support services. Mainstream community services require information about how best to continue to support these people.

Most people wish to remain in their local community. However people requiring long-term dementia-specific residential care or access to respite in secure facilities must move out of the local area due to the lack of specialised facilities.

Forum comment

Key issues raised at the Forum include:

- Providing more support for carers.
- Recognising this is a health issue that is not confined to older people.
- Providing opportunities for respite care.

DRAFT

- Encouraging greater involvement of General Practitioners in treating people with dementia.
- Developing more dementia services in Redfern-Waterloo that complement services provided at a regional level.
- Making aged care packages more accessible.
- Developing aged care residential services in the area.

Actions

Deliver better outcomes through improved access to services and dementia support for Redfern and Waterloo residents by:

- Establishing a Redfern-Waterloo Dementia Taskforce to: *(Lead Agencies: NSW Health, DADHC, City of Sydney. Supporting Agencies: Division of General Practitioners, NGOs)*
 - ensure actions to improve dementia related services in Redfern and Waterloo are consistent with the NSW Government's *Stronger Together: A New Direction for Disability Services in New South Wales 2006 - 2016* policy and *Future Directions for Dementia Care and Support in NSW 2001-2006*; *(Lead Agency: NSW Health, Supporting Agency: DADHC)*
 - scope existing service provision; *(Lead Agency: NSW Health, Supporting Agency: DADHC)*
 - facilitate where appropriate integrated service delivery, particularly services for older people, including co-location of similar services and improved hours of operation; *(Lead Agency: NSW Health, Supporting Agencies: DADHC, City of Sydney)*
 - identify local barriers to referral and support for people with dementia; *(Lead Agency: NSW Health, Supporting Agency: DADHC)*
 - ensure improvements to service delivery are consistent with the *Implementation Action Plan* being developed by the Redfern Waterloo Authority; *(Lead Agency: RWA, Supporting Agencies: NSW Health, DADHC)*
 - recommend specific actions to improve the capacity of government and non-government organisations to provide care to people with dementia; *(Lead Agency: NSW Health, Supporting Agency: DADHC)*
 - improve access to dementia specific day care services; *(Lead Agency: NSW Health, Supporting Agency: DADHC)*
 - improve support and education for carers and families; *(Lead Agencies: NSW Health, DADHC)*
 - develop strategies for involving General Practitioners in diagnosis, care and case management; *(Lead Agency: NSW Health)*
 - provide training for case management workers to provide better assistance to clients with complex needs who have difficulty moving between services. *(Lead Agency: NSW Health, Supporting Agency:*

DADHC)

- Increase access to high and low level care dementia-specific facilities, aged care packages and respite services for carers. *(Lead Agency: Australian Government Department Health and Ageing, Supporting Agencies: DADHC, NSW Health)*
- Address duplication of services, funding inconsistencies and service gaps arising from inconsistent NSW Government agency service region boundaries in Redfern-Waterloo.
 - improve access to services, planning, accountability and coordination between the Inner West HACC and the South East Sydney HACC regions; *(Lead Agency: DADHC, Supporting Agency: NSW Health)*
 - improve referral processes, joint planning and coordination between non-government service providers. *(Lead Agency: DADHC, Supporting Agency: NSW Health, NGOs)*
- Expand the delivery of culturally appropriate dementia and aged care services for Aboriginal people and migrant communities by:
 - encouraging the recruitment of culturally appropriate workers by local service providers;
 - improving access and referral to services for migrant communities; and
 - providing cultural awareness training for all employees of services supporting older people. *(Lead Agency: DADHC, Supporting Agencies: NSW Health, NGOs)*

Priority 2

IMPROVED SERVICE QUALITY FOR MIGRANT COMMUNITIES

Issues

Approximately half the population of Redfern and Waterloo speaks a language other than English in the home. The 2001 Census indicated that 38 per cent of Redfern residents and 34 per cent of Waterloo residents were born overseas and speak a language other than English at home. While the most common languages other than English spoken in Redfern - Waterloo are Russian, Chinese, Vietnamese, Arabic, Spanish and Greek, the number of people from African countries, Iraq and Afghanistan living in the area is increasing.

Strategy

Provide migrant communities in Redfern and Waterloo with well-coordinated services delivered in a culturally and linguistically appropriate manner.

Rationale

The delivery of information in languages other than English is a challenge for all service providers. Language barriers can limit access to information, reduce capacity to make informed decisions and contribute to social isolation.

Forum comment

Key issues raised at the Forum include:

- Improving older people's awareness of services.
- Enhancing the availability of community transport.
- Providing accessible and affordable translation services.
- Improving integration and coordination of services.
- Engaging with isolated people.
- Improving access to work experience and employment opportunities.
- Making services available after hours.
- Ensuring interpreters are sensitive to clients' needs and the issue at hand;
- Ensuring services are delivered in a culturally appropriate way.
- Improving access to English classes for new migrants, especially for non-working parents.
- Addressing the impact of some older migrants reverting back to their first language.

