

# *Regional Homelessness Summit*

October 2017 - Ballina NSW  
Real Estate Engagement Initiative



# Presenters

- ▶ Sarah Walker  
*SHS Manager OTCP*
- ▶ Cathy Serventy  
*Senior Programs Manager, Social Futures*
- ▶ Guy Dayhew  
*A/Partnerships and Rehabilitation Manager MHS, NNSW LHD*
- ▶ Jen Parke  
*HYAP Program Manager, Social Futures and*
- ▶ Gary Shallala-Hudson  
*Guest Speaker*





# Challenge identification

- ▶ Poor knowledge of homelessness and housing services-Housing NSW Products, community support services
- ▶ Reluctance to lease to potential tenants perceived to be insecure
- ▶ Agents may not recognize the opportunity in this sector, in terms of creating sustainable tenancy
- ▶ Scant resources to address identified needs in isolation



# Our response

To develop an effective approach to:

- ▶ Start a conversation with the private sector
- ▶ Build relationships between community services and the private rental sector with an emphasis on pursuing mutual benefit
- ▶ Early focus on youth with mental health challenges



# How we addressed the challenges:

- ▶ In order to establish an effective collaborative approach and be able to access and share resources, non government and government agencies consulted and brainstormed possible solutions



# What outcomes did we seek?

- ▶ Development of relationships with local Real Estate agencies
- ▶ Build insight of resources available to sustain tenancies
- ▶ Create a desire in the Real Estate sector to embrace the missed business opportunities available
- ▶ Increase opportunities for rental properties to be available to the people we support



# SPECIAL EVENT FOR PROPERTY MANAGERS

**December 15<sup>th</sup> 2011 @ Lismore City Council Chambers  
Magellan Room**

Come Down to the Lismore **CBD** Council Chambers on Market night Thursday the 15<sup>th</sup> December 2011 between 4-6 pm. Drop in for a chat about tenancy issues/solutions, in a relaxed atmosphere

Wine & Cheese

RSVP Lucie White on 6698 5618 or [propcord@ycnc.com.au](mailto:propcord@ycnc.com.au)  
by the 12<sup>th</sup> December 2011



# First Lismore event 2011

RESULT: Nobody turned up except the organisers -we were eating pretzels until midnight ...





# What we learned in 2011

- ▶ Review of failure of 2011 event and development of new strategy
- ▶ Decided to reframe approach to focus on needs of businesses
- ▶ Wine and cheese 'have a chat' does not attract intended audience

*Turning Disadvantage into Advantage was born...*





# Second Richmond event 2012

## Turning Disadvantage into Advantage

*Practical and cost effective ways to manage complex tenancies*

*Mental health demystification in the rental market*

An informative and interactive morning for Real Estate agents in the Northern Rivers.



# Turning Disadvantage into Advantage

*Practical and Cost Effective Ways to Manage Complex Tenancies  
Mental Health Demystification in the Rental Market*

**An informative and interactive morning for Real Estate Agents in  
the Northern Rivers.**

**Mr Andrew Gordon and the Property Management Team  
R Gordon & Sons**

You are invited to participate in a morning of skills training to equip you to more effectively manage clientele who may be experiencing mental health issues or other social disadvantage.

October is Mental Health Month in NSW and with one in five Australians reporting and experience a serious mental health challenge during the previous twelve months (Australian Bureau of Statistics), it is the right time to build the skills of your team in this area.

It can be difficult for Real Estate Agents to navigate situations where Mental Illness or other distress in tenants becomes apparent. Having a reliable plan and a contact person will greatly improve the chances of a positive outcome being achieved for both your landlords and tenants.

It makes sense for every successful business to integrate relevant knowledge and awareness about these topics into their standard customer service skills.

**Please come and participate in this valuable training opportunity.**



# CERTIFICATE OF RECOGNITION

*This certificate is awarded to*

**Lj Hooker Lismore**

in recognition of valuable contributions to

**Turning Disadvantage into Advantage**  
*Practical and Cost Effective Ways to Manage Complex Tenancies:  
Mental Health Demystification in the Rental Market*

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***Jenny Dowell***

***Lismore Mayor***

*On this day the Twenty Sixth of October Two Thousand and Twelve*







# What we learned in 2012

- ▶ Real Estate reps are interested if the marketing addresses their needs
- ▶ Timing of events is crucial-ie mornings 9am-12pm best
- ▶ Individual invitations are important
- ▶ 'Lived experience' presentations are needed



# Third Richmond event 2013

## Turning Disadvantage into Advantage

Please be a part of this Important event!

