

## KIMBERLEY HOUSING ISSUES

With a high reliance by people on low incomes on public housing and with almost no affordable alternative, there is an apparent housing crisis in the Kimberley.

*In late May 2001, I travelled with the tenant advocate at TAS, Joanne Walsh, to deliver tenancy and the law training to tenant advocates from Broome to Kununurra. Participants came from Derby, Fitzroy Crossing, Halls Creek, Wyndham and several Aboriginal communities. The Kimberley Community Legal Service (KCLS) provided support to ensure the success of the training.*

*Services represented included women's refuges, men's outreach, community health, neighbourhood houses, Legal Aid as well as disability, family support and financial counselling services.*

*So what were the issues?*

### **Affordability and Accessibility**

*We heard of the lack of affordable housing in these towns resulting in overcrowding or people being forced to squat in makeshift camps in the 'long grass' on the outskirts of towns.*

*Housing availability for people on low incomes is further exacerbated during the tourist season. For example, Broome rental prices increase substantially with anecdotal evidence that people living in caravan parks being forced out during holiday periods with charges increasing from the median price of \$160 to around \$1,000. Of the privately owned dwellings in the West Kimberley, 57% are caravans.*

<sup>1</sup> Shelter WA

<sup>2</sup> ABS Census 1996

*The median residential rental price in Broome is \$320 per week<sup>1</sup>. However, there is a large proportion of investment housing stock designated for tourism with rental charges being significantly higher. The region has a high mobility rate with 50% of persons having changed address in a five year period<sup>2</sup>.*

*People were saying the 'norm' in towns like Wyndham and Halls Creek is for 20 or more people (this equates to 3 or 4 families) living in a Homeswest house. Similar stories were coming from the Aboriginal communities.*

*In some of the towns, rooms in government employees housing (GEHA) are being sub-let at a rate of between \$100 to \$150 per week.*

*With a high reliance by people on low incomes on public housing and with almost no affordable alternative, there is an apparent housing crisis, particularly for Aboriginal people. Home ownership for people on low incomes is simply not an option in Broome and to some extent Kununurra due to high property values.*

*We also heard of discriminatory practices by landlords. One example is a caravan park in the East Kimberley policy prohibiting access by all Aboriginal people from one of the communities.*

*A consequence of lack of access to accommodation is homelessness. Given the transient nature of people living in the region (due to lack of housing and/or cultural factors) the real level of homelessness is difficult to identify.*

### **Debt and homelessness**

*Feedback was that tenant liability to Homeswest is another major reason why people are unable to access housing. People were saying that debt was often maintenance related due to higher than average usage in such large households or poor maintenance by local contractors.*

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### Disclaimer

The views of those expressed herein are those of the contributors and do not necessarily reflect the views of Tenants Advice Service Inc.

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## New TAS advice line hours

Tenants Advice Service, as a specialist community legal centre, provides tenants and community workers with information and advice.

TAS has been funded to increase the tenant advice line to 30 hours per week. Sarah Ward is now the full-time advice line worker and Pam Howatson and Sue Chadwick have been appointed as part-time workers. The new hours are:

### Metro line (08) 9221 0088

Monday closed  
Tuesday 2pm – 5pm  
Wednesday 9am – 12.30pm & 1pm – 7pm  
Thursday 7.30am – 10am  
Friday 7.30am – 11am & 3pm – 7pm

### Country Line 1800 621 888

Monday closed  
Tuesday 9am – 12.30pm  
Wednesday closed  
Thursday 10.30am – 12.30pm  
Friday 1pm – 3pm

Country callers can leave a message on the answering machine and their call will be returned during the country line hours. This is a trial and may not continue for an extended period. So if you have any questions call us during these new, extended times. Please remember it is sometimes hard to get through so do keep trying.



Others highlighted examples of huge debts incurred by deceased partners and the surviving partner having to pay off that debt. Whilst Homeswest have a debt discount policy, people believed they could not access it.

## Seasonal homelessness

Given the Kimberley experiences regular cyclonic activity, Aboriginal communities are particularly disadvantaged during those periods. They are often forced to come into 'town' or face the possibility of having no provisions for months. When people do come to town they have few choices. Hostel and transitional accommodation options are either few or non-existent. People are forced to live with families, to sleep in parks or camp out on the outskirts of town without ablution facilities.