Actions

- Improve access to information by working with service providers to:
 - provide cultural awareness training to service providers;
 - increase use of community radio to promote services;
 - organise education, information and training sessions in community

languages;

- create information forums and mini-information expos for small and emerging communities;
- establish a Migrant Communities' Consumer Group;
- provide regular updates to service providers on demographic and service changes in the local community;
- ensure service users access Department of Housing maintenance services; and
- ensure internet translated services and translated health information are available in local council libraries. (*Lead Agency: CRC, Supporting Agencies: NSW Health DoH, CoS, NGOs*)
- Reduce social isolation by:
 - encouraging local service providers to train and support participation of bilingual volunteers in local community events;
 - increasing the involvement of local churches, temples and other religious institutions in promoting community activities;
 - working with local community and neighbourhood centres to develop a program of activities to encourage migrant groups to get involved in community life;
 - identifying motivated and respected individuals in migrant communities as contact points for these groups;
 - improving access to foreign language entertainment by providing greater access to cable television in Department of Housing properties;
 - identifying and promoting the use of Department of Housing services such as recreation facilities and community rooms;
 - improving access to English classes for new migrants, particularly for non-working parents and older people;
 - conducting community harmony and 'get to know your neighbour' events to encourage community interaction in line with the Department of Housing's *Good Neighbour* policy; and
 - providing transport to community events such as local markets, fairs and festivals. (*Lead Agency: CoS, Supporting Agencies: DoH, MoT, NGOs*)
- Increase access to employment opportunities by:
 - ensuring employment expos undertaken by job networks and local businesses target newly-arrived migrants and involve TAFE and other vocational institutions;

DRAFT

- providing information about employment in relevant community languages through Centrelink and other employment agencies; and
- identifying training and employment opportunities associated with the Redfern-Waterloo Authority's Built Environment Plan and Employment and Enterprise Plan. *(Lead Agency: DET, Supporting Agencies: Centrelink, TAFENSW, RWA, NGOs)*
- Improve access to mental health services by:
 - improving partnerships and referrals between health services, community organisations and migrant groups;
 - organising information sessions targeting migrant communities in partnership with the Transcultural Mental Health Service (TCMHS); and
 - increasing the promotion of mental health services to migrant communities in the area. *(Lead Agency: NSW Health, Supporting Agencies: TCMHS, NGOs)*
- Develop responses to family violence among migrant communities by incorporating the following issues into the work being undertaken by the Redfern-Waterloo Family Violence Taskforce:
 - developing greater communication and collaboration between police, migrant community organisations and family violence services;
 - holding information sessions on spouse visa and family violence provision for visa holders in partnership with the Australian Government;
 - providing appropriate training to staff delivering services to migrant communities;
 - encouraging migrants affected by family violence to report incidents;
 - ensuring interpreters and translators are accredited and skilled in dealing with family violence and other sensitive issues;
 - ensuring appropriate support services are available at the time family violence incidents are reported; and
 - developing partnerships with mainstream family violence support services to improve their cultural appropriateness. *(Lead Agency: DoCS, Supporting Agencies: NSW Police, RWA, DoH, NGOs)*
- Multi-cultural health services will regularly re-assess their target populations to ensure they cater to the range of communities in Redfern-Waterloo. *(Lead Agency: NSW Health)*

PRIORITY 3

IMPROVING ACCESS TO AGED CARE AND HEALTH SERVICES BY ABORIGINAL PEOPLE 45 YEARS AND OLDER

Issue

Lower life expectancy and quality of life associated with lower take up of health, aged care and other support services by older Aboriginal people.

Strategy

Increase access to and use of health, aged care and other community support services by older Aboriginal people.

Rationale

Aboriginal people consistently have poorer access to appropriate health care services. As a consequence, they are not receiving the same level and quality of care for the diagnosis and treatment of illness as the rest of the Australian population. Available primary health care services are also under-utilised for other reasons, including lack of bulk billing, difficulties getting transport to and from appointments, and lack of culturally sensitive service development and delivery. Many Aboriginal people are presenting to health services late in the course of their diseases and experience significantly higher rates of preventable complications and death.

The Aged Care Assessment Program (ACAP) is a major point of access to community services and aged care accommodation. In recognition of the lower life expectancy of Aboriginal people most aged care services (including Home and Community Care Service and the Residential Aged Care Service) are available to Aboriginal people from the age of 45 years. However, fewer than expected numbers of older Aboriginal people in Redfern and Waterloo access ACAP and other community services.

Some Aboriginal people prefer services to be provided by a member of their own family or community, rather than by an external worker. This may lead to carers not receiving the support they need to look after a family member, as well as preventing the identification of a disability or other illnesses by professional staff.

