



Professional development and training courses

Our training

CHIA Vic offers an extensive range of courses and programs designed to meet the needs of the social housing workforce, including housing workers, maintenance workers, human resources staff, management and Board members.

Key

*courses related to housing

^ courses to improve skills, such as resilience training

courses designed for board members

Training options

On-site and bespoke training is available upon request.

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Contents

- Achieving value and efficiencies in community housing through best practice procurement and contract administration * 6
- Acquisition and sale of property workshop * 6
- Affordable and community housing: an orientation for new senior staff, board and directors *# 7
- Asset management, governance and leadership awareness workshops * 7
- Asset Management for Community Housing * 8
- Bouncing back - responding resiliently to a difficult incident..... 9
- Building resilience in the face of change 9
- Building resilience to workplace bullying 10
- Building high achieving teams 10
- Case notes and record keeping workshop * 11
- Communicate with confidence 12
- Community housing explained * 12
- Compliance and the National Rental Affordability Scheme * 13
- Confident and painless public speaking and presenting 14
- Contract Law – lessons from the trenches 14
- Customer service within a community context 15
- Dealing with complaints - let’s have a whinge! 16
- Dealing with contractors..... 16
- Difficult conversations - how to talk to anyone about almost anything 17
- Dispute resolution workshop..... 17
- Emergency management in rooming houses * 18
- Excel intermediate formulas and functions..... 18
- Employment Law – managing ill & injured workers workshop 19
- Family violence training for tenancy workers..... 19
- Family violence for maintenance workers..... 20
- Finance training for non-financial people # 20
- Fire training..... 21
- Foresight and strategic planning..... 21
- Fostering a rent payment culture 22

Governance: developing the board/management partnership#	23
Handle with Care ™ staff safety and defusing situations where individuals may be aggressive.....	23
Hoarding and living in squalor	24
Independent contracting workshop	24
Induction program for new workers.....	25
Influencing and Managing Behavioural Change	26
Introduction to community housing *	27
Introduction to emotional intelligence.....	27
Introduction to the Residential Tenancies Act *.....	28
Managing rooming houses *	28
Managing complaints effectively	29
Managing complex cases for housing workers.....	29
Managing counterproductive workplace behaviours.....	30
Managing neighbour nuisance complaints.....	30
Managing stress and anxiety at work	31
Managing the stock transfer	31
Managing vicarious trauma training.....	32
Managing work priorities.....	32
Managing your time assertively.....	33
Media training.....	34
Mental Health First Aid (MHFA) Course.....	34
Mental health training for managers.....	35
NDIS and housing in Victoria *	36
Negotiation skills training	36
OH&S duty of care workshop *	37
Overcoming procrastination and perfectionism to enhance workers’ wellbeing and effectiveness.....	37
The Owners’ Corporation Act *	37
Performance management in service organisations	38
Practical project management.....	38
Practical Human Rights training.....	39
Preparing for Court - skills for making it easier to go to court	40
Preparing for VCAT training *	40

Privacy – key developments and issues for community housing *	41
Privacy law and confidentiality workshop *	42
Professional telephone skills.....	42
Professional writing - an introduction	43
Promoting Specialist Disability Accommodation *	43
Promoting sustainable tenancies.....	43
Provide First Aid (PFA) – accredited training	44
Public speaking for professionals.....	44
Recruitment insights	45
Regulation for Boards *#	45
Regulation in community housing *	46
Rent arrears recovery *	46
Rent setting in community housing *	47
Risk management training	48
RTA refresher forum for experienced tenancy workers *	48
Social Housing Estate Community Renewal and Placemaking Forum *	Error! Bookmark not defined.
Social media for business.....	49
Substance misuse and disorders (alcohol and other drugs	50
Supervision training	50
‘Surely that’s not bullying!?’ Recent bullying cases under the microscope	51
The incidental counsellor course	51
Time management, worker effectiveness and worker wellbeing workshop	52
Understanding professional responsibilities of housing and tenancy workers *	52
Understanding the big social housing picture *	53
Understanding the development industry – what do you need to know as a board member? *#	53
Understanding the policy context *	54
Visit to the housing call centre	54
Vital Human Rights Charter training for tenancy workers *	55
Working with clients in community housing *	55
Workplace civility and politeness, worker wellbeing and good service provision	56
Writing proposals and reports	57

Achieving value and efficiencies in community housing through best practice procurement and contract administration *

As demand for community housing increases, the number of facilities needing to be built or extended, and the cleaning and other 'hard' maintenance services required, will have to increase. The challenge is to ensure that limited funds go as far as possible and that projects are delivered and maintained on time, on budget and to the standard required, without costly and time-wasting disputes. All this in an increasingly complex commercial and regulatory environment.

Community housing providers who understand the development and procurement process and are proactively engaged in the delivery and management of their projects are far more likely to realise the maximum value of their investments so they can deliver quality accommodation to an increasing number of residents. This is the case irrespective of the level of assistance provided by architects and other consultants who may be engaged by community housing providers to run their projects.

This presentation introduces attendees to best-practice:

- project implementation and procurement
- contract administration and management following contract award.

Using practical examples, it highlights how community housing providers can more effectively and efficiently deliver their major developments and procurements.

Whether you are new or experienced in project procurement and developing community housing projects, this presentation will cover key considerations in this increasingly important aspect of community housing.

Acquisition and sale of property workshop *

This session will cover what you need to know about the acquisition of a property, from the basic rule of buyer beware through to the contract, vendor statement, options, planning and permits and adjustments and defects.

It also covers the sale of property, looking at the implications of different methods of selling, vendor statements, owners corporation issues and adverse possession.

Who should attend?

- managers/supervisors/board members/CEOs
- policy workers, workers from agencies with delegated authority under state legislation.

Affordable and community housing: an orientation for new senior staff, board and directors *#

Taking on a new senior role provides many challenges, particularly when joining a new industry. This half-day session will give new senior leaders an overview of community and affordable housing in a small group setting.

Led by Joseph Connellan of MC Two Pty Ltd, a senior practitioner with 25-years' experience, it will also provide participants with an opportunity to link with others who have recently joined the industry and introduce key Community Housing Industry Association Victoria (CHIA Vic) staff.

Structure:

- history
- models
- scale
- key industry players
- government structure and key decision makers
- challenges for the future
- networking.

Who should attend?

New senior manager, executives and board members.

Asset management, governance and leadership awareness workshops *

Are you responsible for organisational oversight, decision making and governance?

This workshop focuses on the role of Asset Management in generating value and will support you to fulfil your roles and responsibilities.

It will cover:

- governance and leadership ('top management')
- asset management steering committee
- asset management practitioners and managers
- support and other activity groups/teams
- operations and maintenance (field and shopfloor).

Workshop focus:

- how asset management assurance and validation relates to organisational governance and executive responsibilities
- understanding and applying ISO 55000 Asset Management System (AMS) principles
- 'top management' leadership obligations under ISO 55001
- linking of asset management to organisational objectives
- decision-making criteria and methodologies

- being adequately informed
- data and process reliability and validity for decision making
- state of the assets
- risk management
- financial and technical alignment
- performance reporting, audit and management review.

Who should attend?

- board members, CEOs, managers, asset and project managers.

Asset Management for Community Housing *

This workshop is aimed at those involved in roles that impact on the management of housing stock.

It is designed to fulfil the requirement of ISO 55001 in ensuring that ‘persons doing work under the organisation’s control, who can have an impact on the achievement of the asset management objectives, shall be aware of’ key aspects of the organisation’s Asset Management (AM).

It will also help them work through the change management imperatives driven by introduction of a new asset management system and/or government regulatory requirements and guidelines.

Workshop focus:

- enable demonstrated compliance with ISO55001 cl7.3
- initiate the change management required for ISO55001 tailored to internal Asset Management Framework and (where required) government or regulatory guidelines.
- initiate the continuous improvement focus embedded in ISO55001 in balancing cost, risk and performance to derive value for the organisation and its stakeholders
- lay the groundwork for implementation of best appropriate practice and vertical and horizontal alignment (‘coordinated activity’) as basic principles of doing business.

Who should attend?

- anyone involved in managing assets in the community housing and homelessness sector.

Bouncing back - responding resiliently to a difficult incident

Workers in the housing sector may have to respond to, or be involved in, a range of difficult situations that may test their capacity to cope. These difficult situations could include: managing aggressive individuals; working with people who may be suicidal; supporting others who are suffering grief and loss; or, working with colleagues who have been involved in difficult incidents in the workplace.

How a person responds emotionally to a difficult incident will depend upon how well they have prepared to respond to challenging situations, the support they receive from others and the actions they take on their own behalf afterwards.

In this workshop the participants will learn:

- how to prepare for being involved in a difficult incident
- how to support others following a difficult incident and look after themselves.

At the end of the workshop the participants will:

- have learned practical, simple strategies for preparing for difficult incidents
- understand the thinking habits and behaviours that will promote their own resilience at work and at home
- know how to apply these in their lives
- have a developed understanding of how to support work colleagues while remaining in their role.

Building resilience in the face of change

Change in our personal lives and in the workplace is inevitable.

Change in the workplace can be driven by various factors, including evolving technology, funding requirements, changing clients' needs or a change in the direction and focus of the organisation.