Broome, Kununurra and Wyndham were identified as having a number of 'long grass' or fringe-dweller camps for different family groups coming in from the communities or for those unable to live in town because they can't get housing.

One community elder stated their houses were in such poor condition they were thinking of going back to living in humpies. Maintenance had not been done for years and the last cyclone had tipped over one house. People living in those houses still standing were not using electricity due to safety concerns about water damage and overflowing sewerage thus causing a health risk. The community were desperate for fuel funds and roads were still inaccessible months after the cyclone.

Another issue was that of housing being handed over to communities without a written agreement stating who is responsible for maintenance and without the funds to provide for maintenance. Communities want to learn more about their tenancy rights and responsibilities.



## Homeless young people

Whilst in Kununurra, we had the opportunity to meet with local services, including the police sergeant to talk about youth and homelessness.

We were told about some of the successful programs. For example, a night outreach service in conjunction with the police collects 10 or more kids per night and takes them to 'safe' houses (alcohol free) wherever a bed can be found. A hostel is there for young people but is not meeting demand. There is a high level of school truancy linked to homelessness.

The juvenile justice system of working with elders seems to be more successful.

A coordinated program between the school and the police is in place whereby they work with truant children linking them into the Barramundi School, a transitional school which works more with personal development at a cultural level, rather than mainstream schooling. We were told this has a high success rate with children staying at school once they have progressed the program.

Other community programs include registered volunteers putting children up for the night and young offenders being encouraged to join in a program of developing respect and using good role models. The second program is attracting 30 to 40 young people one night per week who go out bush and get to know their culture.

We were told of children sleeping on rooves where it is safe. A key issue cited was the lack of permanent accommodation for youth leading to transience. One of the local businesses in Kununurra has provided some dongers to accommodate young homeless children, another donates breakfast at the school for children who are homeless.

## In Conclusion

This story presents only as a brief insight into the housing and homelessness issues in the Kimberley from an outsider perspective. Having said that, the state of many of the houses, the visible signs of homelessness and the stories being told contrasting with the obvious resource and tourism wealth in the region, are clear indications there is a housing crisis in the region for people on low incomes. In terms of solutions, consultation with the Indigenous people of the Kimberley is fundamental.

## Review of the RTA

The Residential Tenancies Act (1987) is due for review and TAS recently facilitated a workshop to provide a sector response. Prior to the workshop, TAS had developed a preliminary paper with over fifty identified law reform recommendations. Participants included representatives from a range of local service units and other agencies with a tenancy interest. Participants adopted the recommendations and identified several others. It is anticipated that submissions will be due early in 2002.

## Withdrawal from the Homelessness Taskforce

Some of you may have heard that I was a member of the State Homelessness Taskforce, or you may have seen the government press release to that effect. Although the press release stated that I work for Tenants Advice Service, the people who established the Taskforce insisted that my membership was purely in a personal capacity and so TAS has had no official role on the Taskforce.

I resigned from the Taskforce on 31 August 2001. I therefore have no association with any future Taskforce publications and in particular do not endorse these as presenting a balanced account of the issues relevant to homelessness in this State.

TAS has never been associated with or endorsed any Taskforce publication.

Jeannine Purdy,  
TAS Coordinator

## About the Tenancy Network

The Tenancy Network was formed as a means for tenancy workers and case managers from Local Service Units (LSU's) and TAS to get together to raise tenancy issues, discuss policy and law reform as well as what's on with community legal education.

The meetings are a useful opportunity for discussion and feedback, and are held on the 3<sup>rd</sup> Tuesday of each month. Regional workers can participate through phone link-up.

## Casual Vacancies on the TAS Executive Committee

TAS wrote to all members in July 2001 seeking nominations to fill a number of casual vacancies on the Executive Committee. The term of the new Committee members was to be until the October Annual General Meeting (AGM) when all positions would be declared vacant and elections held.

We would like to thank the members who very kindly volunteered to fill the vacancies:

- Sarah Baker
- John Ellison (on behalf of the Park Home Owners Association)
- Sally MacKay
- Ian Main
- Joanne Walsh
- Kathleen Walsh

After being formally co-opted by previous Committee members, Kathleen was endorsed as Chairperson, John as Vice-Chairperson and Sarah as Treasurer.