Furthermore, social stigma which may be associated with disability prevents some Aboriginal people from acknowledging and identifying a disability. This makes it difficult for services to assist. Some Aboriginal people however, prefer to have a choice of whether to access a mainstream service or an Aboriginal service. The availability of choice is therefore important.

To tackle this problem, cooperation and coordination between Aboriginal and non-Aboriginal services is required. Information sharing, service planning and flexibility could be improved. Case management services need to be identified and designed appropriately.

Forum comment

Key issues raised at the Forum include:

- Improving access to transport for individuals and families, with particular focus on improving access to driving licenses.
- Dealing with family clans can be an advantage or it can be difficult and complex.
- Providing greater support for Aboriginal carers.
- Involving the local community in developing and implementing the Human Services Plan, taking into account local cultural issues.
- Addressing Home and Community Care (HACC) boundaries which are artificial and do not reflect the distribution of Aboriginal clan and family groupings.
- Early discharge or self-discharging from care may impact on families and service providers.
- Providing public transport staff with cultural awareness training.
- Supporting community health and education programs run by Aboriginal people.
- Encouraging inter-generational education, planning and prevention for families of Aboriginal people who are ill.

Actions

- Involve older local Aboriginal people in the design, implementation and evaluation of health programs. *(Lead Agency: NSW Health, Supporting Agency: DADHC, NGOs including Aboriginal Medical Service Redfern, Wyanga Aboriginal Aged Care)*
- Improve strategies designed to minimise the unsafe use of medications by older local Aboriginal people. *(Lead Agency: NSW Health, Supporting Agencies: Aboriginal Medical Service Redfern, Australian Government Department of Health and Ageing, Wyanga Aboriginal Aged Care)*
- Address treatment barriers associated with the non-affordability of medical equipment. *(Lead Agency: NSW Health, Supporting Agencies: Aboriginal Medical Service Redfern, Australian Government Department of Health and Ageing, Wyanga Aboriginal Aged Care)*
- Include local Aboriginal representation on the Redfern-Waterloo Transport Working Group. *(Lead Agency: MoT)*
- Ensure services are delivered in a culturally appropriate manner by:
 - embedding culturally appropriate practices in the policies and operations of all agencies and funded organisations operating in the Redfern–Waterloo area;
 - ensuring the delivery of internal agency cultural awareness programs is consistent with relevant service agency operational policy objectives;
 - providing training to improve cultural awareness among staff in local organisations; and

DRAFT

- increasing the number of Aboriginal people working in services and supporting their professional development. *(Lead Agency: NSW Health, Supporting Agencies: DADHC, NGOs)*
- The new Redfern Community Health Centre (RCHC) will work in partnership with the Aboriginal Medical Service Redfern and other community services to improve the delivery and coordination of health services. This will be done by developing protocols and referral pathways between health and other local service providers. *(Lead Agencies: NSW Health, RCHC, Supporting Agencies: Aboriginal Medical Service Redfern, NGOs)*
- Explore partnership opportunities to improve service delivery through the *Redfern-Waterloo Partnership Agreement* between the Commonwealth of Australia and the State of New South Wales. *(Lead Agencies: Australian Government, RWA)*
- Examine the extension of access to the Seniors Card to Aboriginal aged 45 or older. *(Lead Agency: NSW Office of Ageing, Supporting Agencies: DADHC, Australian Government, DAA, NGOs)*
- Increase awareness of services available and access points for Aboriginal families and carers. *(Lead Agency: NSW Health, Supporting Agencies: DADHC, Aboriginal Medical Service Redfern, NGOs)*
- Re-establish the Aboriginal Support Development Officer for the HACC system focussed on coordinating service support in Redfern-Waterloo. *(Lead Agency: DADHC)*
- Examine the need for and feasibility of an aged care facility for Aboriginal people. *(Lead Agency: Australian Government Department of Health and Ageing, Supporting Agencies: DADHC, NSW Health, Aboriginal Medical Service Redfern, NGOs, RWA)*
- Continue to implement the NSW Aboriginal Chronic Care Standards. *(Lead Agency: NSW Health, Supporting Agencies: Aboriginal Medical Service Redfern, Division of General Practitioners)*
- Aged care health services to improve access and care for older Aboriginal people by strengthening knowledge of and relationships with Aboriginal NGOs and services. *(Lead Agency: NSW Health, Supporting Agencies: Aboriginal Medical Service Redfern, Aboriginal NGOs)*

PRIORITY 4

REDUCING THE NEGATIVE IMPACTS OF HOMELESSNESS THROUGH EARLY INTERVENTION AND SUPPORT

Issue

Addressing the causes of homelessness requires coordinated services able to respond to individuals who often have complex needs. People who are homeless are so for a range of reasons. Strategies developed to address homelessness must take into account this complexity.