Change, planned or unplanned, can be more manageable if we understand its potential impact and have planned ahead to reduce its possible negative effects.

This training will cover the possible effects of change on the individual and a seven-step process for managing change.

Participants will leave the training with a detailed plan to assist them in managing change.

Building resilience to workplace bullying

Workplace bullying is a risk to your health and safety and can have debilitating physical and psychological impacts. Whilst there are legal obligations that require everyone to be responsible for a safe workplace, many of us are at a loss at what we can do when we are impacted by bullying behaviours either as a victim or witness.

This workshop will cover the basics of bullying and provide strategies that you can use to manage workplace bullying regardless of your position in the organisation.

In this workshop, you will learn:

- what is, and is not, workplace bullying - legal definitions and responsibilities, behaviours and characteristics
- the impact of workplace bullying – the risk to you, colleagues and clients
- why workplace bullying occurs – the bully, the target and workplace factors
- how to handle or prevent bullying targeting you or others in the workplace.

This course is suitable for:

- employees at all levels.

Building high achieving teams

Anyone who genuinely believes in the purpose of their team, as well as in the team itself, can succeed as a team leader.

Few team leaders step into the role with all the skills they need to manage and lead a team to success. Rather, team leaders tend to develop their skills after they take on the role.

One of the most important attributes of a team leader is a willingness to accept that they don't need to know all the answers, make all the decisions, or assign all key tasks. The most effective team leaders recognise their reliance on the other team members, and don't try to provide all of the answers.

Another key attribute of a successful team leader is flexibility. The team leader must be willing to adapt to change and have a flexible attitude to the way in which the team will achieve its objectives and goals.

In this workshop you will learn:

- the critical factors that make a group of people a team
- how to conduct a team audit
- how to build a high-achieving team by understanding and applying the four-quadrant team development model
- how to recognise and interpret the four stages of team development
- how to understand and overcome the five causes of low performing teams' model
- how to improve your empathetic listening skills to reduce conflict and increase trust

- the team leader's role and key responsibilities
- how to give effective feedback.

Attendees will gain the knowledge and skills to:

- promote teamwork and team dynamics to achieve higher levels of workplace productivity and performance
- identify the potential blocks to team effectiveness and dynamics
- apply a set of specific concepts and strategies that will assist in enhancing team collaboration, developing cohesive teams and increasing team motivation
- demonstrate greater levels of proactive management focused on developing high performance teams to achieve optimal workplace performance.

Case notes and record keeping workshop *

This workshop will provide participants with information about their legal and professional obligations regarding case notes and records, including how to write them in a professional and efficient way.

In this workshop you will learn:

- why it is necessary to keep case notes and records (this section includes a discussion of professional and legal obligations)
- different types of records
- common mistakes when keeping case notes and records and how to avoid them
- how to write notes as efficiently as possible
- writing in a way that is easy to defend and hard to attack
- a suggested structure for keeping case notes and records
- how to write case notes and records in a way that is respectful of the client and allows the worker to discharge his or her professional responsibilities
- detailed guidelines on writing client requested letters (letters of support).

Participants will have the opportunity to critique some bogus records to identify common mistakes and refine their ideas about what is an appropriate writing style.

Who is this course for?

- regulatory staff
- reception staff
- customer service staff
- staff who work with youth
- tenancy workers
- HR professionals.

Communicate with confidence

If you want to learn how to speak confidently in any setting, this course is for you.

It will help you:

- learn how to immediately capture the attention of the listener (or listeners)
- simply and effectively convey what you want to say in a respectful way
- use language in an engaging and interesting way
- use your voice in a confident and strong manner
- participate effectively in meetings and make your points strongly
- structure presentations to make them interesting and persuasive.

The following areas will be covered:

- The importance of posture, voice, gesture and eye contact in communication.
- Developing your listening skills and learning to ask useful, helpful questions.
- Using language as effectively as possible in all communication.
- How to gain and keep the attention of others in meetings and during conversations.
- How to make presentations as lively and engaging as possible.
- Responding confidently and positively to difficult behaviour.
- Understanding your goal in conversations or meetings and working to achieve those goals while working co-operatively.
- Giving feedback to others.
- How to benefit from feedback from other people.

Community housing explained *

A must for all housing support workers and public housing staff!

Affordable rental homes that are owned or managed non-profit community housing organisations are an increasingly important option for people who are struggling in the private rental market. Since 2009, the number of long-term community housing properties has increased from just under 10,000 to more than 15,000 units.

The new Victorian Housing Register creates a streamlined system where potential tenants can apply for both public and community housing on the same form. However, while people are familiar with public housing and what it offers, not everyone is as familiar with community housing. Applicants may be uncertain whether to also register their interest in this option.

This course helps those who support clients to navigate the housing system and want to be able to provide them with advice about community housing. It will answer commonly-asked questions about community housing, including:

- How is it similar to, and different from, public housing?
- What housing types does it offer?

- What are the benefits of community housing?
- Who is eligible?
- How much is the rent?
- What are community housing tenants' rights and responsibilities?
- What can a tenant do if they want to make a complaint?
- How are community housing organisations funded by government and held accountable?

This course is for people working in:

- public housing with the Department of Health and Human Services
- generalist homelessness services such as Initial Assessment and Planning (IAP)
- specialist homelessness services in areas such as family violence, drug and alcohol rehabilitation, corrections or mental health.

It is suitable for frontline workers, coordinators and managers.

Compliance and the National Rental Affordability Scheme *

While the Federal Government is not planning further NRAS rounds, many CHIA Vic members already hold NRAS incentives. This course will focus on the steps those participants need to follow to meet the requirements of the scheme and ensure they receive their full NRAS incentive payment entitlements.

The course will cover:

- the background to NRAS
- NRAS legislation, regulation and guidelines
- what is an NRAS incentive and what does it require
- annual NRAS incentive payment requirements
- assessing tenants' eligibility
- other compliance requirements – market rent valuations, vacancy rates, and tenant demographic assessments
- managing NRAS tenancies
- annual reporting requirements
- how NRAS incentives may be lost or payments withheld
- working with clients who are no longer eligible – tips and strategies
- transfer of incentives
- working with government departments administering the scheme.

It would be suitable for:

- management and team leaders
- staff with responsibility for tenancy and property management
- staff with responsibility for compliance and/or risk management
- staff with responsibility for finance.

Confident and painless public speaking and presenting

It has been said that the brain starts working from the moment you are born and never stops — until you have to stand up and speak in public.

Presentation and public speaking are not gifts. They are skills. Anyone can give a good presentation or speak in public to a professional standard. Like most things, it just takes preparation and practice.

This one-day course gives an overview of the essential elements of building and delivering presentations and will teach you the practical skills necessary to prepare, plan and deliver presentations effectively.

The training will deal with:

- setting objectives
- knowing your audience
- building the structure
- communication
- controlling your nerves
- knowing your body language
- the importance of voice.

The workshop would be suitable for:

- anyone who has to present as part of their role
- leadership team members
- management team members
- team leaders
- team members.

Contract Law – lessons from the trenches

The course will cover aspects of contract law, including:

- formation (short re-cap)
- are all the essential parties bound?
- do the parties have sufficient authority?
- misrepresentation and pre-contractual statements
- form: verbal, exchange of correspondence, contract, deed
- Contract documents:
 - what is (and should not be) included?
 - order of precedence?
 - effect of drawings, technical specifications and other attachments
- Key terms of contracts:
 - performance: warranties and guarantees
- protection and damages: security, indemnities, liquidated damages, limitation of liability and consequential loss

- construction contracts: time, scope and cost
- contract administration.

Who should attend?

- managers/supervisors/board members
- policy workers, workers from agencies with delegated authority under state legislation.

Customer service within a community context

Our interactions with others can help to determine whether we have a good or a bad day. Sometimes it feels like these interactions are beyond our control. However, that's not true. In this interactive workshop you will learn and practice strategies to improve your customer service, the quality of your interactions and have a better day.

What is in this workshop?

- from client to customer
- what is customer service
- who are our customers
- what are our customer needs
- develop a customer-friendly approach
- how we communicate makes a difference
- diffusing the angry customer.

Attendees will gain the knowledge and skills to:

- identify who are our customers and what are their needs
- apply strategies to increase effective communication
- demonstrate a customer friendly approach.

Who should attend?

- new housing workers or experienced workers in need of a 'pick me up' in working with tenants
- receptionists.

Dealing with complaints - let's have a whinge!

Complaints received by an organisation about the service they provide can be confronting and challenging. However, complaints also provide a unique opportunity for an organisation to not only address any concerns people may have but also improve the services they provide.

This session will give housing and tenancy workers the basic skills required to deal with complaints and resolve complaints successfully, from the perspective of the complainant as well as the organisation.

The course will cover:

- Receiving, hearing, identifying, recording and acknowledging complaints.
- How to respond to a person making a complaint.
- Dealing with difficult people.
- Responding to a complaint.
- Investigating, interviewing, resolving and finalising complaints.
- Dealing with serial complainers.
- Recording outcomes.

It would be suitable for:

- New housing workers.
- Experienced housing workers who need to know more about dealing with complaints.
- Experienced housing workers or managers who are new to the community sector.
- Managers who need to incorporate complaint procedures into their organisational policy.

