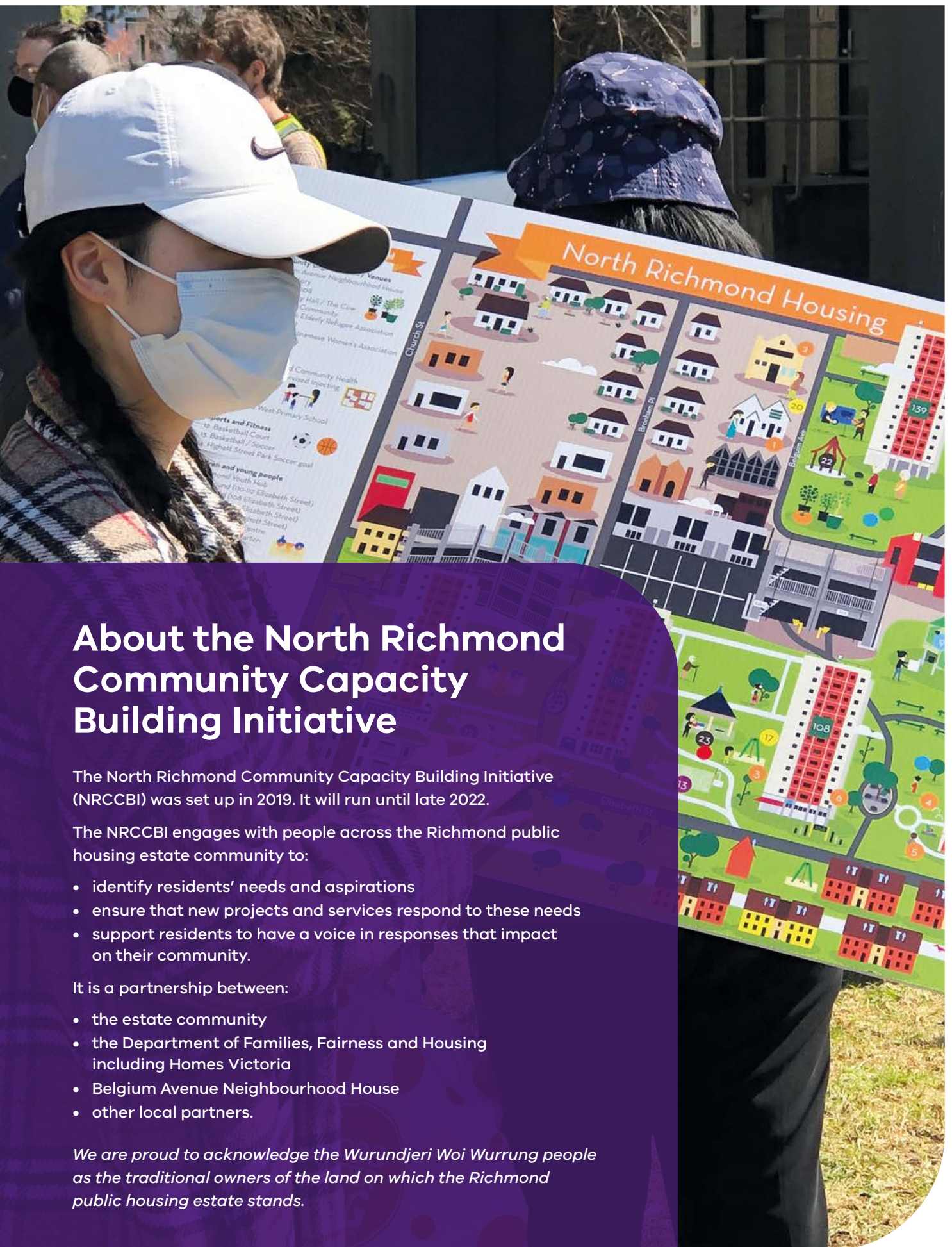


Community action plan 2021–22

North Richmond Community Capacity Building Initiative





About the North Richmond Community Capacity Building Initiative

The North Richmond Community Capacity Building Initiative (NRCCBI) was set up in 2019. It will run until late 2022.

The NRCCBI engages with people across the Richmond public housing estate community to:

- identify residents' needs and aspirations
- ensure that new projects and services respond to these needs
- support residents to have a voice in responses that impact on their community.

It is a partnership between:

- the estate community
- the Department of Families, Fairness and Housing including Homes Victoria
- Belgium Avenue Neighbourhood House
- other local partners.

