

Ethnic Affairs Initiative	Key Result Area	Strategies/Tasks	Responsibility	Resources/ Budget	Performance Indicators	Report 2007/2008	Goals for 2008/2009
Develop and implement stakeholder consultation plans in accordance with Landcom's Stakeholder Consultation Workbook	Social Justice. [1.9 Planning for Cultural Diversity]	Ensure that each project does not proceed without a stakeholder consultation plan. (Australian Bureau of Statistics demographic data to be used to develop the consultation plan, which is inclusive of ethnic communities)	General Managers Development	Project budgets	100% of projects	100% of current projects had a formal stakeholder consultation plan	100% of current projects to have a formal stakeholder consultation plan
		Establish a register of stakeholder consultation plans	General Manager, Corporate Marketing	Division budget	Register established (timeliness)	100% of current projects to report on implemented community consultation activities	100% of current projects to report on implemented community consultation activities
Improve information about interpretive and translation services in all relevant Landcom marketing and sales material	Social Justice [1.7 Access to interpreters and translators]	Review current marketing and sales material for appropriate information	General Manager, Corporate Marketing	Marketing budget	Review complete (timeliness)	Translating and interpreting services established in all offices Interpreters used for specific community meetings	References to translation interpreting services in marketing and community information
Use census data to identify languages spoken by emerging communities in Landcom estates	Social Justice. [1.7 Access to interpreters and translators]	Arrange for access to interpretive and translation services and provide welcome program information in key community languages	Director, Sustainability & Policy and General Manager Corporate Marketing	Project budgets	Review complete (timeliness)	Census and Landcom survey data reviewed for all Landcom projects where there was an active welcome program to identify major CALD communities	Initiate a minimum of one community development project or event in each welcome program that addresses the needs and interests of identified CALD groups
CALD community based organisations actively encouraged to tender for the delivery of Landcom's welcome program in new estates	Social Justice [1.9 Planning for Cultural Diversity]	Facilitate information sessions prior to the expressions of interest process, outlining the role and benefit of Landcom's welcome program	Director, Sustainability & Policy	Project budgets	Number of CALD community based organisations submitting EOIs for the delivery of new welcome programs	A CALD community based organisation (Macarthur Diversity Services Inc) are currently delivering Landcom's welcome program at Mt Annan in the Camden area	Encourage CALD community based organisations to tender for delivery of Landcom's welcome programs in projects with an anticipated high % of CALD residents eg Minto
Through market research identify strategies to increase participation by CALD young people in Landcom's welcome program	Social Justice [1.9 Planning for Cultural Diversity]	Undertake consultation with young people in established Landcom communities	Director, Sustainability & Policy and General Manager Corporate Marketing	Marketing and/or project budgets	Research project completed (timeliness)	Landcom's new residents survey, census data and community research identified Landcom projects with high % of CALD residents	Plan and deliver specific initiatives for CALD young people into welcome and community development projects
Develop strategic partnerships with CALD community based organisations for delivery of Community Development initiatives in Landcom estates	Community Harmony [2.1 Community Development]	Invite CALD organisations to submit proposals for community development initiatives in Landcom estates	Director, Sustainability & Policy	Division budget	Partnership established	Macarthur Diversity Services Inc deliver a range of community development initiatives (playgroups, environmental education etc) in Landcom's Garden Gates estate at Mt Annan	Establish additional partnerships and undertake further staff training to enable community development programs to better address the needs of CALD residents in Landcom communities