Dealing with contractors

Dealing with contractors is often a major part of a housing worker's day. Most housing organisations now engage their own contractors, while Transitional Housing still get repairs done via the government contractors engaged by the Housing Call Centre (HCC) and DHHS Area Offices.

However you run your maintenance, miscommunication can lead to repairs not being completed successfully or even the wrong job being done.

This training aims to help housing workers to deal with:

- developing relationships with contractors
- making clear what you want done
- dealing with problems with contractors
- assessment and selection of contractors
- occupational health and safety
- reporting
- monitoring.

This is best suited for:

- New housing workers.
- Experienced housing workers who need to know more about maintenance or asset management.
- Managers who need to incorporate maintenance procedures into their organisation's policies and procedures.

Difficult conversations - how to talk to anyone about almost anything

The workshop will cover:

- How to structure a difficult conversation and find a positive purpose.
- The importance of empathy — and when not to empathise.
- Keeping the conversation on track and using language that does not create resistance.
- Recognising when not to have a difficult conversation and how to leave a conversation that may be unhelpful.
- Gaining agreement with the other party and making a plan for the future.

The workshop will cover a range of topics depending upon the interests of the group, including: personality clashes in the workplace; delivering difficult news; supporting individuals who may be distressed; difficult performance conversations; responding to the difficult behaviour of another person; responding when another person criticizes you; when to engage in mediation and when not to engage in mediation; difficult conversations in close relationships, among many other possible topics.

This workshop is for anyone who may be involved in any sort of difficult conversation about almost any topic.

Dispute resolution workshop

This informative session will focus on techniques for dispute resolution, dispute avoidance and negotiation.

It will cover:

- **Methods of dispute resolution:**
 - mediation
 - negotiation
 - expert determination
 - adjudication
 - arbitration
 - litigation.
- **Project management and dispute avoidance techniques**
 - Your ongoing role in project management.
 - Knowing your contractual rights and obligations.
 - Meetings and communication.
 - Correspondence.
- **Negotiation techniques**

Emergency management in rooming houses *

This half-day course will give workers the ability to properly prepare for emergency situations in line with their DHHS obligations. It is vital that community sector-run rooming house workers have up-to-date training in emergency management.

The course will include information on:

- classifications of emergencies
- roles and responsibilities of community housing organisations, DHHS and emergency services
- special procedures in case of an emergency.

This will include the three components of emergency management:

- prevention
- response
- recovery.

Reporting requirements that are necessary in case of an emergency will also be covered.

This course would be suitable for:

- New housing workers in the rooming house sector.
- Experienced housing workers who need to know more about emergency management.
- Experienced housing workers who are new to the rooming house sector.
- Managers who need to incorporate emergency management into their organisation's policies and procedures.

Excel intermediate formulas and functions

This course aims to provide you with the skills and knowledge necessary to manage data and solve problems using functions and formulas in Excel.

It will cover how to:

- Analyse data with intermediate level formulas.
- Name cell ranges to translate formulas easily.
- Analyse data with intermediate level functions.
- Use error check and auditing tools.
- Link formulas between worksheets and workbooks.
- Change cell formats based on certain conditions using Conditional Formatting.
- Customise text, date and number formats.

Pre-requisites:

To gain the most from this course, you need to have successfully completed the Excel 2007/2010/2013/2016 Essentials course or have equivalent skills and knowledge.

At the completion of this course you should have the skills and knowledge to:

- understand absolute cell referencing
- analyse data using formulas and functions
- simplify formulas by naming cell ranges and using the names in formulas.

Employment Law – managing ill & injured workers workshop

Managing employees who are ill or injured gives rise to a complex array of legal issues for employers, including issues of discrimination, health and safety, termination of employment and workers' compensation. In this session we will look at the key legal risks and provide employers with the tools to manage the employment relationship with ill or injured employees.

It will cover:

- Key legal risks.
- Tools to manage the employment relationship with ill or injured employees.

Who should attend?

- managers/supervisors/board members
- policy workers, workers from agencies with delegated authority under state legislation.

Family violence training for tenancy workers

In 2016, the Family Violence Royal Commission brought down its landmark report and the Victorian Government agreed to implement all of its 227 recommendations.

The Royal Commission recognised the key role of housing in community responses to family violence. All forms of housing – public, community and private market – have a role to play.

The landlord may be the 'first to know' that violence is occurring in a family and be well placed to refer tenants to support services. Importantly, CHOs can avoid taking actions that, in effect, punish the victim.

Tenancy management staff need to know how to recognise risk factors and signs of family violence, such as extra maintenance or repairs, broken locks, broken windows, holes in walls, or complaints from neighbours and neighbour concerns about the safety of other tenants.

Staff then need to know what options they have, and what options victims have, under the Residential Tenancies Act, and when it is appropriate to refer matters to the police and to support organisations.

Who should attend?

- tenancy workers in community housing
- managers of tenancy workers in community housing.

Family violence for maintenance workers

In 2016, the Family Violence Royal Commission brought down its landmark report and the Victorian Government agreed to implement all of its 227 recommendations.

The Royal Commission recognized the key role of housing in community responses to family violence. All forms of housing – public, community and private market – have a role to play.

Maintenance staff need to know how to recognise risk factors and signs of family violence, such as extra maintenance or repairs, broken locks, broken windows, holes in walls, or complaints from neighbours and neighbour concerns about the safety of other tenants.

They then need to know what to do and who to tell in their organisations.

Who should attend?

- maintenance workers in community housing
- managers of maintenance workers in community housing.

Finance training for non-financial people

Board members and managers working for not-for-profit organisations can have a variety of skills and experiences that make their contribution special. Many don't have an in-depth knowledge of accounting and rely on other people to be able to ensure the financial viability of their organisation.

Learning how to read and understand the facts and figures presented in financial reports will equip board members and managers with the knowledge they require when making major decisions to guide their organisation to survive and thrive.

Following the program, participants will be able to:

- Understand how to assess if good financial governance is in place for their organisation.
- Interpret financial reports, including the balance sheet, profit and loss and cash flow reports.
- Develop their budget for the financial year.
- Calculate their organisation's financial health with its Current (solvency), Quick (liquidity) and Debt to worth (financial risk) ratios.
- Link the strategic plan to the budget and financial reports.
- Determine appropriate level of equity for their not for profit.
- Understand the financial controls required to protect their organisation's assets.

What's involved?

This program is designed for people without accountancy training; steering away from technical terminology. Handouts will assist participants to work through examples for their organisation and checklists will enable them to assess their knowledge of the financials and aspects of their role.

Who should attend?

Managers/supervisors/board members/CEOs.

Fire training

The course is designed for staff managing multi-occupancy community housing. It aims to give the participants an understanding of fire prevention in residential buildings including an initial response to an incident using Standard Fire Orders.

It will be run at the Metropolitan Fire Brigade's (MFB) Burnley Complex by MFB officers.

The course will cover:

- Principles of fire (including the fire triangle, heat transfer, extinguishing a fire).
- Identifying risks and hazards in the workplace.
- Identifying and understanding fire-fighting equipment in buildings.
- Emergency evacuation assembly areas.
- Evacuation procedures (including emergency procedures and standard fire orders).
- Practical Fire Extinguisher Training (incorporates the use of extinguishers, fire blankets and hose reels).

It would be suitable for:

- rooming house workers
- tenancy managers of blocks of flats, units or bedsits that have fire protection infrastructure such as alarm systems and sprinkler systems
- managers of tenancy staff who manage these types of housing and need to understand their responsibilities.

Foresight and strategic planning

Every organisation undergoes planning. A critical step in the process of developing a strategic plan is thinking about the future. Foresight approaches offer systematic techniques to help us think about the future in order to make better decisions today and enhance the strategic planning process.

This course covers:

- thinking about the future
- what is foresight and why foresight approaches should be used
- using foresight in strategic thinking and planning.

Who is this course for?

- managers and leaders with responsibility for setting directions
- policy staff with planning responsibilities.

Fostering a rent payment culture

There has never been a more challenging time to be a social landlord. One in eight adults in Australia experienced severe or high financial stress during 2017, making it even more vital that community housing organisations have procedures in place to prevent rental arrears that can lead to eviction.

This workshop asks two valuable questions:

1. Are we using the most effective means possible to encourage our tenants to engage with us?
2. Are we using the most cost-effective means possible to increase income?

Participants will consider best practice from both Australia and abroad in respect of developing a rent payment culture, sustaining tenancies, maximising the rent we charge and collect.

Participants will consider preventative measures, strategies for dealing with financial exclusion and financial resilience and using behavioural insights to influence tenants' behavior. Participants will be provided with the framework to evaluate existing processes and formulate new strategies for maximising income.

The workshop will address:

- The business drivers for maximising income.
- The benefits of a whole-of-organisation approach.
- Developing a rent payment culture.
- Financial inclusion and financial resilience.
- Performance management.
- Value for money.
- Collecting data to inform service provision.
- Preventative measures.
- Using behavioural insights or Nudge Theory to influence tenants' behavior.
- Leadership team members.
- The framework to evaluate existing practice, challenge service improvement and inform strategy.

