

DRAFT FOR Discussion

Common Purpose:

Collingwood Public Housing Estate Residents, in the first instance, later Richmond and Fitzroy estates.

Rationale:

1. Protect knowledge and good practice which is currently be lost by retaining a publically accessible digital record of meetings, links, projects, events and partnerships.
2. Support agency staff working in the field through increased knowledge of IT and networked peer support.
3. Provide easy access to answers across agencies and in the appropriate referral of common clients.
4. Build the skills of residents in public housing who now have to access government services on line eg Centrelink, OoH maintenance services and Medibank to name a few.
5. Create a platform for replication in other areas of the state.

Strategies:

1. Establish three user groups: Agencies, Residents and Young People to address issues of service quality and program content including training programs, across multiple language groups.
2. Establish a referral system for agencies dealing with "hard to reach" groups of residents so they can be supported in accessing IT thereby reducing the digital divide.
3. Profile agencies servicing public housing residents living in Yarra so that more people are aware of services and increased access is facilitated.
4. Develop regular infocasts highlighting IT, project or program matters of interest to staff in agencies, initially, then to a wider audience at a later date.
5. Develop a series of newsletters tailored to specific interest groups eg African News, Collingwood Newsletter, Collingwood User Group, Community of Practice, Fitzroy Newsletter, Redevelopment News, Richmond Newsletter, Safer Yarra Plan Consultation
6. Provide training for agency staff in the user of the Collingwood Intranet to upload information relevant to their agencies their clients.
7. Train residents in the best way to access services online.
8. Support Yarra wide planning processes as they relate to the management of public housing post Neighbourhood Renewal.

9. Support agencies access to locally based interpreting services through The Language Factory.
10. Foster community through support for websites such a The Smith Street and Gertrude Street webs through the use of YarraReporter.
11. Make extensive use of Facebook, Twitter, LinkedIn, SlideShare, Blogs, Reddit and Digg.