Unfortunately due to changed personal circumstances Kathleen subsequently resigned, with apologies, from both the Committee and the Chairperson position. John kindly nominated to fill the position of Chairperson and was endorsed by the Committee at its meeting on 9 October 2001.

In accordance with the TAS Constitution, members will be asked to ratify the filing of the casual vacancies at the AGM. TAS is grateful to the above members for being prepared to accept membership on the Executive Committee and for donating their time to our service. Our thanks also to Anne Annear who agreed to be available to take up a position on the Committee if required.



**TAS will be closed for the Christmas break. We will finish for the year at midday on December 21<sup>st</sup>, and will open again on January 2<sup>nd</sup>.**

### Brian Howe had some interesting things to say at the recent Housing Strategy WA Workshop.

Brian Howe from the Melbourne University Centre for Public Policy was recently in Perth to speak to the Housing Strategy WA - Stakeholder Workshop coordinated through the Office of Housing Policy. Tenants Advice Service were represented at the workshop.

As the former Commonwealth Housing Minister, Brian Howe was pivotal to the development of the National Housing Strategy in the early 1990's.

At the workshop, he spoke about the key elements of a successful housing system and referred to the historical social housing model developed post World War II. This model was based on full employment for males (who were considered head of the household) whilst women stayed at the home.

He also referred to changes post 1975 with a shift in household structures, increasing unemployment and the casualization of the labour market. At the time the impact on youth was particularly significant with the collapse of the youth labour market. Essentially Australia has been leading the world in the trend towards casualization of the workforce. He referred to other trends being the move towards a service economy and changes in family structure resulting in a marked increase in single parent families.

Mr Howe went on to talk about the consequent implications for housing policy and home ownership and highlighted the importance of government relating housing policy to those changes. He emphasised there are further implications to current trends for working conditions and wage rates and stated poverty in Australia as evidenced by Henderson research is now at a much higher level and across families.

He informed the workshop that with the unpredictability of life due to the above, there is now a move towards 'managing risk rather than linear lifestyles as previously experienced'.

There is evidence of a high fall-off number accessing home ownership within the 25 - 30 age group resulting in higher demands towards the private rental market. This has assisted in increasing rents. He stated that

reducing public housing stock is also adding pressure to the private sector.

The consequences of the current trends is likely to be eroding choices, a significant reduction of home ownership, higher rates of dependency and loss of housing policy in Australia.

He presented the following recommendations:

- State governments to contribute towards improving and increasing public housing stock.
- Better matching of housing to family profile and locational needs. Currently the focus is on 50% of households now consisting of one or two persons, however there should be consideration for housing which matches the needs of large families as is the case in many Indigenous and ethnic families.
- Significant reform in current thinking in terms of re-shaping cities.
- Research on housing consumers, including debt issues.
- Governments to factor in environmental design and links to transport and other services. For example, Scandinavia have developed module housing which can be changed as the tenancy profile changes.
- Develop benchmarks of affordability in terms of rental and home ownership.
- Consider the fact that investment demands are now equal in terms of home ownership; education; superannuation.
- Develop well serviced neighbourhoods.
- Look at relationships across government and the private and community sectors.
- Identify housing options to match need. For example, transitional housing for youth, security of tenure for mainstream, housing for Aboriginal families.
- Recognition of multiple capabilities and thus housing is not just about bricks and mortar but also social and housing development.

In winding up Brian Howe stated housing and employment links are fundamental. To be considered are building in community and housing diversity factoring in the aging population in contrast with youth housing options for transitional and assisting future equity.

Finally, he referred to housing having to be back on the agenda at the national level and promoted the re-creation of a Commonwealth Department of Housing. Howe also identified the need for increased supply of housing stock and with that creative options such as a de-centralised system, public and community housing options, housing bonds and links to capital infrastructure.