The workshop would be suitable for:

Anyone who involved in developing policy, strategy and procedures around the charging, collection and recovery of rents, including:

- leadership team members
- senior management team members
- team leaders.

Governance: developing the board/management partnership#

Managing the board/CEO partnership is one of the most important, complex and sometimes challenging roles of boards of housing organisations, and particularly the Chair. Similarly, the resourcing of the board is often considered to be the CEO's most important role. Many issues can arise in this complex series of relationships as individuals and organisations develop.

This seminar will provide an opportunity for the exploration of key issues and strategies with colleagues and will be led by a senior practitioner Joseph Connellan, of MC Two Pty Ltd. It will also provide an opportunity to link with others in the industry.

Structure:

- the purpose of NGOs
- the partnerships roles of Board members, the Chair and CEO
- challenges and strategies.

Who is this course for?

- Board members, CEOs and deputies.

Handle with Care™ staff safety and defusing situations where individuals may be aggressive

This workshop will cover:

- An understanding of the emotion of anger in human interactions.
- Strategies for minimising the risks posed by angry individuals.
- Flexibility in responses to individuals who may be angry or threatening.
- Practical, simple strategies for managing anger in threatening situations.
- The range of strategies that may be employed by individuals in threatening situations.
- An understanding of the important legal issues relating to managing violent situations.

Hoarding and living in squalor

Hoarding Disorder has been classified as a diagnosable mental illness. In some cases it can lead to situations where a person is living in squalor. This behaviour causes problems that concern a wide range of organisations and services including housing services, community health agencies, environmental health agencies, the fire service, police, animal protection agencies and more.

This course is designed to raise awareness of hoarding and squalor and provide some practical guidance on best practice responses.

At the completion of this training you should be able to:

- define hoarding
- describe why people hoard
- describe the psychology behind hoarding
- identify hoarding and squalor triggers and signposts
- identify dangers and minimise risk
- establish and maintain positive and productive relationships
- use accepted tools and techniques.

Independent contracting workshop

Dealing with independent contractors can be tricky at the best of times. There are so many questions:

- Are they really a contractor or are they an employee?
- What are their entitlements – did you know that you might need to be paying superannuation?

The course will cover:

- The law surrounding independent contracting.
- New case law.
- Sham contracting – how to deal with a claim.
- Relevant provisions under the Fair Work Act.
- Risks and penalties.
- How to set up a genuine Independent Contractor Agreement.

Who should attend?

- managers/supervisors/board members
- policy workers, workers from agencies with delegated authority under State legislation.

Induction program for new workers

The CHIA Vic Induction is a structured program for new housing and tenancy workers as they start their careers in the community housing industry.

To complete the program, participants must undertake all three highly-recommended units and a minimum number of four elective units over a six-month period, intake is usually in February and August.

The three highly-recommended units are:

1. Residential Tenancies Act for New Housing Workers
2. VCAT Hearings
3. Introduction to the community housing industry.

Participants also select at least four elective units. In the second half of 2019, these are:

1. Dealing with contractors
2. Privacy
3. Handle With Care™ staff safety and defusing situations where individuals may be aggressive
4. Management in rooming houses
5. Rent arrears recovery
6. Managing complex cases for housing workers
7. Managing vicarious trauma
8. Understanding big social housing picture
9. Confident and painless public speaking
10. Managing neighbour nuisance complaints
11. Understanding the professional responsibilities of housing and tenancy workers
12. Working with clients in community housing.

Influencing and Managing Behavioural Change

For most people, change is not a natural state. It demands that they think and act in a way that they haven't done previously. Because of the uncertainty that goes hand-in-hand with change, there's often a great deal of resistance to it.

Change, though, is what provides new and improved ways of accomplishing what is currently being done. It's a necessary component of improvement, progress growth and advancement.

However, simply being told that change is a good thing doesn't necessarily mean people will automatically believe you and embrace the transition with enthusiasm.

This course will support managers and leaders to build a constructive mindset, enhance change management capabilities and develop a more systematic approach to increase the probability of implementing behavioural change successfully. This program offers a powerful model for behaviour change, whether you manage a team of 10 or 10,000.

What is in this workshop?

- influence and manage behavioural change principles
- understanding change
- your change challenge
- effective results statement guidelines
- understanding vital behaviours (high leverage behaviours)
- diagnose the real causes behind behaviour problems
- the five fundamentals of human motivation
- managing and influencing behavioural change framework
- your change challenge strategy – current state review and assessment – situational gap analysis – improvement ideas and solutions
- developing an action plan.

Attendees will gain the knowledge and skills to:

- Motivate and enable staff to achieve and sustain behavioural change that will improve workplace productivity and performance.
- Identify the potential roadblocks or blind spots to change, and use this insight to plan a more effective change strategy that increases the probability of implementing change successfully.
- Apply a strategic scientific and systematic approach to managing change that will enact the necessary behaviours needed to positively impact individuals and teams.
- Demonstrate greater levels of commitment and capability to influence and manage sustainable behavioural change.

Introduction to community housing *

This one-day course provides an overview for new workers on the scope, role and operation of the community housing sector.

It is aimed at ALL new workers in the sector. It looks at:

- Understanding the big housing picture.
- The Australian social housing system.
- Different forms of housing assistance.
- Rent setting methods in social housing.
- Allocation systems, problems and issues.
- The asset management challenge.
- How the sector is financed.
- Different housing programs: crisis, transitional, rooming house, co-operatives, long-term.
- The community housing business model.
- Regulation and funding by government.
- Access and allocation: the Victorian Housing Register.
- Tenancy rights and duties.
- Partnerships between housing and support services.

Introduction to emotional intelligence

The ability to monitor and manage your own emotions, combined with the ability to appropriately respond to, and influence, the emotions of others, is central to motivating and inspiring outstanding performance in others and ourselves. Emotional Intelligence underpins successful leadership and is a critical component of effective interactions and communications between high-performing individuals and teams.

The course will cover:

- Enhancing decision-making quality by considering the emotional aspect of responses.
- Effectively recognising and responding to emotional cues.
- Appreciating the key attributes of an emotionally intelligent leader and individual.
- Understanding how emotionally intelligent leadership underpins team cohesion and performance improvement.
- Improving personal performance by being more self-aware of emotional reactions to situations and individuals.
- Appreciating your emotional intelligence to identify strategies for personal improvement.

It would be suitable for:

- managers and team leaders
- all general staff.

Introduction to the Residential Tenancies Act *

The Residential Tenancies Act (RTA) is the most important legislative framework for the community housing sector. This course will give new housing and tenancy workers the basic skills and understanding of the RTA, and how to use it in their day-to-day work.

This training would be suitable for:

- new housing workers
- experienced housing workers who need to know more about the RTA
- experienced housing workers or managers who are new to the community sector
- managers who need to incorporate RTA procedures into their organisation's policies and procedures.

Managing rooming houses *

Rooming houses are a unique form of housing and managing them presents different challenges to other types of housing. They are governed by different provisions within the Residential Tenancies Act (RTA) and they often house people with a wide variety of issues at very close quarters with shared facilities.

This course will give new rooming house workers an understanding of how rooming houses work, both legally and practically, and take them through many aspects of their job role.

Topics will include:

- differences between rooming house residencies and residential tenancies – legally and practically
- allocations
- sign ups
- condition reports
- rent arrears monitoring
- room inspections
- house rules
- house meetings
- dealing with behavioural issues
 - investigating incidents
 - case notes
 - breach of duty notice
 - compliance orders.
- dealing with violent behaviour
 - notice to vacate
 - notice to leave
 - possession orders.
- effect of the Human Rights Charter

- responsive maintenance requests
- dealing with contractors
- essential services.

It would be suitable for:

- New rooming house workers.
- Experienced housing workers that are not familiar with rooming houses.
- Managers of rooming house workers who are unfamiliar with the responsibilities involved in running rooming houses.

Managing complaints effectively

The course will cover:

- the importance of listening properly to a person's concerns
- how to communicate as effectively as possible with the person who is making the complaint
- the need to follow a clear process when learning about and responding to the complaint
- responding effectively to difficult behaviour that may arise
- managing the difficult, persistent and unreasonable complainant.

Managing complex cases for housing workers

In this interactive one-day workshop, participants are encouraged to bring up individual cases while respecting the need for confidentiality.

At the end of the training the participants will:

- Have a more developed understanding of the factors that contribute to the complexity of cases.
- Understand the need for a detailed assessment of the individual and the need for clear, specific agreed upon goals between all parties working with the client.
- Be able to describe a process for managing complex cases and understand how to implement that process.
- Have extended their skills in working collaboratively and productively with clients, their families (where relevant) and other service providers.
- Have developed their understanding of common barriers to change for individuals, including systems issues, and how to overcome those barriers.

Managing counterproductive workplace behaviours

Counterproductive behaviours (gossip, bullying and harassment, absenteeism, being at work and not working) are common in many workplaces. Many of these behaviours can be prevented, minimised or managed more effectively if key personality factors influencing behaviour are understood.

The course will cover:

- Factors in the workplace that contribute to gossip, bullying, harassment, absenteeism and being at work and not working and what to do to make them less likely.
- The influence of the Big 5 Personality Factors (Agreeableness, Conscientiousness; Emotionality, Introversion-Extroversion and Openness to Experience) on behavior.
- How understanding the Big 5 Personality Factors can assist in making the recruitment and interview process more effective.
- Supporting vulnerable staff.
- Simple, effective strategies for preventing and managing the most common counter productive workplace behaviours.