**An informative and interactive morning for Real Estate Agents in the Northern Rivers**

### *Navigating the Mental Health Garden*

- *Safety for Property Managers*
- *The mysteries of hoarding*
- *What to do when things get just a little crazy?*

**FRIDAY 25 October 2013**

**9.00am – 1.00pm**

**Gateway Hotel, Lismore**





# What we learned in 2013

- ▶ Ask agents what they want so they come back next year
- ▶ Staff turnover is high - so annual events needed
- ▶ Need for ongoing education and repeating key elements in next session is important - doesn't have to be new sessions or presenters
- ▶ 'Lived experience' presentations are needed



# Fourth Richmond event 2015

**Strengthening your  
Community Profile -a compassionate,  
profitable business**

**Don't miss this significant event!**

**An informative and interactive morning for  
Real Estate Agents in the Northern Rivers**

## *Trauma Informed Business Practice*

- *Build successful relationships with landlords and tenants*
- *Raise your profile in the community*
- *Work with inconsistent behaviours-understand the opportunities*
- *Be confident in your response to trauma and distress in your clients*
- *Reduce work stress through demystifying mental illness*

**FRIDAY 9th October 2015  
9.00am – 1.00pm  
Gateway Hotel, Lismore**





# Fourth Richmond Event 2015

| Trauma Informed Tenancy Management |   |
|------------------------------------|---|
| Program - Friday 9th October 2015  |   |
| 9.00am                             | <b>Welcome &amp; Introduction</b><br><i>Andrew Gordon from R. Gordon Real Estate</i>                        |
| 9.15am                             | <b>Trauma Informed Tenancy Management</b><br><i>Keynote Speaker, Mim Weber</i>                              |
| 10.15am                            | <b>Story from a Tenant</b>  |
| 10.25am                            | Morning tea   |
| 10.45am                            | <b>Mental Illness: An Overview</b><br><i>Steve Carrigg – RAMHP</i>  |
| 11.15am                            | <b>Story from a Tenant</b>  |
| 11.30am                            | <b>Services to Sustain a Tenancy: Insights from Housing NSW, OTCP, Connecting Home, &amp; Helping Hands</b> |
| 11.40am                            | <b>Interactive Panel Session</b>  |
| 12.10 am                           | <b>Wrap up</b>  |
| 12.30pm                            | Lunch   |



# What we learnt in 2015

- ▶ Expand to other areas in the LHD
- ▶ Potential model to roll across the State
- ▶ Link to other events
- ▶ One of the only initiatives where NSW Health and community services looked at bridging the gap between private sector and community sector organisations



# First Murwillumbah and Grafton Events 2016


**Trauma Informed  
Tenancy Management**

**PROGRAM**

11th May 2016, Murwillumbah Golf Club

|         |  |
|---------|--|
| 7:30am  | Welcome and Introduction   |
| 7:45am  | Trauma Informed Tenancy Management<br><i>Mim Webber, North Coast Area Health Service Mental Health</i>                           |
| 8:45am  | Story from a Tenant  |
| 8:55am  | Mental Illness: An Overview<br><i>Steve Carrigg, The Rural Adversity Mental Health Program (RAMHP)</i>                           |
| 9:25am  | Services to Sustain a Tenancy<br><i>Insights from North Coast Community Housing, The Family Centre, Connecting Home and OTCP</i> |
| 9:40am  | Interactive Panel Session  |
| 10:10am | A Call to Action<br><i>Lucie White, North Coast Community Housing (NCCH)</i>   |
| 10:15am | Wrap up  |

**Delicious breakfast to be served during event**





# What we learnt in 2016

- ▶ Professional education points will be earned by attendance - an added incentive to attend





# Continuing Professional Education points earned from attendance from 2016

## CERTIFICATE OF ATTENDANCE

This is to certify that  
\*\*\*\*\* of \*\*\*\*\* Real Estate

has attended training that meets the requirements of the  
NSW Fair Trading Director General's Guidelines for  
Continuing Professional Development **Learning Category 1**.