Strategy

To develop services capable of providing adequate support for homeless people of all types who are present in the Redfern-Waterloo area, as well as pathways out of homelessness and into more stable accommodation and living patterns.

Rationale

The causes of homelessness are complex and are often linked to unemployment, mental illness, family breakdown, domestic violence, child abuse and/or drug or alcohol abuse. People who are homeless cannot be seen as a homogenous group, with easily defined needs or issues. While individual government agencies offer a range of services, homeless people often need help from a number of different sources at the same time.

There are a number of definitions of homelessness. The Australian Bureau of Statistics defines three forms of homelessness: those without conventional accommodation (primary), those in temporary or transitional accommodation (secondary) and those living in boarding house accommodation (tertiary).

Previous consultations with community members and service providers have highlighted concerns about the extent to which homelessness is an issue in the Redfern and Waterloo areas.

National Data Collection Agency figures for 2004-05 indicated there were 4,117 people accessing Supported Accommodation Assistance Program (SAAP) accommodation throughout Inner Sydney, comprising 674 (16.4 per cent) women and 3,443 (83.6 per cent) men.

Issues which have an impact on whether people who are homeless can access stable accommodation in Redfern and Waterloo include:

- the transient nature of homelessness which means some people may be unable to access crisis mental health teams and other support services because they are not residing in stable accommodation;
- limited data on actual levels of homelessness in Redfern-Waterloo making it difficult to estimate demand for services in the area;
- increased demand for support services arising from the movement of people

into the community;

- limited support networks;
- restrictive service access criteria;
- poor living, language, communication and inter-personal skills; and
- limited availability of and access to appropriate, safe and affordable accommodation.

Forum comment

Key issues raised at the Forum include:

- Acknowledging additional pressure is being placed on extended families and service providers by 'transient' Aboriginal people.
- Providing support to families who house transient people periodically.
- Developing strategies to address the causes of homelessness, including overcrowding and family violence.
- Stopping episodic homelessness becoming entrenched homelessness.
- Providing affordable housing.
- Assisting young people who are vulnerable to homelessness.
- Improving mental health services for homeless people with dual diagnosis.
- Improving cooperation and coordination between the Department of Housing and support services.
- Modifying public housing tenancy policies to reduce concentrations of people with complex needs.
- Ensuring statewide mental health resources are also directed to Redfern-Waterloo.
- Providing drop-in services or a facility where homeless people can access meals, accommodation and support services.
- Seeking to ensure that single people and families are housed in suitably sized properties.
- Recognising that older and younger homeless people have different needs and adjust services to meet those needs.
- Developing strategies to link service providers in Redfern to the towns and suburbs where transient people come from.
- Improving cooperation and coordination between mental health and homeless outreach services providers.
- Ensuring the Inner City Homelessness Outreach and Support Service (ICHOSS) operates 24 hours, seven days a week.

Actions

- Ensure the Inner City Homelessness Action Plan addresses homelessness in Redfern-Waterloo through:
 - a single outreach and support service for homeless people in Redfern and Waterloo that is holistic, culturally appropriate, and addresses the needs of

DRAFT

- 'transient' homeless people;
- a data collection system that identifies key issues, processes and outcomes of efforts to address homelessness, including 'hidden' homelessness among Aboriginal people;
- enhancement of service delivery to and coordination of support for people with high and complex needs (including dual diagnosis);
- piloting housing and support models that lead to sustainable accommodation for homeless people;
- early intervention initiatives which identify people at risk or in the early stages of homelessness, with a specific focus on the issues and needs of Aboriginal people;
- greater flexibility in service provision to reflect the changed circumstances of clients; and
- regular monitoring of services to ensure resources are allocated appropriately. *(Lead Agency: DoH, Supporting Agency: Inner Sydney Homelessness Action Committee, CoS, NSW Health, DoCS, NGOs)*
- Develop an affordable housing strategy for Redfern-Waterloo that is consistent with the Redfern-Waterloo Built Environment Plan. *(Lead Agency: RWA, Supporting Agency: DoH)*
- Develop a joint assessment and referral protocol between service providers to assist the smooth transition from homelessness to stable accommodation and support. *(Lead Agency: DoH, Supporting Agencies: NSW Health, DoCS, NGOs)*
- Ensure homelessness outreach and support services operate regular patrols in Redfern and Waterloo seven days a week. *(Lead Agency: DoH, Supporting Agencies: DoCS, NGOs)*
- Ensure homeless people with complex housing needs are allocated appropriate housing by:
 - improving tenant assessment processes:
 - ensuring housing is consistent with allocations policies. *(Lead Agency: DoH)*

PRIORITY 5

IMPROVING IDENTIFICATION OF NEED AND ACCESS TO SERVICES FOR PEOPLE WITH DISABILITY

Issues

The 2004 Review of Human Services in Redfern and Waterloo identified meeting the needs of an ageing population as the biggest issue facing the delivery of disability services.