It would be suitable for:

- management and team leaders
- anyone who wants to understand themselves and others more fully.

Managing neighbour nuisance complaints

Fast and effective intervention in neighbour nuisance cases can stop problems from escalating, improve relations between landlord and tenants and help safeguard a landlord's reputation.

The ability to successfully address neighbour nuisance complaints requires an awareness of what constitutes a nuisance, how different forms of neighbour nuisance are defined and the impact that it can have on the lives of people affected by it.

At the end of this course delegates will have:

- Developed their knowledge about what constitutes neighbour nuisance.
- Tools to risk assess victims.
- The ability to identify when a victim is vulnerable.
- Skills in recording neighbour nuisance incidents and building a case.
- An understanding of how to manage expectations.
- An appreciation of what action should be taken and when.

The workshop would be suitable for:

- frontline property managers
- team leaders
- managers and those people involved in developing strategies and procedures for dealing with neighbour nuisance cases.

Managing stress and anxiety at work

Almost 9 per cent of staff employed by CHIA Vic's member organisations contact the confidential Employee Assistance Program for counselling assistance each year, with work being the cause of 47 per cent of calls for help.

This workshop will give participants insights into how to manage stress and anxiety at work. It will cover practical techniques to manage stress and reduce anxiety, which will also improve participants productivity and overall job satisfaction.

The workshop aims to not only provide education and information, but help create a more mentally healthy, supportive workplace.

The workshop will cover:

- Understanding stress
 - stress and anxiety and how they differ
 - good vs bad stress
 - neuroscience behind stress and anxiety
 - common causes and triggers of stress and anxiety at work.
- The toxic effect of stress and anxiety
 - the prevalence of stress and anxiety in Australia
 - common effects of stress and anxiety at work: mental, physical and social
 - the direct link between stress and anxiety and productivity
 - dealing with other people's stress and anxiety.
- Beyond stress
 - from stress to anxiety and depression
 - spot the signs and know the difference
 - important strategies to manage anxiety.
- Stress reduction strategies
 - effective stress reduction strategies
 - the top 10 stress-busting tips for the short, medium and long-term
 - tools and resources.

Managing the stock transfer

In 2017, the Victorian Government announced its intention to increase the capacity of the community housing sector by transferring the management responsibility of 4,000 public housing dwellings.

Over the last 30 years, stock transfer policy in the UK has led to the transfer of more than 1.16 million former publicly-owned properties to social landlords.

This workshop will take the lessons learned from stock transfers in the UK and more recently Australia and consider best practice and methodologies to manage the process in Victoria.

The workshop will deal with:

- planning for change

- managing inter agency relationships
- resource requirements
- operational considerations
- tenant engagement
- managing resistance.

The workshop would be suitable for:

- anyone involved in managing the stock transfer process at an operational level
- leadership team members
- senior management team members
- team leaders.

Managing vicarious trauma training

This one-day workshop is for staff who may be affected by clients' accounts of distressing experiences or who have witnessed the impact on clients of these experiences. This could include staff working with the homeless; women and children escaping family violence; individuals with a psychiatric disorder; and, those who have been subject to torture.

At the end of the training the participants will have:

- Developed their understanding of vicarious trauma and developed their awareness of how to recognise it in themselves and in others.
- Learned strategies to make it less likely that they will develop vicarious trauma and be manage it as well as possible when it does occur.
- Developed skills in supporting others who may be suffering from vicarious trauma while remaining in their role.

Managing work priorities

This half-day course provides training and information on how best to manage competing priorities and demands on your time.

The modern area is characterised by a perception of busy-ness. Global communications have led to a proliferation of interruptions, mobile phones, email, SMS, not to mention old favourites like snail mail and staff interruptions and requests. All this in a time where productivity gains and doing 'more with less' are mantras.

This can quickly lead to a sense of overwhelm and stress but that need not be the case; gaining control and finding order and the calm in the swirl of work, family and leisure is the key to a productive and rewarding life. This course provides tools and skills to make it happen.

The training will deal with:

- understanding effectiveness and efficiency
- the 5 tools for managing priorities and activities:
 - Paretos Law
 - the Hourly Rate
 - Parkinsons Law
 - making decisions
 - delegation.
- Timepower – an Integrated work management tool.

Managing your time assertively

Time is a critical resource and the ability to effectively manage it in the workplace is more important than ever. This program examines time management and how to develop effective skills and habits in this area. Participants will be provided with a range of practical planning and prioritisation tools to assist them in their management of day-to-day tasks and achieve the outcomes that are important and add value to their role and their organisation's overall business goals and objectives.

Following the program participants will be able to:

- Understand the concept of time management and have some effective tips and strategies to implement in the workplace.
- Identify their approach to time management, including their strengths and areas that require development.
- Prioritise important tasks and activities that add value to organisational outcomes and their client's needs.
- Balance time between internal and external stakeholder needs.
- Utilise practical tools and templates to assist in their planning and execution of projects and day-to-day tasks.
- More assertively manage requests and activities that distract them from more important activities.
- More effectively manage time wasters, distractions and procrastination.

Methodology

This is a highly interactive program, which will provide participants with the tools to more effectively manage their time.

Who should attend?

Managers, project managers, supervisors, team leaders, HR professionals and anyone who would like to improve their approach to managing their time more effectively and improve their productivity on the job.

Media training

Understanding how to use the media to promote your view or to respond to others is a key skill.

This practical session will focus on how the media works and how you can get the most out of it; whether you are aiming at the local paper or statewide print, radio or television.

Trainees are taught a communications model to:

- identify the likely audience
- develop a powerful series of messages
- control tactics
- presentation tips
- do and don'ts for all interviews.

Practical:

- simulated media interviews and feedback
- acknowledging questions
- satisfying the journalist's area of interest
- returning to message.

It will equip key spokespeople with the necessary skills to talk fluently about their area of expertise during proactive media interviews and public relations opportunities; perform successfully in high-pressure interviews such as current affairs television, talkback radio and public meetings; and, present credibly, confidently and comfortably.

Mental Health First Aid (MHFA) Course

The standard Mental Health First Aid™ (MHFA) Australia is a 12-hour course taught by accredited Mental Health First Aid instructors in four modules of three-hours each. It has been designed for adults helping adults.

Course participants who successfully complete both days receive a copy of the standard MHFA Manual and a certificate of completion.

About this course:

Mental Health First Aid is the help provided to a person who is developing a mental health problem, or who is in a mental health crisis. Like physical first aid, mental health first aid is given until the person receives professional help or until the crisis resolves.

It is structured around similar principles to physical first aid so that those assisting have an understanding of:

- signs and symptoms of mental illnesses and crises
- how to assist and support someone experiencing mental health problems
- strategies for assisting in a mental health crisis
- how to refer and provide information on professional support.

The course will:

- briefly introduce MHFA and its background
- cover developing mental health problems, including:
 - depression
 - anxiety
 - psychosis
 - substance misuse.
- cover mental health crises:
 - suicidal thoughts and behaviours
 - non-suicidal self-injury
 - panic attacks
 - traumatic events
 - severe psychotic states
 - acute effects from alcohol or other drug misuse
 - aggressive behaviours.

Participants will learn the signs and symptoms of these mental health problems, where and how to get help, and what sort of help has been shown to be effective.

Who should attend?

- frontline workers
- housing/tenancy workers
- case managers
- community development workers and tenant (resident) leaders
- housing advocates
- managers and supervisors.

Mental health training for managers

The prevalence of mental illness in the community is growing. Working gives people a sense of contributing positively to their community, has a positive impact on self-esteem, aids in developing a sense of meaning, as well as providing an income, but mental illness can affect people’s ability to participate in the workforce.

Managers have an important part to play in promoting the wellbeing of their staff in the workplace and in supporting those who may have mental health issues. Australian research has demonstrated that training managers to identify staff who may have mental health issues and intervening early to support them has substantial benefits for both the affected worker and the organisation.

This workshop will:

- Help the participants recognise when a staff member may have mental health issues.
- Highlight the need for managers to act early in providing support to staff.
- Develop the skills of managers in communicating in a productive way with staff.
- Enhance the participants' understanding of the barriers that may exist in helping staff remain at work or return to work and provide strategies to overcome these barriers.
- Develop managers' skills in supporting staff in the workplace and in developing return to work plans.

NDIS and housing in Victoria *

The National Disability Insurance Scheme (NDIS) is creating huge opportunities (and challenges) for housing development and management. This extends beyond the development of an additional 14,000 places of Specialist Disability Accommodation (SDA) across the country.

Attendees will be introduced to a framework for housing for people with a disability to assist them to engage with the diverse stakeholders involved and review existing innovative housing projects.

The session will cover:

- the National Disability Insurance Scheme (NDIS)
- the National Disability Insurance Scheme (NDIS) in Victoria
- housing for people with a disability
- Department of Health & Human Services (DHHS) Specialist Disability Accommodation (SDA) and Supported Independent Living (SIL)
- housing for people with a disability
- Specialist Disability Accommodation (SDA) issues for current Shared Support Accommodation (SSA) Providers
- developing and managing housing for NDIS participants
- emerging opportunities.