# TIPS FOR TENANTS & ADVOCATES

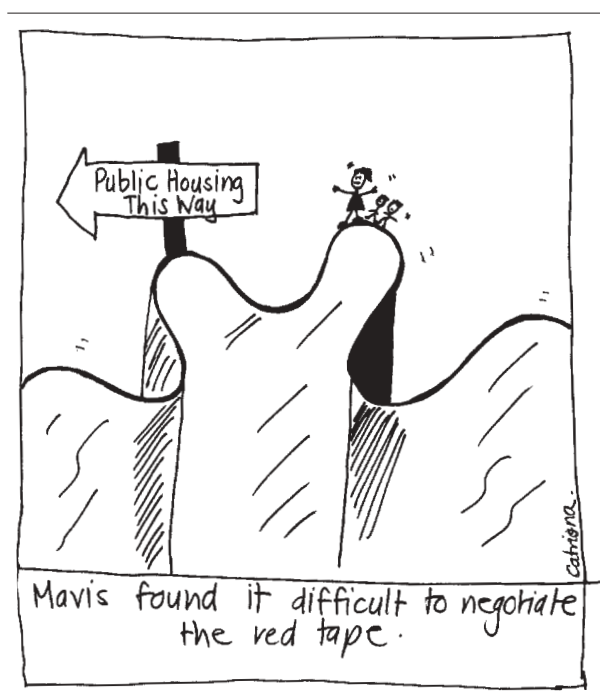
## HOMESWEST APPEAL SYSTEM

Are you aware that sometimes the Homeswest Appeals Mechanism Tier 2 appeals are weighted in favour of the Landlord?

**A recent example:** A Department of Housing and Works (Homeswest) member was on the panel with the community representative being a SHAP worker. SHAP is paid by the Department of Housing and Works (Homeswest). The rules of natural justice should have applied in this instance requiring that the community representative be a fully independent decision maker.

However, the recommendation set by the panel members to the client was to contact the appropriate Homeswest Office in writing **asking** to be considered for the SHAP program, stating this would help with the outstanding maintenance issues and the outstanding Tenant Liability. The client had requested transfer **in part** because the current residence was too small for the size of the family. This component of the request was not considered at all by the panel.

TAS advises if tenants or tenancy workers have a similar experience you can apply for another Tier 2 Appeal hearing requesting that the community panel member not be a SHAP worker.



## BREACH NOTICES

As a tenant should I respond to a Breach Notice? The answer is **YES**.

However, a breach notice doesn't mean you must leave your place of residence immediately. There are a number of steps that should take place before you move and sometimes the problems can be resolved.

What can the owner do if I don't fix the breach? The owner/agent may give you a Notice of Termination if you don't fix the breach within the time given (not less than 14 days).

The notice of Termination must be on the appropriate form, this may be one of three forms depending on the breach.

### Form 1A

The owner/agent can give you a Form 1A if you are in rent arrears and were given a breach notice but didn't pay the rent owing in the given time. Paying rent after the Form 1A notice has been issued doesn't stop the owner from continuing the action.

### Form 1B

The owner/agent can give you a Form 1B if your rent is in arrears. However, under this notice the owner/agent must stop their action if you pay the rent owing at any time up to one day before the day of the court hearing requested by the owner to order you to pay the rent owing and terminate your tenancy. You must also pay the owner the cost of the court application one-day before the hearing to stop the owner's action.

### Form 1C

The form 1C can be given if there are other reasons (apart from rent arrears) the owners want to end your tenancy. Is a Notice of Termination an eviction order? The answer is **NO**.

A Notice of Termination is one of the first steps an owner/agent can take if they want the tenancy to end. The Notice of Termination does not end the tenancy. The owner/agent must apply to the Court for an eviction order if the tenant doesn't move out after being given a Notice of Termination.

This means if you have received a Notice of Termination you do not need to panic and you do not have to move from your premises. The owner/agent has legal steps that must be taken before you are evicted from your rental property.

## WHAT IS AN EVICTION?

An eviction is where the owner legally recovers the rented premises from the tenant. The owner must get an order from the court to end the agreement and to take back possession of the premises. The owner is never allowed to evict you without an order from the court. Forcing you out of the rented premises without a court order is illegal.

If you or your friends are having problems with housing seek advice as soon as you can. Do not leave it to the last minute. Asking for help today and having a Court hearing tomorrow makes it difficult for Community Service Organisations to assist you.

Marie Austen  
Tenant Advocate

## HOMESWEST SURVEY

Homeswest (Department of Housing and Works) is currently conducting an applicant survey during October/November of its applicant waiting list. The survey will be targeting applicants listed in the months of January, February and March of any year.

Tenancy and case workers are encouraged to advise their clients who are public housing applicants to complete and return the survey form. **THIS IS IMPORTANT.** Homeswest say that if it is not completed and returned, the applicant is automatically removed from the waiting list.

