# Culturally and Linguistically Diverse - Community of Practice Terms of Reference

## Purpose

The purpose of the CALD Community of Practice is to promote good practice in the delivery of services by Specialist Homelessness Services (SHS) to people from culturally and linguistically diverse backgrounds at individual and system levels through:

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| * discussion, reflection and learning * sharing information and practice * networking and collaborating * building capacity | * joint advocacy * innovation * problem solving |

## Organisation of meetings

The CALD Community of Practice will meet three times a year. If required, subgroup meetings will be arranged outside of these times at a time convenient to subgroup members.

The CALD Community of Practice will meet monthly for the first three months of 2021, then quarterly subject to mid-year review. The meetings will aim to be capped at 1.5 hours.

The Meetings will include a policy update by Homelessness NSW/other policy partners, a practice update, and a discussion about priority focus for the CALD Community of Practice. External speakers will be invited to speak as required on subject topics and updates.

The meetings will attempt to engage with the Industry Partnership at different levels.

## Key Priorities

### Temporary Visa holders

This includes address barriers to accessing emergency accommodation for those on temporary visas (e.g. lack of budget to sustain families in emergency accommodation), legal rights, Medicare, Centrelink payments, employment agencies

### Overcrowding

This includes addressing barriers to CALD communities understanding the issue overcrowding such as by family members or extended family.

### Elderly abuse

This includes the need for older people to find safety in accommodation especially when they are no longer employable age.

Single men

This includes the challenges to finding suitable, safe accommodation, particularly those who have come from prison and barriers to housing when they are with children.

### Intersection of DFV and homelessness

This includes post-housing support for CALD women (and their children) after leaving DFV and developing or sharing co-case management support models. Associated issues include the risk of re-entering DFV cycle, contributing factors, support in early tenancy, and sustainability in transition before closing.

Faith, religion, cultural inclusion

Issues include treatment by other services and the gap in a CALD toolkit, cultural practice models (including Indigenous, integrated service delivery, fostering agency and independence.

Multiculturalism

This includes cultural trips, culture, organisational practices, multicultural atmosphere, preventing re-traumatising.

Housing for CALD women

Issues include language barriers and assistance, funding post-crisis, internal training, consent checks.

Young men (8-16 yo)

Gap in services to assist this cohort experiencing DFV, or sons of mothers experiencing DFV, nil/difficult to find CALD specific backgrounds/culturally appropriate support.

## Membership

To establish the Community of Practice, membership is by nomination and invitation, and drawn from SHSs and other similar organisations in NSW providing services to people from CALD backgrounds. The number of members will be capped at 25.

Current membership:

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| Simon Winya | Homelessness Project Worker | SydWest |
| Carolyn Burgess | Manager | Women's Shelter Armidale |
| Cate Sinclair | Executive officer | The Northern Centre |
| Jane Brock | Executive Officer | Immigrant Women's Speakout |
| Laura Vidal | Research and Policy Specialist | Good Shepherd Australia and New Zealand |
| Sonya Lawler | Program Manager | Barnardos Auburn Transitional Accommodation Program |
| Veronica Macdonald | Regional Manager Youth and  Homelessness Services SWS | Uniting |
| Patricia Gonzales | GHSH Worker | Metro Assist |
| Tracey Nyatsanza | Together Home Program Coordinator | Pacific Link Community Housing |
| Helen Raumaewa | Caseworker | Uniting |
| Kate Lee | Case Manager | Phoenix House Youth Services |
| Donina Vaa | Service Manager | Linking Hearts Multicultural Services, Muslim Women Australia |
| Tendy Mbire | Manager Sturt House Men’s refuge | Orana Support Services |
| Clare Mannion | Case Manager | WAGEC |
| Marije Dirks |  | WAGEC |
| Nemat Kharboutli | Strategic Manager | Muslim Women Australia |

## Community of Practice members commitments

* Membership over period of 2 years
* Attending all scheduled CALD Community of Practice meetings
* Making timely decisions so as to not hold up the project
* Contributing to respectful, open, and honest discussions
* Taking a positive and constructive approach to ‘working with difference’
* Discussions taking place under “Chatham House Rules” to ensure privacy and confidentiality
* Sharing general guidance and information with the wider sector.

## Operating principles for meetings

* The Community of Practice will elect a member as Chair for subsequent meetings.
* Representatives of the Industry Partnership will provide secretariat support to the Community of Practice, including taking notes, collation and sending out of agendas, arranging venues, catering, and guest speakers, if required.
* Any presentation slides or other information materials from meetings will be shared with members of the Community of Practice prior to the next meeting.
* Decisions made by consensus. If not possible, the Chair makes final decision.
* Members will receive a reminder about meeting dates in advance.
* The decision to cancel/ postpone a meeting will be made between the Chair and the Industry Partnership, and the latter will inform other members of the Community of Practice as soon as possible once the decision is made.

## Amendment, modification or variation

This Terms of Reference may be amended, varied or modified in writing after consultation and agreement by CALD Community of Practice members.

**Review**

The Terms of Reference will be reviewed by the Community of Practice annually.