Negotiation skills training

Negotiation is something that we do regularly, both in and out of the work environment. This session takes participants through the phases of any negotiation and explores each phase. It also covers different negotiation styles and examines how to employ an appropriate style for the situation. Improved negotiation skills will produce better outcomes in terms of productivity and personal satisfaction.

OH&S duty of care workshop *

The course will cover:

- Interpreting the occupational health and safety legislative framework and your role as board members and senior executives within the organisation.
- Identifying key parties and their legislative obligations and duties.
- Establishing representation in the workplace.
- Complying and participating in consultation and issue resolution to minimise risk and liability for your organisation.

Who should attend?

- managers/supervisors/board members
- policy workers, workers from agencies with delegated authority under state legislation.

Overcoming procrastination and perfectionism to enhance workers' wellbeing and effectiveness

Procrastination and perfectionism affect all of us at least some of the time. Both can adversely affect our wellbeing and our efficiency at work. This half-day workshop will explore the causes and cures for procrastination.

The following areas will be covered:

- The impact of procrastination on worker well-being and effectiveness.
- Different types of procrastination and how to overcome each one.
- Fifteen simple steps to becoming more efficient at work and improving service provision.
- Perfectionism, its difficulties and dangers and how to overcome it.

The Owners' Corporation Act *

The course will cover:

- the Owners Corporation Act 2006 and why it was enacted
- duties and powers of Owners Corporations
- dealing with Owners Corporations
- impact of Owners Corporation Act on tenants
- behavioural issues in subdivided properties
- property maintenance in subdivided properties
- VCAT's role.

Who should attend?

- tenancy workers/ managers/supervisors/board members,
- policy workers, workers from agencies with delegated authority under state legislation.

Performance management in service organisations

Effective performance management is a critical skill to ensure a healthy organisation, robust workforce and outcomes for clients/tenants.

This full-day course will identify key performance management models, theories and practice that are specific to community housing.

This course covers:

- What is performance management?
- Industrially sound performance management.
- Challenges of performance management.
- Creating a culture of feedback.
- Discussion from your experience and work. (Some role playing may be involved.)

Who is this course for?

- people with staff management responsibilities.

Practical project management

The ability to manage a project from beginning to end, no matter how big or small, is a highly-desirable skill.

This half-day workshop provides an overview of the entire project management process, as well as the tools required to successfully manage a project.

By applying basic project management techniques to everyday situations, delegates will learn how to successfully plan, organise, control, document, and review projects with the minimum risk.

At the end of this course delegates will be able to:

- define a project, it's parameters and its constraints
- create a project plan with SMART objectives
- assess the risks associated with a project
- review a project
- apply the techniques to a practical situation.

The workshop would be suitable for:

- front line staff
- team leaders
- new managers.

Practical Human Rights training

This three-hour course will take participants through model procedures, developed for the use of CHOs by CHIA Vic, and how to use file notes to ensure that your organisation is operating within the Human Rights Charter.

Your staff may have attended recent Human Rights Charter training put on by the Victorian Equal Opportunity and Human Rights Commission in conjunction with the introduction of the Victorian Housing Register. That is good training, but is more about the conceptual side of human rights and illustrating different human rights by examples. This CHIA Vic training is much more practical and looks at everyday procedures for tenancy workers to make sure they are complying with the Charter and how to make file notes that can document the fact that this has been done.

Topics will include:

- what is the Charter?
- who is bound?
- what is a 'public authority'?
- what does the Charter require?
- relevant human rights to consider
- how to comply with the Charter
- the review of the Charter – possible future changes
- natural justice considerations
- model policies, procedures and file notes:
 - Notice to Vacate for rent arrears
 - compliance process
 - Notice to Vacate for damage/danger
 - 120-day Notice to Vacate for no specified reason.
 - how to use file notes
 - the importance of documenting fairness.

The workshop would be suitable for:

Tenancy management staff who have more than six months' experience and have a good working knowledge of the Residential Tenancies Act (RTA), or have completed a CHIA Vic or TAFE course on the RTA.

Preparing for Court - skills for making it easier to go to court

Workers in the housing sector may be called to give evidence in court for many reasons. They may be providing support to a client who has been charged in relation to a criminal matter or be giving testimony in the Children's Court or the Family Court or in the Coroner's Court.

Preparation makes giving evidence in court much easier.

This workshop will cover:

- knowing your role and remaining within your role
- being able to give a brief, simple, common sense explanation of your role with a client
- writing letters of support
- understanding your own reasoning process when making decisions in relation to client wellbeing and other professional issues, and being able to explain and describe that reasoning process
- keeping good case notes and records, including writing in a style that is easy to defend and hard to attack
- how to behave in court, including how to cope if in the witness box
- speaking from the body of the court and being prepared for the different types and styles of questioning you may encounter when you go to court.

Preparing for VCAT training *

The full-day course provides training and information on Consumer Affairs notices and appearing at the Victorian Civil and Administrative Tribunal (VCAT). It will give participants the skills and information needed to not only prepare for VCAT appearances, but also to ensure policies and procedures are observed properly in the lead up to any appearance.

The training will deal with:

- how to complete Consumer Affairs Notices
- the correct service of Notices
- legal options for dealing with various tenancy issues
- calculation of rent arrears and paid to dates
- calculation of termination dates
- preparing for VCAT appearances
- what to do to ensure you have done everything right
- Orders of Possession
- Adjournments, Withdrawals, and Warrants of Possession
- the impact of the Human Rights Charter.

It would be suitable for:

- New tenancy workers who have completed the CHIA Vic or TAFE Residential Tenancies Act course.
- Experienced tenancy workers who need to know more about VCAT and associated policies and procedures.
- Experienced housing workers who are new to the role of tenancy management.
- Managers who need to incorporate and implement procedures into their organisation's policies.

Privacy – key developments and issues for community housing *

Does your organisation know what it must do in the event of a data breach, such as sending an email to the wrong person or inadvertently publishing an internal document with sensitive information on its website?

From February 2018, most community housing organisations have been required to comply with new privacy requirements in the event of a data breach under the Notifiable Data Breaches (NDB) scheme.

Under the NDB, organisations must notify individuals whose personal information is involved in a data breach that is likely to result in serious harm, and include recommendations about the steps individuals should take in response to the breach. They must also notify the Australian Information Commissioner of eligible data breaches.

Moore's legal firm will run a sector-specific training on the new privacy regime, including:

- handling client data, notifications and best practice processes
- the Victorian Housing Register and Privacy
- complying with the new Data Breach Notification Regime:
 - what constitutes a data breach
 - how to prevent data breaches
 - statistics from the regulator on the most common breaches
 - when you need to report a data breach.
- the New Family Violence Information Sharing Regime (September 2018 start) and its implications for housing providers.

Who should attend?

- managers/supervisors/board members
- policy workers, tenancy workers, workers from agencies with delegated authority under state legislation.

Privacy law and confidentiality workshop *

Come along for an update on the laws relating to privacy and confidentiality and how they impact your organisation.

In this session, we will cover:

- What is 'personal information' under the relevant legislation?
- How to appropriately handle a person's health information.
- Tips and traps associated with social media.
- Steps to prevent a privacy breach occurring.
- How to respond to a privacy breach.
- The new mandatory notification legislation – does it impact you?
- Maintaining your organisation's confidential information.

It would be suitable for:

- human resources staff
- managers and team leaders
- any staff who are interested in privacy and confidentiality issues.

Professional telephone skills

The training will cover the following areas:

- How to engage the caller as quickly as possible.
- The importance of listening well.
- How to take control of the call early, where needed, by asking skilful, focussed questions.
- Using language that does not create resistance.
- Words that should never be used.
- Managing your own feelings in difficult circumstances.

In addition, detailed guidelines will be provided for managing common difficult calls or callers including:

- the angry and abusive caller
- the person who is distressed and bewildered
- the rambler
- the person who does not understand
- the suicidal caller.

Professional writing - an introduction

Writing in a professional manner is a vital skill for staff employed in the housing sector. A well-written email, letter of support or report may assist in getting the best possible outcome for your client. In addition, writing well makes you more efficient, leaving more time to provide other services to your client.

This workshop will cover:

- The goals of writing any professional document.
- Using the right tone in a document.
- The who, why, what, when and how of writing.
- Tips for writing well.
- Common mistakes and how to avoid them.
- A suggested process for writing any document.
- Writer's block and how to overcome it.
- Guidelines for writing different types of documents including; emails, letters, report regarding clients and, reports or submissions to funding bodies.

Promoting Specialist Disability Accommodation *

The National Disability Insurance Scheme (NDIS) has committed to grow Specialist Disability Accommodation (SDA) (housing for 6 per cent of NDIS participants with the highest needs), from 14,000 people accommodated around Australia to 28,000, by providing recurrent and commercial funding open to all investors.

This growth, matched with policies of separation of housing and support as well as choice of provider, will create great challenges and opportunities for housing providers.

This half-day session will cover SDA fundamentals and highlight the important and emerging issues.

Promoting sustainable tenancies

There are many reasons why a person's tenancy may break down. These can range from: financial concerns; unaddressed mental health issues; the behaviour of the tenant in their home; or, the behaviour of others towards the tenant.