We are proud to acknowledge the Wurundjeri Woi Wurrung people as the traditional owners of the land on which the Richmond public housing estate stands.

How residents are taking part

The NRCCBI supports local public housing residents to take part in many ways.

North Richmond Precinct Community Committee (and its three reference groups)

These groups include residents, business, local government, community agencies and Victorian Government departments. They influence long-term planning for the estate and the North Richmond Precinct. The involvement of public housing residents is vital to their success.

Yarra Resident Voice Group

This group is for residents from the Richmond, Collingwood and Fitzroy public housing estates and senior housing managers. It has been set up to hear what Yarra public housing communities want. The aim is to respond to the issues residents have with their homes and services.

Resident Estate Action Led (REAL) program

This program works with Richmond public housing residents. Residents come up with their own projects and activities and make them happen.

North Richmond Masterplan

Over the next 12 months Homes Victoria will work on a long-term plan for the public housing estate. The voices of the estate community will be central to its directions.



About this community action plan

The actions in this community action plan are based on community feedback from 2020 and 2021.

The plan summarises the:

- things we have heard the community say
- areas that the community sees as the highest priorities
- early actions and responses underway in the community
- key partners that will work with the community to deliver this work.

This action plan is a living document. Residents can continue to identify new ideas that can make a difference.

The COVID-19 pandemic has had an enormous impact since early 2020. Early actions in the plan have included getting food to people who need it, more cleaning and jobs for residents. These actions have kept the community COVID-safe, healthy and strong.

As we recover from the pandemic, we will continue to work with the community to deliver the actions in this plan.

The community action plan



Health, development and opportunity

What's good and what needs to improve

- The health centre provides lots of activities and help, but once a month isn't enough – weekly activities like physical therapies would be better.
- The health centre raises awareness and is very helpful.
- Being able to get out of the house, having a commitment and a routine – that's been awesome.
- Coming to food security sessions is great – people can get help to get through lockdown.
- Wi-Fi and internet can be used via a phone – but it's not a computer.
- People's mental health worsened in the pandemic.
- How can someone socially distance in a 4 sqm lift?
- You get best results when you employ local people – they understand the community.
- Kids need more homework classes – when they get past grade 5 to 6 it's very hard to help them at home.
- More play equipment – there are so many people living here.
- Have outdoor exercise equipment for adults.



What residents want

- Ensure people get the best possible health and development supports
- Increased access to local recreational opportunities for all ages
- Safer spaces for kids and families to play
- Increased local employment and education opportunities
- Access to cheap and nutritious food everyday
- Increased sustainability.

Initial actions – January 2021 to September 2022

- Provide a program of activities for young people from the new youth hub
- Establish new mental health support services for the community
- Explore the development of a Futsal pitch for young people
- Support existing homework clubs
- Link local people – including young people – to jobs
- Increase residents' ability to access and use the internet
- Deliver a community leadership program
- Employ local people to provide up-to-date health advice about COVID-19
- Employ public housing residents in different roles on the estate
- Install outdoor gym equipment to encourage healthy exercise for adults and seniors
- Develop and trial a model to allow recycling in the high-rise towers
- Establish homework club for senior students
- Develop a cooking program to promote nutrition

WHAT OTHER IDEAS DO YOU HAVE?
Email: engagenorthrichmond@dffh.vic.gov.au

Who helps to get this done

- Public housing residents
- Richmond Housing
- Belgium Avenue Neighbourhood House
- Homes Victoria
- City of Yarra
- North Richmond Community Health
- Richmond West Primary School
- Carringbush Adult Education
- Cultivating Community
- Jesuit Social Services
- St Vincent's Hospital
- Brotherhood of St. Laurence
- Hope for the Future
- Track C Consulting



Safety and security

- There's a lot to celebrate here – but the default is to go for the bad news ... sells papers
- Security needs to improve. People go in and out as they please – it is not safe.
- There doesn't appear to be a way of reporting anonymously.
- Have more lighting, too many dark corners.
- Think before opening the door – 'drug people' sometimes knock.
- Car park busy and people inject, can't get out of car alone
- Visitors have to be careful, after 40 years you learn how to cope
- Can feel scary after dark, you never know who is behind you