A projected increase in the ageing population in the area (and consequently older people with disabilities) will put additional pressure on respite care and accommodation options for people with disabilities.

Strategy

Improve delivery of services for people with disabilities, and their carers, in Redfern and Waterloo that build on the NSW Government's *Stronger Together: A New Direction for Disability Services in New South Wales 2006-2016* Plan and Australian Government policies. Actions in this plan will inform the implementation of *Stronger Together: A New Direction for Disability Services in New South Wales 2006 -2016* in Redfern-Waterloo.

Rationale

The quality of life of people with disabilities, as well as that of their families and carers, is dependent on the quality of the disability support service system and levels of access to those services. Key determinants of quality and access are:

- clear service entrance and exit points;
- effective planning and flexible service delivery;
- the degree of fairness and transparency of access to services;
- linking of services to needs;
- capacity to provide quality support to people in their own homes;
- providing more options for people who need to live in specialist support services;
- transport for people with disabilities who need to access available services;
- adequate support for carers;
- well-trained staff; and
- provision of programs in a culturally appropriate manner.

Forum comment

Key issues raised at the Forum include:

- Developing support systems and services for carers and their families, including older carers and disabled carers.
- Developing better support systems in schools for children with disabilities.
- Improving service delivery including dual diagnosis assessments, service access and referrals to other services.
- Ensuring the *Stronger Together* Plan to improve disability services directs resources to the Redfern-Waterloo area.
- Improving employment opportunities for people with disabilities.
- Improving access to services by Aboriginal people and migrants with disabilities.
- Developing sustainable tenancies that build on the Department of Housing Tenancy Accord.
- Investigating models for case coordination to support people with multiple and complex needs.

Actions

- Establish a Working Group to:
 - undertake a mapping exercise of the incidence of disability and availability of associated services in Redfern-Waterloo as well as identifying service gaps;
 - ensure improvements to service delivery are consistent with the *Implementation Action Plan* being developed by the RWA;
 - ensure the NSW Government's *Stronger Together: A New Direction for Disability Services in New South Wales 2006 -2016* directs additional resources to Redfern-Waterloo;
 - improve employment opportunities for people with disabilities in line with the RWA's Employment and Enterprise Plan;
 - develop protocols to overcome procedural obstacles between agencies in relation to acquired diagnosis;
 - ensure modifications to Redfern Railway Station and other infrastructure cater to people with a disability;
 - improve access to services for people who experience a late onset of disability; and
 - develop referral pathways between service providers and appropriate or common entry points for people presenting with diverse dual diagnosis.
(Lead Agency: DADHC, Supporting Agencies: DoH, NSW Health, Australian Government, NGOs)

DRAFT

- Improve case management responses to ensure:
 - services are linked to need and packaged to enable people to continue living at home;
 - greater client access to services;
 - clearer entry and exits points to services; and
 - services reflect changing client needs. (*Lead Agency: DADHC, Supporting agencies: NSW Health, NGOs*)
- Promote greater use of Australian Government *Carelink* Centres by agencies and the wider community. (*Lead Agency: Australian Government*)

PRIORITY 6

REDUCING SOCIAL ISOLATION

Issue

Older people, people with poor English language skills, people with disabilities and people with physical and/or mental health problems are at particular risk of social isolation.

Strategy

Increase social inclusion in Redfern and Waterloo through enhanced community engagement, community building and service delivery strategies.

Rationale

Recent research from the United Kingdom identified seven key characteristics that are most strongly related to an older person experiencing multiple elements of social exclusion. These are:

- being aged 80 years or over;
- living alone, having no living children;
- poor mental or physical health;
- limited or no access to private car and never using public transport;
- living in rented accommodation;
- having a low income with income support payments as the main source of income; and
- limited or no access to a telephone.

The Redfern-Waterloo area has a higher concentration of older people (65 years or over and 45 years or over for Aboriginal people) compared to the greater Sydney or the rest of NSW. This is particularly the case for the public housing neighbourhoods in the area where approximately half the population does not speak English at home.

There is also a significantly higher proportion of lone person households in the area. The majority are located in Waterloo and house older people living in public housing.

Areas containing high concentrations of public housing are often associated with high levels of social exclusion. Strategies that draw on community strengths and relationships within the community can assist to generate and increase social interaction.

Forum comment

Key issues raised at the Forum include:

- Examining the provision of retirement village type accommodation on the public housing estates.