This workshop will discuss the reasons why tenancies may break down and strategies to support the tenancy as well as possible.

There will be an emphasis on the need:

- To coordinate client services.
- For the client's rights and responsibilities to be made clear before the tenancy commences.
- For any difficult behaviours of the tenant that may be put their tenancy at risk to be managed in as early as possible.
- For the tenancy manager and the housing support worker to be consistent in their approach in supporting the tenant.

Provide First Aid (PFA) – accredited training

Course Code: HLTAID003

Course outline:

- Learn First Aid – learn what to do, when and how.
- A broad range of First Aid techniques.
- CPR Certification.

Covers management of:

- unconscious breathing person
- unconscious non-breathing person (CPR)
- application of a defibrillator
- review of first aid kits.

Recognition and management of:

- choking and shock
- injuries from head to toe
- wounds and bleeding
- burns, poisons, bites and stings
- exposure to heat and cold
- medical emergencies: chest pain, asthma, anaphylaxis, stroke, seizures, fainting, diabetes
- head, neck and spinal injuries
- fractures, strains, sprains and dislocations.

A refresher every three years is recommended.

Public speaking for professionals

Communicating your message to groups of people is a highly-prized skill.

Effective presentations connect with people to motivate, influence and instruct. Yet public speaking is consistently ranked as one of the greatest fears. Research has shown that we dramatically heighten our fear factor simply by how we anticipate an event. This anticipation unnecessarily impacts people's presentations and their willingness to communicate in group situations.

Learn how to deliver your message and weave your story for maximum impact, with structure, humour, and confidence.

This course provides power techniques and tips to help you:

- structure your talk
- handle questions
- avoid PowerPoint purgatory
- manage your nerves
- build your confidence.

Communicate confidently and enthusiastically with groups and build your influence and effectiveness!

Recruitment insights

The seminar will include:

- How to write a creative, targeted and highly-effective job advertisement.
- How to ensure you get the best possible outcome from the interview process.
- A basic interview approach that is straight forward and effective
- How to ensure that you meet both the employer and the potential employee's needs/priorities and why this is so important.
- The benefits of providing training to potential employees and how this effects the recruitment process and the long-term success of the appointment.

This seminar would be suitable for:

- community housing executive officers, managers and human resources' personnel
- those with a recruitment aspect to their role.

Regulation for Boards *#

This forum is one of CHIA Vic's training sessions that have been specifically designed for Community Housing Board Members.

What do you know about the Victorian Regulatory Scheme and your responsibilities as a board member of a community housing organisation?

This practical forum will give you an understanding of the regulatory regime under the *Housing Act 1983* (the Housing Act) and the role and functions of the Housing Registrar. As a board member, it is vital that you understand these obligations to ensure your organisation meets its legislative compliance responsibilities and emerging regulatory risks.

The forum will address:

- the role of the Registrar for Housing Agencies
- performance standards
- regulatory intervention
- corporate groups and conflicts
- complaints and investigations
- intervention
- the National Regulatory System for Community Housing Review
- risk management
- learnings from other regulatory regimes
- practical tips for boards.

The workshop would be suitable for new and experienced community housing organisation board members.

Regulation in community housing *

The course will cover:

- An overview of the regulatory framework for community housing in Victoria established under the Housing Act 1983 (Vic).
- An overview of the performance standards and reporting requirements applicable to community housing providers registered under the scheme.
- Powers of the Registrar under the scheme to investigate and take regulatory action.
- The relationship between the regulatory scheme and the requirements of funding bodies such as the Director of Housing and the Department of Human Services.
- Implications for members of governing bodies of registered providers.
- An overview of the National Regulatory System for community housing providers currently in force in other Australian jurisdictions.
- The impact of changes to the Victorian regulatory scheme to harmonise it with the National Regulatory System.

It would be suitable for:

- members of governing bodies
- management and team leaders
- staff with responsibility for regulatory compliance and reporting
- any staff who are interested in regulatory issues in community housing.

Rent arrears recovery *

As a front-line member of staff attempting to collect rent and recover rent arrears, this practical workshop will give you the tools to manage your rent accounts effectively and consider ways in which you can encourage your tenants to pay their rent.

Delegates will consider new and innovative ways of preventing rent debt and recovering arrears, alongside best practice from both within and outside the sector, to avoid tenants from stepping on the downward escalator towards homelessness.

The workshop will address:

- business drivers for maximising income collection
- likely causes of rent arrears
- financial inclusion and financial resilience
- benefits of early intervention
- importance of good communication
- behavioural insights – Nudge Theory
- making the decision to proceed to VCAT
- factors to consider before requesting a warrant for possession.

The workshop would be suitable for:

- tenancy and property managers responsible for rent arrears recovery
- team leaders responsible for managing front-line staff who recover rent debt.

Rent setting in community housing *

There are a range of rules – from funding programs, residential tenancies legislation, DHHS guidelines and ATO requirements – that set the parameters by which community housing organisations set rents. There are also a range of practical considerations about how best to write rent-setting policies, carry out household income assessments and communicate rental subsidies to tenants.

The course will cover:

- background to rent-setting in Victoria
- approaches to rent-setting in Australia and overseas
- Department of Health and Human Services (DHHS) guidelines on rent-setting for registered agencies
- Housing Act requirements for registered agencies and the role of the Housing Registrar
- requirements of other funding programs, including the General Lease and the National Rental Affordability Scheme
- requirements of the Residential Tenancies Act
- requirements of the Australian Taxation Office for charitable bodies
- approaches to rent-setting – market-based, cost rent, income-based
- income-based rents: assessing household income and calculating rent
- Commonwealth Rental Assistance
- rent reviews
- services charges
- bonds
- what to include in a rent-setting policy
- communicating rent setting with tenants
- how tenants may dispute rental assessments.

It would be suitable for:

- management and team leaders
- staff with responsibility for tenancy and property management
- staff with responsibility for compliance and/or risk management
- staff with responsibility for finance.

Risk management training

Reputation, culture, finance, fraud, compliance — all of these are everyday risks to the viability of non-profit organisations. Reviewing these risks through our risk management training will enable your board members and senior managers to identify potential compliance and operational risks and help assess the effect and impact they could have on your organisation.

Key topics include:

- What is risk management?
- Introducing risk management into your organisation.
- Looking at risk with a strategic focus.
- Encouraging forward thinking and proactivity in identifying risk approaches to management.
- The need to balance the cost of managing risks with the anticipated benefits.
- Implementing a risk management plan.
- Contingency planning.
- Risk management versus legal compliance.

Who should attend?

- directors, executive staff, board and committee members from non-profit organisations.

RTA refresher forum for experienced tenancy workers *

The Residential Tenancies Act (RTA) is the most important legislative framework for the community housing sector.

CHIA Vic provides tenancy staff with an annually refresher forum on the RTA, covering a number of issues raised by experienced tenancy workers in member organisations.

Topics include:

- latest VCAT news
- Residential Tenancies Act Review
- presenting your case at VCAT
- Human Rights Charter considerations
- 120-day notices.

Other topics of your choice; topics at recent forums have included:

- sub-letting, including Airbnb type cases
- nuisance behaviour – Breach of Duty Notices, compliance, termination
- danger, damage, disruption – immediate Notice to Vacate
- tenant-caused damage – Notice to Repair, Breach of Duty Notice, compliance
- abandoned tenancies and abandoned goods
- gaining entry to rented premises

- duties of landlords and owners
- duties of tenants and residents
- breach of Duty Notices by tenants
- breaking a lease
- illegal behaviour
- open questions/discussion
- anything else you want covered.

The forum will provide an opportunity to address some of these issues and engage in discussion with other tenancy and support worker practitioners.

This forum is aimed at tenancy management and support staff with more than two years' experience, who have a good working knowledge of the RTA or have, at a minimum, completed the 'CHIA Vic Introduction to the RTA' or a TAFE RTA course.

Social media for business

Expand the reach of your organisation through the power of social media. This course includes the essentials of setting up an account, developing your brand identity, tools to access prospective clients and methods to keep your client base informed and excited.

We will examine the integration of Facebook and Twitter with other online platforms and provide lots of hints and tips to capitalise on the skills and content you already have.

At the completion of this course you should have the skills and knowledge to:

- Be aware of the major social media networks for business marketing.
- Understand the benefits of using social media networks on a business basis.
- Be aware of the demographics of the major social networks and decide which networks are the best ones to promote your business.
- Know how to set up a business page/profile on the major social media networks.
- Understand how to grow a 'community' to market your business to on the major social media networks.
- Be aware of the tools that can assist you to measure the impact of your social media activities.

Key topics covered on this course include:

- benefits
- strategies
- developing a social media policy
- social network options
- Facebook
- LinkedIn
- Twitter
- growing your networks
- integrating social media with your marketing
- measuring the results.

Substance misuse and disorders (alcohol and other drugs)

The workshop will cover:

- social context of today's drugs use
- different types of use
- differences between misuse and disorder
- effects of drugs on brain and body
- dependence, physical and psychological
- intoxication, aggressive behaviour and safety
- interventions, treatments and referrals
- social impacts
- where to from here.