### **Trauma Informed Tenancy Management Training**

#### Learning Areas Covered

**Communication Skills** – Communicating effectively and accurately with clients

**Business Practises** – Client service strategies

**Ethics and Professional Responsibility** – Maintaining the client relationship

#### Course Details

Date: 21 June 2016

Time: 7:30am – 10:30am

Venue: Quality Inn, 51 Fitzroy Street, Grafton

#### Trainers

Dr Mim Weber (PhD)

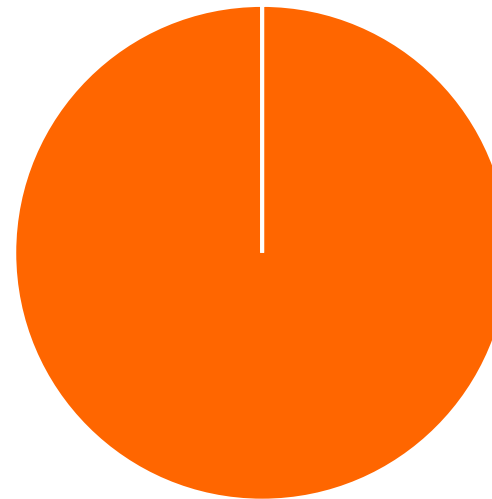
Stephen Carrigg, Graduate Certificate in Mental Health (Nursing), Accredited Mental Health First Aid Instructor



# Participants feedback - Murwillumbah and Grafton

Has the information presented today equipped you to better manage the tenancies of those in our community who experience issues associated with trauma?

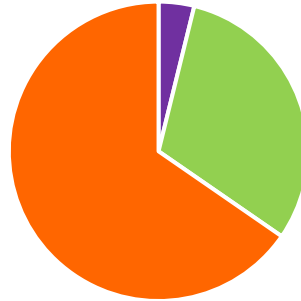
- ▶ It's definitely given me a better understanding of causes and the processes that are needed.
- ▶ Helped me to better understand what situations could be happening to affect the tenancies.
- ▶ Having the contacts for referral and just looking at the situation from the other side.
- ▶ Great information in case studies regarding child/adult trauma and effects on the brain.



■ Yes ■ No



► Today helped me better understand the effects of trauma



■ Not at All ■ A Little ■ Moderately ■ Greatly

► I am clear on how I can access support services in the future



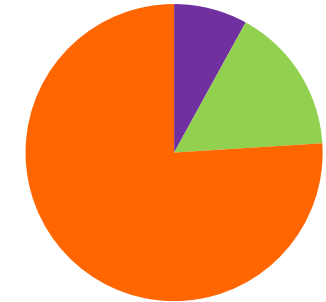
■ Not at All ■ A Little ■ Moderately ■ Greatly

► I am more confident to rent to people affected by trauma



■ Not at All ■ A Little ■ Moderately ■ Greatly

► I would be interested in attending future training



■ Not at All ■ A Little ■ Moderately ■ Greatly

# Are there other workshop topics that would interest you?

- ▶ Communications with landlords
- ▶ Mental Health issues
- ▶ Mental Health First Aid
- ▶ Disability Support Services information for local region
- ▶ Housing for women and children affected by Domestic Violence
- ▶ Mental Health, First Aid, Cross-cultural understanding





# Fifth Richmond Event 2017

**PROPERTY MANAGERS • PRIVATE LANDLORDS**



**Join us at**  
**Creating Future Opportunities**

A unique FREE half-day workshop exploring the untapped potential created by young renters (16-24) entering the property market.

To be formally opened by Member for Lismore Thomas George MP, the program will include guest speakers from the real estate industry, community and government support agencies. With opportunities for interactive feedback, a networking brunch and Q and A sessions, some of northern New South Wales' leading experts will join to explore positive housing solutions for our youth. From private rental subsidies to bond loans the workshop will provide an inspiring professional development opportunity. Attendees will receive a Certificate upon course completion for points attributable to the NSW Fair Trading Director General's Guidelines for Continuing Professional Development Learning Category 1.



**When: October 4, 2017    Where: Lismore Gateway Hotel**  
**Time: 8.30am – 12 noon    Cost: FREE (brunch provided)**  
**REGISTER by September 22, 2107 to [sarahw@otcp.com.au](mailto:sarahw@otcp.com.au)**

