

# North West Scarborough LIP

Working Committee 1: Access to Information

Work Plan: April 2011 – March 2012

Expected outcome of the year	Critical Activities	Milestones (Measure of Success)	Who will do it?	Support needed	Timeline			
					Q1	Q2	Q3	Q4
Preparatory activities to improve access to online information is completed	▪ Study the contents, layout and links in major newcomer focused websites	Review of different newcomer focused websites completed	YMCA (Helen), TPL (Sulekha)	LIP staff, Previous report	x			
	▪ Provide suggestions for improvement on layout and content	Recommendation report submitted to relevant parties	YMCA (Helen), TPL (Sulekha)	LIP staff		x		
	▪ Generate ideas about required features, structure and service information for a dynamic website	Ideas for a dynamic (local) website is shared with the Council	Communication Coordinator	TPL		x		
Recommendations are submitted to relevant authorities to improve newcomers welcome package	▪ Review the existing arrival information package	Arrival package review is completed	CCS (Dan), Timothy & Kamal (Residents)	Partnership Development Coordinator	x			
	▪ Identify and recommend to add information about a wide range of important services and present the details in an organized manner	Recommendations (Revised report) are submitted to relevant authority (Include local orientation packages)	CCS (Dan), Timothy & Kamal (Residents)	Partnership Development Coordinator		x		
Planning work to improve the capacity of newcomer resource centres is completed	▪ Generate ideas to develop centre guidelines	Existing guidelines are reviewed and recommendations submitted	Working Committee		x			
	▪ Identify additional features required for newcomer resource centres	Required features are identified			x			
Effective outreach tools are identified and piloted	▪ Study different outreach tools and create a list of effective tools that help to reach different ethnic communities	Different successful outreach tools are identified	Artan (PCIS)	Partnership Development Coordinator	x	x		
	▪ Explore the possibility of sharing staff and other resources for outreach and service promotion	Survey with member agencies Discussion with member agencies to expand resources sharing for outreach	Working Committee, LIP Staff		x	x		
	▪ Explore the possibility of agencies collectively utilizing local media for outreach	Discussion held on using local media collectively Round table with Media is conducted	Working Committee (PCIS & --- )	PC member agencies		x	x	

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Knowledge of frontline staff improved on identified topics	▪ Make an inventory of existing skills and expertise of member organizations	Inventory of existing expertise is created	LIP Staff		X			
	▪ Identify training needs and secure space for frontline staff	Training needs of frontline staff identified	LIP Staff		X	X		
	▪ Identify no cost training programs offered by different organizations	# of training programs identified and shared	LIP Staff		X	x		
	▪ Support to conduct appropriate training for frontline staff	Frontline staff received training on selected topics					x	x
Inter-agency communication and information dissemination mechanisms are improved	▪ Review the existing content and identify required features to make the website a tool for effective communication	Review of current website completed	LIP staff, Working Committee		X			
	▪ Redesign and upgrade the NWS LIP website that includes diverse information for newcomers	Website redesigned and tested	LIP staff and consultant		x			
	▪ Advertise and promote the website among newcomers and service providers	Website is launched and promotion activities are conducted	LIP staff, Working Committee			x	x	x