- To feel confident and empowered to report crime
- Reduced unauthorised entries to residential building
- Improved safety in the car parks
- Improved safety in the laundries, foyers and stairwells
- Improve feelings of safety – especially after dark

- Promote ways to confidently report crime
- Redesign the foyers of buildings to reduce unauthorised entries
- Upgrade the lighting across the estate
- Develop an approach to improve car park safety
- Develop and trial new ways to increase safety and cleanliness in laundries
- Establish a safe cross-estate pathway between Lennox and Church Streets
- Increase security guard presence in foyers and across the estate

WHAT OTHER IDEAS DO YOU HAVE?
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- Public housing residents
- Richmond Housing
- Belgium Avenue Neighbourhood House
- Homes Victoria
- Victoria Police
- City of Yarra
- Neighbourhood Justice Centre
- North Richmond Community Health



Pride and participation

- It's multicultural and makes people feel like part of a community
- The culture and the community. It's friendly and diverse
- Great location in relation to the city, general amenities and schools
- There used to be picnics and outdoor activities – now everything has stopped
- Moon Lantern (festival) brought all cultures across the community together – people came from all over the place to join in!
- Make more group activities and celebrations. Get to know different cultures
- It's not just Vietnamese and Chinese. We all mix and have lives together, people need to know all cultures

- To celebrate the community regularly through festivals and events
- Use arts to make strong statements about the local community
- To make sure the whole community has access to good quality community rooms
- Increased awareness on what North Richmond has to offer the community
- To celebrate Aboriginal culture

- Provide small grants and support for residents to run community events
- Deliver the Richmond Estate Action Lead (REAL) program to build resident capacity
- Hold a Moon Lantern festival for the whole community
- Hold a Festival for Women
- Hold a monthly twilight market to bring community together
- Install artistic lighting at the west car park.
- Upgrade the community rooms at 106 and 110 Elizabeth Street
- Circulate a regular newsletter that informs the community about events and initiatives
- Take local control of TV monitors in common areas and use them to share information
- Hold a NAIDOC event in 2022

WHAT OTHER IDEAS DO YOU HAVE?
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- Public housing residents
- Richmond Housing
- Belgium Avenue Neighbourhood House
- City of Yarra
- Homes Victoria
- North Richmond Community Health
- Neighbourhood Justice Centre
- Carringbush Adult Education
- Cultivating Community



Amenity and neighbourhood

- Bright colours would make it nice and comfortable
- Would love to see beautiful gardens and space to grow vegetables like back home
- The injecting room is ok, but lots of drug sellers
- The key change makes a big difference – can feel confident to go to laundry because nobody else can access
- People using needles or fighting in front of kids is not comfortable – it's very scary
- Collecting needles should be done more frequently
- People complain about what is wrong. The same problems but Housing doesn't move. But stop paying your rent, and a letter lands the next day
- Maintenance can make you wait all day – sometimes they leave a card instead of knocking and claim that there was no answer

- Improved collective response to drug use and its impacts
- Improved experiences of Housing, security and maintenance services
- Improved levels of cleanliness inside and outside residential blocks
- Increased community ownership and activity in green spaces and parks
- Encourage respectful behaviours between residents and respond appropriately to anti-social behaviours
- Clear, accessible information about people's rights and responsibilities around local services

- Review needle collection services across the estate
- Clear information available about roles and responsibilities of security and maintenance services
- Improve the quality of feedback on Housing's customer service
- Promote the health and safety of all residents and the wider community around drug related activity on the estate
- Increase levels of cleaning to respond to COVID-19
- Update the equipment and surfaces at playgrounds to increase usage
- Involve residents in the long-term planning and vision for the estate

WHAT OTHER IDEAS DO YOU HAVE?
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- Public housing residents
- Richmond Housing
- Belgium Avenue Neighbourhood House
- Homes Victoria
- Department of Health
- City of Yarra
- North Richmond Community Health
- Richmond West Primary School
- Cultivating Community
- Yarra Drug & Health Forum





For more information please contact the NRCCBI team at engagenorthrichmond@dffh.vic.gov.au or call the Richmond Housing Office on 9417 5174.



VICTORIA POLICE



To receive this document in another format, phone (03) 9429 5174 using the National Relay Service 13 36 77 if required or email the North Richmond Community Capacity Building Initiative at engagenorthrichmond@dffh.vic.gov.au.

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In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people.

'Indigenous' or 'Koori/Koorie' is retained when part of the title of a report, program or quotation.

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