



**Theme 1 - Promoting accessibility, awareness and understanding to reduce indirect discrimination**

**Theme 2 – Review policy to remove indirect discrimination**

**Theme 3 – Property management and administration without indirect discrimination**

1.0 Training on systemic discrimination and related issues put in place

2.0 Operational policy reviewed to take account of discrimination and Indigenous customer needs

3.0 Policy reviewed so that property is managed in a customer-centred manner

Relates to Housing Inquiry recommendations:

Rec's 9-15, 19-20, 45, 52, 68, 100, 111, 123-124, 129, 131-133, 137-142

Rec's 5 & 6

Rec's 78-87

1.1 Plain English brochures/fact sheets

2.1 Eligibility criteria take account of discrimination and Indigenous customer needs

3.1 Tenant liability policy is reviewed/applied in a customer centred manner

Relates to Housing Inquiry recommendations:

Rec's 7-10

Rec's 21-23

Rec's 88-97

1.2 Cultural and language needs identified and taken into account; Indigenous customer needs, impact of service assessment carried out

2.2 Waiting list and building program take account of discrimination/Indigenous customer needs

3.2 Appeal mechanisms allow for openness and fairness to Indigenous tenants or applicants

Relates to Housing Inquiry recommendations:

Rec. 11

Rec. 24

Rec's 98-101

1.3 Identify how Indigenous customer self service can be carried out

2.3 Allocation policy takes account of indirect discrimination

3.3 Administrative practices applied from Indigenous perspective, not commercial practice

Relates to Housing Inquiry recommendations:

Rec. 12

Rec's 25-28

Rec's 115-120, 122

1.4 Identify best avenues for regional training updates and assessment

2.4 Emergency housing and priority assistance take account of indirect discrimination

3.4 Accommodation managers apply customer perspective first, then housing practice

Relates to Housing Inquiry recommendations:

Rec. 13

Rec's 38-51, 112-114

Rec's 127-133

1.5 Identify how anti-racism training can improve service delivery

2.5 Rent to income policy takes account of indirect discrimination

3.5 Aboriginal staff supported and good recruitment of Indigenous staff carried out

Relates to Housing Inquiry recommendations:

Rec's 45, 52, 68, 100, 111, 123-124, 129, 131-133, 137-142

Rec's 55-62 and 91

Rec's 134-136

2.6 Transfer of tenancy policy takes account of indirect discrimination

3.6 Property development/home design carried out so Indigenous need considered as good practice

relates to Housing Inquiry recommendations:

Rec's 63-67

Rec's 143-151, 165

2.7 Tenancy management takes account of indirect discrimination

3.7 Review New Living Program

relates to Housing Inquiry recommendations:

Rec's 68-77

Rec's 121, 152-157

2.8 Management of, and policy about, antisocial behaviour takes account of indirect discrimination

3.8 Evolve support, advocacy, and specific accommodation programs for Aboriginal people

relates to Housing Inquiry recommendations:

Rec's 102-111

Rec's 158-164