DRAFT

- Locating more services on the public housing estates and improving access to existing community rooms.
- Improving service coordination, communication and continuity.
- Enhancing opportunities for volunteering particularly among new residents to the Redfern-Waterloo area.
- Providing volunteers with appropriate resources, supported by a network of trained paid professionals.
- Making better use of General Practitioners to identify isolated people.
- Making better use of established community networks, such as the Older Women's Network (OWN) to identify and assist isolated people.
- Extending Department of Housing assistance contact hours.
- Establishing a multipurpose, accessible neighbourhood centre.
- Introducing Neighbourhood Watch and other community policing initiatives to assist residents to look out for each other.
- Providing extra support for single mothers with no family networks.
- Developing a Redfern-Waterloo Community-Police compact to prevent crime and reduce perceptions of crime.

Actions

- Increase community engagement and community building initiatives that promote informal contact between people by introducing a community development project for Redfern and Waterloo based on the Department of Housing's Community Regeneration strategies. This project should include:
 - undertaking community safety audits with the support and assistance of tenants;
 - developing a Memorandum of Understanding (MOU) between Police and Department of Housing to encourage the sharing of information about criminal behaviour on Department of Housing property;
 - identifying 'mini-mayors' or 'safety ambassadors' as contact points for tenants seeking information and reporting incidents;
 - improving access to information about services and activities available;
 - introducing an ongoing audit and management system of maintenance such as repairing lights, doors and removal of graffiti;
 - identifying community facilities and other assets;
 - fostering and encouraging the formation of tenant and community groups;
 - increasing community consultation on community regeneration projects;
 - promoting tenants' use of community rooms and facilities in high-rise and other projects on estates;
 - providing ongoing support for the Redfern and Waterloo Neighbourhood Advisory Boards (NABs);
 - introducing community arts projects to encourage tenant interaction as well as mentorship and behavioural change for the disadvantaged;

DRAFT

- holding regular community events such as community celebrations, barbeques, storytelling and other recreational activities;
- giving greater consideration to current tenants' needs in the allocation of new tenancies; and
- developing ongoing interaction between the Surry Hills, Redfern and Waterloo Neighbourhood Advisory Boards (NABs) to share experiences and successes. (*Lead Agency: DoH, Supporting Agencies: CoS, NSW Police, NGOs, NABs*)
- Actively engage people in crime prevention and other strategies that help reduce fear of crime in the community. (*Lead Agency, CoS: Supporting Agencies: NSW Police, NGOs, DoH*)
- Implement good neighbour projects in partnership with the Office of Ageing. (*Lead Agencies: Office of Ageing, CoS, Supporting Agencies: DoH, DADHC*)
- Develop strategies to promote lifelong learning for older people in the community. (*Lead Agency: Australian Government, Supporting Agencies: TAFENSW, DADHC, CoS, DoH, NGOs*)
- Ensure services increase opportunities for positive engagement and connection between younger and older people by:
 - actively involving older people in classroom and school activities (*Lead Agency: DET*);
 - increasing access to *Families First* and *Aboriginal Child, Youth and Family Strategy* initiatives; (*Lead Agency: DoCS*) and,
 - developing joint community activities (including cultural and social events, community safety projects, improving public spaces and maintaining community gardens). (*Lead Agencies: CoS, Supporting agencies: DoH, CRC, NGOs*)
- Examine the need for and feasibility of enhanced community facilities in the Redfern-Waterloo area in line with the City of Sydney's *Community Facilities Strategy*. (*Lead Agency: CoS*)

PRIORITY 7

IMPROVING ACCESS TO LOCAL AND COMMUNITY TRANSPORT FOR PEOPLE WHO ARE TRANSPORT DISADVANTAGED

Issue

Transport is a key service for communities. People need transport that is safe, reliable and affordable so people can get to work, educational and health facilities such as schools and hospitals, go shopping and socialise. Access to transport assists people to participate in a wide variety of everyday activities that can reduce people's feelings of isolation and improve their health and wellbeing.

There are people who are transport disadvantaged living in the Redfern and Waterloo area who find it difficult to access transport services to meet their everyday needs. Certain factors preventing people from accessing transport services may include:

- age and frailty;
- disability;
- availability and physical accessibility of transport services;
- cost of transport: Some people find the costs of personal or public transport are high and unaffordable. These financial barriers are reflected in areas that have high rates of unemployment and people living on low incomes;
- services and activities being located in places that are difficult for people to travel to; and
- personal safety and security. Some people are unwilling to use public transport or walk to key services because of their perceived fear of crime.

Community Transport services are organisations that receive government funding to provide transport services to frail older people, people with a disability and their carers and to people who are transport disadvantaged who do not have access to public transport. Key issues for Community Transport providers include:

- The increasing demand for Community Transport services particularly for people requiring transport to and from hospital for a doctor's appointment or therapy.
- The provision of culturally appropriate services is an ongoing issue for Community Transport providers. For example, for many Aboriginal people affordable transport to funerals is an issue.
- People requiring Community Transport services are often very frail, have more complex care needs and may require more than one service. This places extra demands on services and may lead to people who only need assistance, occasionally, missing out.
- Providing services to people living on very low incomes can place additional financial pressures on services. If people do not have the capacity to pay for

the community transport service they are still provided with a service. The service provider pays the full cost of this service.

