

## Final Project Report (Evaluation) CATISC – Culturally Appropriate Tenancy Information on the Sunshine Coast – 10 September 2009 – week 21

Project Start: 22 April 2009 – End 10 September 2009.

Objective	Activity	Proposed Completion Date of Task	Actual Completion Date of Task	Performance Indicators	Outcome	Barriers
Raise awareness of TAASQ and its service	Connecting with key people and partners for the project		10 September 2009	Built relationships with: -TAFE AMEP teachers -University staff -community groups -ESL school teachers -Key people on similar projects in Brisbane	Collaboration of partnerships with key people have helped the project come to completion through conversations, surveys, meetings, planning and gathering of appropriate information	Some organizations that I contacted to partner with were not willing to participate or pass information on (Private International Colleges)
Raise awareness of TAASQ and its service	Created survey (online and hardcopy) to gather information from target group	22 May 2009	5 June 2009	Gather information on the target groups knowledge of their rights and responsibilities in tenancy and knowledge of the TAASQ service	45 surveys were submitted and these indicated that further information would be useful and welcomed.	Language Barriers – in understanding survey – although simple may have been a barrier and why more were not submitted.
Raise awareness of TAASQ and	Attended workshop on Stronger Tenancies at Ethnic Communities Council of Queensland. Connected with	N/A	19 May 2009 – workshop	Contribute to and learn from the research and practice of delivering appropriate information sessions. Connected with eligible participant on the coast to	Created partnerships with organizations doing similar projects aimed at similar target groups. Successfully completed case study	Target groups from differing cultural backgrounds and have come to Australia for different reasons – created some differences.

its service	other project workers – Shelter Qld – Tenants Union in Brisbane. Sourced appropriate person to complete case study for research.			complete case study for research.	and sent to Stronger Tenancies Project.	
Raise awareness of TAASQ and its service	Attended ASHRAM – Shelter Qld forum with other RTA grant project workers and gather/share information about CATISC	N/A	24 June 2009	Learned successful strategies on delivering tenancy information appropriately.	Connect with existing networks relative to target group. Found ways to ensure tenancy information will be visible and sustainable once CATISC is completed.	Again, although target are from CALD background, there were some significant differences in issues and strategies to support these groups.
Raise awareness of TAASQ and its service	Attended International Community Development Conference in Brisbane	N/A	18 June 2009	Attended workshops that would provide inspiration for information sessions and collaborative community development processes	Ideas from CD conference for community cultural development practices incorporated into CATISC project	Nil
Raise awareness of TAASQ and	Plan some theatre forum rehearsals with participants from target group on tenancy issues	Film Date 18 August 2009	18 August 2009	Recruited 5 participants from: India x2 Argentina Philippines Martinique Had 5 rehearsals from 17 July to 14 August 2009. Participants	Two creative short film clips on tenancy issues and where to obtain information and advocacy from the TAASQ service on the Sunshine Coast.	Nil

its service				created and 'acted' scenarios themselves		
Raise awareness of TAASQ and its service	Hold a stall with TAASQ worker at Festuri – A multicultural celebration on the Sunshine Coast – this year reported up to 5000 people attended the festival.	N/A	30 August 2009	Reach target groups attending the festival, advertise the TAASQ Service and the CATISC project and information Sessions	Supported the TAASQ service to become visible to the target groups.	Nil
Raise awareness of TAASQ and its service	Organise/deliver information sessions – dates, venues, times. Create flyers, registration forms, evaluations and power point presentation to deliver alongside the film clip.	3 September 2009	4 September 2009	Number of participants at sessions – feedback from participants and other key people supporting the project.	Five information sessions planned, one was cancelled and another created at the last minute. Overall 48 participants attending the information sessions – all with good feedback.	Participants registering for info sessions and then not attending, the best sessions held where there was a 'captive' audience of target groups.

Overall, the project was successful in effectively managing the original plans – as there was only 21 weeks to complete the project and its aims - the plan was followed closely to stay on track.

The creation of an online survey that was distributed to the target groups through various organisations and groups was a successful way of gauging the level of knowledge around tenancy information and rights and responsibilities that the target group held. It was also a way of gathering ideas from the target group on how they would see information sessions being delivered.

Networking and collaborating with other individuals and organisations doing similar projects to a similar audience was a great way to share information and collect ideas and generally support one another.

Decisions were made to include a Community Cultural Development (CCD) process in the project and in addition to the power point presentation created for the information sessions. Ideas for the CCD project came through attending a specific workshop at the International Community Development Conference in Brisbane and from the project workers background experience with CCD work. CATISC aimed to create 'culturally appropriate' information sessions, therefore short theatre 'skits' performed by people from the projects target group seemed most appropriate. The final 'film clip' has been a huge success and well received in the information sessions. Using a creative process to impart important information can be a successful way for people to retain and remember certain aspects of the material being delivered.



Rehearsal day for theatre skits

One of the challenges the project worker faced was ensuring the tenancy information and knowledge of the TAASQ workers on the Sunshine Coast would be sustainable and visible once the CATISC project was completed. Through connecting the TAASQ workers with key people working with the target groups in the community and with the development of the power point presentation, film clip and appropriate TAASQ flyers the advocates can now access these groups for further information sessions or when needed.

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Please find in Appendix:  
Power point presentation  
TAASQ target group flyer  
DVD of Tenant film clips

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