It would be suitable for:

- staff in direct service delivery role
- project workers
- team leaders.

Supervision training

This workshop will build your management team's confidence and skill in delivering professional and effective supervision to adequately support staff to do their job well.

Participants will gain an insight into:

- processes for supervision and performance management
- self awareness and emotional intelligence when communicating with staff
- connecting, engaging and customising your approach to ensure communication is effective
- giving feedback that employees will actually apply
- ways to approach staff attitude, participation and input
- effective collaborative leadership skills to encourage staff initiative and team membership.

Who is it for?

- team leaders, managers, CEOs and practitioners who want the best from their staff.

‘Surely that’s not bullying!?’ Recent bullying cases under the microscope

This workshop will build your confidence and skills in dealing with bullying behaviour within the workplace.

Bullying is a very challenging behaviour, both for the people subjected to it, and staff who are responsible for managing and resolving situations where someone is being bullied.

In this session, Skye Rose, Practice Leader at Moores, will explore the key bullying cases in the last few years to increase participants knowledge of how to identify bullying, the situations that foster a culture of bullying, and how to reduce the likelihood of bullying occurring.

The session will look at:

- those cases that did (and didn’t) constitute bullying
- the cross-over between bullying and sexual harassment
- the dynamics which can make workplaces prone to such behaviours
- the steps you need to take, or further finesse, to minimise the risk of such behaviours.

The incidental counsellor course

Are you in a front-line role, interacting with clients? Do clients, work colleagues or family members sometimes start talking to you as if you were a counsellor, but you are not employed in a counselling role? What should you do? How should you respond? What is an appropriate and helpful way for you to deal with that situation?

In this highly interactive one-day course, you will learn to:

- Define the role of incidental counsellor.
- Identify a range of basic counselling skills.
- Practice skills to assist clients to identify their needs.
- Gain confidence in talking to people in this specific way.
- Identify a variety of self-care strategies.
- Be clear about personal and professional boundaries (reasonable expectations).
- Understand when and how to refer.

Time management, worker effectiveness and worker wellbeing workshop

This workshop will discuss the factors that influence worker effectiveness and ways of enhancing worker efficiency in service delivery. If you would like to improve your time management skills and utilise simple, effective strategies for managing tasks, this course is for you. We will teach you strategies including Stephen Covey's Time Management Matrix. The importance of clear professional boundaries in enhancing worker effectiveness and promoting worker well-being will also be covered.

The workshop will cover:

- factors affecting a person's performance in the workplace
- time management strategies
- responding well to distractions
- Stephen Covey's Seven Habits of Highly Effective People and Time Management Matrix
- communicating effectively
- participating well in meetings
- good time management and its effect on worker well-being
- simple strategies for improving worker effectiveness
- overcoming procrastination.

Understanding professional responsibilities of housing and tenancy workers *

This half-day course provides an overview for new workers on their professional responsibilities as housing and tenancy workers in the community housing sector.

It is aimed at ALL new workers in the sector. It looks at:

- ethics and professional boundaries
- duty of care
- privacy and confidentiality
- Occupational Health & Safety
- working with support services
- sustaining tenancies
- complaint-handling
- human rights of tenants of community housing
- child safety standards
- playing our part in responding to family violence.

Who should attend?

New workers in community housing and homelessness sector.

Understanding the big social housing picture *

This short course is about understanding the big picture. Why are housing problems in Australia so deep and entrenched, why is the social housing sector in Australia like it is? What is the relationship between housing and the welfare/income support system?

The course is about building knowledge rather than day-to-day skills.

The course will cover:

- The distinctive attributes of the Australian housing system.
- What is a housing problem?
- The different ways low income households can be assisted.
- The how and why of our social housing system.
- Rent setting methods in social housing.
- Allocation systems and problems and issues.
- The asset management challenge.

It would be suitable for:

- management and team leaders
- staff with responsibility for tenancy and property management
- anybody interested in Australia's current housing problems.

Understanding the development industry – what do you need to know as a board member? *#

This forum is one of CHIA Vic's targeted sessions for community housing board members.

What do you know about the development industry, the drivers behind the partnering arrangements with community housing organisations, and your obligations?

With many community housing organisations considering undertaking developments through new funding streams such as the Social Housing Growth Fund, board members need to understand the potential risks to their organisations.

As a key member of your organisation's governance team, this practical forum will give you an understanding of the development industry that exists across Victoria (developer and builders). It will give you an insight into the development industry and assist you to understand your obligations when you are faced with a development or partnership proposal.

The forum will provide an overview of:

- The capacity of the industry to cater for Australia's fastest growing state; including the projected growth in social and affordable housing.
- Considerations when looking at a project – the need for amenity and connectivity.
- The market – what are we seeing?
- Why the increased interest in partnering with community housing organisations?

- Industry’s understanding of the community housing sector and what they may expect.
- How to best work with the industry – educating partners for the long term versus a specific project.
- What are your obligations as a board member?

The workshop would be suitable for new and experienced community housing organisation board members.

Understanding the policy context *

This workshop provides a basic introduction to Australian housing policy as it relates to the community sector. It looks at the nature of Australian housing policy, the institutional context for making housing policy and the key debates around policy that will affect the future of the community sector.

Key concepts such as equity, choice, contestability, and public private partnerships will be reviewed at part of the workshop. No knowledge of housing policy is assumed.

It would be suitable for:

- management and team leaders
- staff with responsibility for tenancy and property management
- anybody interested in Australia’s current housing problems.

Visit to the housing call centre

The Housing Call Centre (HCC) in Moe handles responsive maintenance requests from community housing organisations (CHOs) that are managing government-owned properties for which DHHS runs the maintenance. This includes urgent after-hours maintenance calls from tenants and residents of CHOs.

The HCC is also responsible for maintenance requests from tenants in DHHS’s general rental stock throughout the state. Once the HCC staff have received a maintenance request they issue an Order to a DHSS contractor to have the job completed. Clarity in making a request is vital.

The Call Centre now also processes all the applications for the Victorian Housing Register, so the visit will also provide an opportunity to see this process in action and ask questions.

This visit to the call centre will provide a chance to:

- Observe the general operations and set up of the call centre.
- See how Orders are processed and followed up.
- Find out what HCC operators want from your maintenance requests.
- Bring up any questions or raise any issues you have about DHHS maintenance.

It would be suitable for staff of community housing organisations who have their maintenance done by DHHS - this is particularly relevant to those managing THM properties.

Vital Human Rights Charter training for tenancy workers *

Community Housing Organisations risk costly and time-consuming legal action unless they comply with the Charter of Human Rights and Responsibilities Act – and are able to demonstrate they are compliant.

CHOs must ensure that their policies and procedures are up to scratch and that their staff are trained to take human rights into account when dealing with tenants.

This CHIA Vic seminar is intended to be practical and will look at everyday procedures for tenancy workers to make sure they are complying with the Charter and how to show that this has been done.

Topics will include:

- what is the Charter?
- who is bound?
- what is a 'public authority'?
- what does the Charter require?
- relevant human rights to consider
- case Studies/scenarios to demonstrate how the Charter can operate in a housing context.

Working with clients in community housing *

A must for all new workers! This half-day course that is a must for new workers, providing an overview of the sector and how to deal with tenants on a day-to-day basis.

It is aimed at ALL new workers in the sector. It looks at:

- responsibilities to tenants/ customers
- listening and communication practices
- problem-solving methods
- managing conflicts
- working with advocates
- setting expectations
- complaints
- cultural awareness
- use of interpreters
- arrears management and why arrears happen.

Who should attend?

- new workers in community housing and homelessness sector.

Workplace civility and politeness, worker wellbeing and good service provision

Workplace civility and politeness has been linked to worker wellbeing, healthy teams, good service provision and worker safety.

This half-day workshop will cover:

- workplace civility and politeness and the strong link between workplace civility and worker wellbeing
- good service provision
- safety and worker satisfaction
- how each worker can contribute to workplace civility and politeness
- characteristics of effective teams and how individuals can contribute to making teams work well
- characteristics of resilient individuals
- how groups can work together to promote the resilience of individuals and of the group
- how each person can promote their own resilience within the workplace and outside of the workplace.

Writing proposals and reports

Writing reports and proposals can be a challenge in today's workplace. In an environment full of complex and competing information, how do we communicate in a way that gets attention, conveys our message clearly and has a positive influence?

This one-day workshop will focus on ensuring the reader receives the message as we intended it with a convincing communication that builds their confidence, your relationship and increases their desire to do business with you and achieve successful outcomes.

Following the program participants will:

- Develop clear direction and purpose in their business writing.
- Have a process for drafting, developing and presenting reports and proposals.
- Walk away with a toolkit, frameworks and strategies to convey their messages.
- Communicate key messages in a concise and logical manner.
- Have influencing strategies to gain the reader's attention.
- Be able to write a winning business proposal.
- Have a checklist for key components of effective reports and proposals.
- Adapt their writing to best suit the audience.

Methodology

This is a highly interactive program, which will provide participants with the tools to effectively plan, develop and deliver effective reports and proposals for their organisation.

Who should attend?

Managers, business development managers, project managers, supervisors, team leaders, HR professionals and anyone who would like to improve their ability to develop effective reports and write winning business proposals.