- Due to the changes in the City of Sydney boundaries there are numerous service providers providing community transport, particularly shopping services. This may cause duplication of service and confusion for some users unable to identify the types of services available.

Strategy

To improve transport options for frail older people, people with a disability and their carers and people who are transport disadvantaged living in the Redfern-Waterloo area.

Rationale

A number of factors need to be considered to improve people's access to transport in transport disadvantaged areas like Redfern–Waterloo. These include:

- People living on lower incomes who do not own a car need access to good public transport, fares that are affordable and a community environment that encourages walking and cycling.
- As there are more older people living in the Redfern-Waterloo area compared to the rest of the City of Sydney Local Government Area (LGA), there is a greater need for safe and accessible transport.
- Transport to medical facilities is important for older people particularly as people age and become more frail. Services need to be provided in a culturally appropriate manner so that eligible people can access community transport services.
- Targeted transport information in relevant languages, plain English and delivered in an accessible manner.
- Greater co-operation and communication between all transport providers, hospitals and other key agencies in the City of Sydney LGA in the delivery of transport services for residents of the City of Sydney LGA, including residents in the Redfern-Waterloo area.

Forum comment

Key issues raised at the Forum include:

- Expanding options for community transport to address the high demand for services.
- Improving planning between key government and non-government agencies to address health-related transport issues in the area.
- Improving transport connections to the Royal Prince Alfred Hospital for people requiring health investigations or those visiting patients.
- Making better use of existing available community buses in the area. There needs to be a central point to access buses and drivers and consideration

needs to be given to insurance, petrol, rental and driver costs. An audit of vehicles and their usage could be undertaken.

- Encouraging clubs and other recreation outlets to provide or sponsor community transport.
- Improving disability access to community buses and other vehicles.
- Involving bilingual staff or volunteers in organising community transport for migrant groups.
- Improving public bus services including access to stops, routes and availability after 6pm.
- Developing a directory of transport services.
- Providing transport to funerals, particularly for Aboriginal people.
- Encouraging taxis to come into the Redfern-Waterloo area.
- Developing a taxi service modelled on the service provided in the Willoughby area.
- Meeting the needs of transient people coming to local hospitals for treatment. Some leave hospitals at night and wander the streets. They are not identified by hospitals as homeless or in need of shelter.
- Developing strategies minimise reliance on community transport by giving people more opportunities to shop and use health and other services in the local area.

Actions

- Establish a Transport Working Group for the Redfern-Waterloo area to improve transport for frail older people, people with a disability and their carers and people who are transport disadvantaged by:
 - identifying gaps in transport services across the community;
 - developing and trialling projects to improve transport options for people who are transport disadvantaged, including older people, people with disability, people on low incomes and transient people. Projects could include:
 - * undertaking an audit of existing vehicles and their usage to make better use of available community buses in the area;
 - * with the Taxi Council of NSW, developing strategies which encourage more taxis to come into Redfern-Waterloo;
 - * encouraging and supporting older people and people with a disability to use public transport and reduce reliance on Community Transport services; and
 - * addressing local transport issues for young people; people on low incomes and transient people. (*Lead Agency: MoT, Supporting Agencies: NSW Health, DADHC, community transport providers, public transport providers, taxi operators, key stakeholders and community members*)

DRAFT

- Work with funded community transport agencies to provide more culturally appropriate services to frail older people and people with a disability and their carers. (*Lead Agency MoT*)
- Involve bilingual staff or volunteers when organising and providing community transport to migrant communities. (*Lead Agency: Community Transport Agencies; Supporting Agencies; CRC, NGOs*);
- Develop a directory of community transport service options to make it easier for service providers and shopping service users to know which service they require and which are available. (*Lead Agency: Metro Sydney Transport Development Project*)
- Address health related transport issues in the area in line with the Transport for Health Policy Directive. (*Lead Agency: NSW Health, Supporting Agencies: DADHC, MoT, Community Transport providers*)
- Improve transport connections to the Royal Prince Alfred Hospital and shopping venues. (*Lead Agency: South Sydney Community Transport, Supporting Agency: CoS*)
- Ensure service planning by government and non-government agencies takes into account transport needs of the populations serviced by those agencies (*Lead Agency: Human Services CEOs Committee of Cabinet*)

PRIORITY 8

IMPROVING SAFETY AND AMENITY

Issue

Poor amenity in and around the Redfern-Waterloo public housing estates can contribute to social isolation and lower levels of community interaction. This can also encourage anti-social behaviour and heightened perceptions of crime and lower community safety.

Strategy 1

Improve general amenity by revitalising community facilities, improving housing options, public open spaces and providing a greater range of human services within close proximity to public housing tenants.

Strategy 2

Implement community engagement and community building programs and strategies in Redfern-Waterloo that encourage intergenerational initiatives and build on actions outlined in Phase 1 of the Human Services Plan.

Rationale

Residents, especially older people, living on the Redfern and Waterloo public housing estates have personal safety and security concerns. This means they tend not to go out into the wider community after mid-afternoon and often prefer to isolate themselves in their home.

Supporting efforts to enhance positive connections between younger and older people can benefit families and the broader community. Positive interaction between younger and older people strengthens relationships and reduces the likelihood of generations becoming disconnected or separated from each other.

The role older people play as role models, care providers and educators is important in all communities especially in Aboriginal families, where respect for Elders is an important contributor to keeping families strong and culture alive.

Developing housing options that bring older people together and provide more supportive living environments can also do much to reduce social isolation and improve levels of personal safety and well being.

Initiatives that have been shown to be effective at bringing younger and older people together and bringing about change in communities include, creative arts projects and volunteering in community support, mentoring, crime prevention or environmental improvement activities.

Also important are events that:

- enhance participation and decision making in community activities;
- provide older and younger people with a valued community role and identity;

DRAFT

- enable the strengths of one age group to benefit another;
- develop new community networks and support systems that increase social capital and enhance the resilience of children and young people;
- reduce community tensions and misunderstandings between older and younger people; and
- help young and older people to feel less marginalised or excluded from their local community.

Forum comment

Key issues raised at the Forum include:

- Addressing a sense of fear among older people who perceive their neighbourhoods to be unsafe.
- Addressing concerns over street drinking and street crime.
- Aged care facilities in the area.
- Building on existing public housing safety and security initiatives.
- Increasing positive interaction between young people and older people.
- Providing people more than 55 years of age with separate housing.
- Encouraging community use of public spaces.
- Building on Seniors' Week activities that encourage intergenerational contact and understanding.
- Reaching a balance between open spaces and security needs.
- Reducing tenants' fears over government future directions on housing policy in Redfern-Waterloo.
- Increasing communication between government departments and the local community.
- Providing more activities for older people in public housing.
- Extending community development initiatives modelled on the Northcott public housing estate project.
- Addressing concerns over an ageing housing stock and back log of maintenance.
- Reducing people's fear of reporting crime.
- Reviewing tenancy policies as a means of preventing and reducing crime.

Actions

- Identifying partnerships under the *Housing and Human Services Accord* to improve the level of support for older people with medium and high support needs. (*Lead Agency: DoH, Supporting Agencies: DADHC, tenant groups*)
- Improve housing amenity and services for older people by:
 - developing partnerships between Government and non-government agencies which improve support available for seniors living on public housing estates;
 - examining the need for and feasibility of providing seniors only housing through reconfiguring or modifying some of the existing high-rise housing

DRAFT

- stock on the Redfern-Waterloo public housing estates so that it is better suited to the needs of older people;
- ensuring reconfigured housing options support older tenants with high needs by enabling them to be located with or near carers or family support;
 - ensuring age-related housing allocation policies take the different average life expectancies of different cultural groups into account; and
 - actively engaging older people in planning and implementing urban renewal strategies and improving the use of public space in and around the Department of Housing estates (including more outdoor seating for older people). *(Lead Agency: DoH, CoS, Supporting Agencies: RWA, tenant groups)*
- Develop safety initiatives focussed on older people that builds on the Department of Housing's *High Rise Strategy* and the City of Sydney's Redfern-Waterloo Community Safety Taskforce including:
 - reviewing current and future Department of Housing maintenance work plans;
 - actively engaging older people in developing crime prevention and other strategies that will help reduce fear of crime in the community;
 - addressing community safety issues such as uneven footpaths, low hanging trees and poor lighting in public areas;
 - conducting regular safety audits in Redfern-Waterloo;
 - involving older people in safety programs by working with seniors groups and Neighbourhood Watch;
 - improving access to community facilities such as libraries, computer rooms, meeting rooms and community kitchens;
 - developing intergenerational activities to encourage older people outdoors and engaging with young people (including sporting events, Aboriginal men's and women's group activities and young people's street theatre); and,
 - investigating the use of affordable technologies such as phones, alarms, computers and alarm systems to improve safety in public housing estates. *(Lead Agency: DoH, Supporting Agencies: NSW Police, CoS, NGOs)*
 - Examine the need for and feasibility of providing additional aged care facilities in the Redfern-Waterloo area. *(Lead Agency: Australian Government, Supporting Agencies: DADHC, RWA, CoS)*