The TAS Policy Advocate says: It's important to backdate! For example:

### Debt discount scheme

Since Homeswest made changes to the debt discount scheme, clients can now get 50% of the debt waived once 50% has been paid off. Clients are often asked to sign a Centrepay deduction to start paying off the debt, yet are not offered the debt discount form at the same time. It is important to know that if you come across any of these cases, advise clients they may request a backdate of the debt discount scheme to the day that they signed the Centrepay deduction with Homeswest.



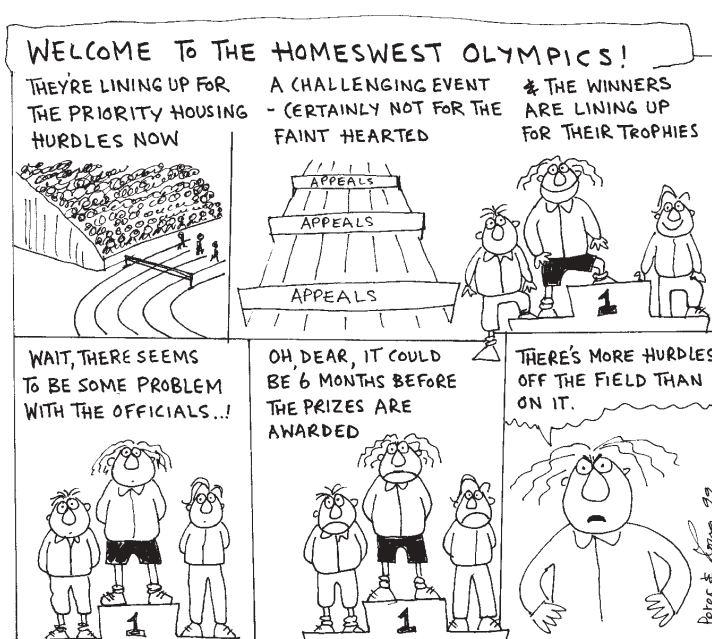
### Priority appeals at tier 2

When attending an appeal for a priority listing it needs to be made clear at the appeal that should the client be successful, then the listing should be back dated to the date of the original decision. Otherwise, you will find that the date of the successful Tier 2 appeal is used (which is often months after the original date).

Lyndsey Fitzgerald  
Policy Advocate

# Homeswest Tenancy Manual

For further information about legal issues related to Homeswest, stay tuned for this soon to be completed Tenants Advice Service publication. TAS also runs the 2 day course 'Tenancy Law Training Homeswest'.



# WHAT'S UP IN COMMUNITY LEGAL EDUCATION?

## Tenancy Law Training

To date, TAS has provided 5 x two day sessions of the accredited "Course in Tenancy Law for Community Workers" training to over 50 workers from funded Local Service Units, Legal Aid WA and a range of other community agencies. This was followed by 4 sessions of the "Course in Tenancy Law – Homeswest Issues" training. We have had excellent feedback from the Local Service Units regarding the training and satisfaction rates have ranged between 90% to 100%.

## Advocacy in the Small Disputes Training

Three training sessions have been held at the Perth Local Court. Some 25 community workers have participated in this training with feedback about on site training being very positive.

## Regional Education and Training Activities

Joanne and Camille travelled to the Kimberley in May 2001 to provide Tenancy Law and Advocacy in the Small Disputes Division training to the tenancy workers from across the Kimberley. Much of the planning for the training was assisted by the Kimberley Community Legal Service. A number of housing issues were identified during those two weeks which were reported in the Kimberley Report. An article was subsequently included in the national homelessness newsletter, Parity.

Lyndsey Fitzgerald travelled to Kalgoorlie earlier in the year to conduct the same training in conjunction with the Goldfields Community Legal Centre.

## Tenancy Education Meetings with Local Service Units

As part of the Tenancy Network, tenancy workers providing tenancy education meet to share information and ideas and develop strategies. Tenancy Network meetings are held on the 3<sup>rd</sup> Tuesday of the month.

## Other Sessions

In August a presentation was delivered to Call Centre Workers at the Department of Consumer and Employment Protection. This was followed by a presentation to the Financial Counsellors Conference on Forms and Court Applications.

A workshop on the review of the Residential Tenancies Act was also held in August with positive feedback to assist the sector submission for consideration.

## 2002 Training Calendar WE NEED YOUR FEEDBACK!

TAS is currently developing a training calendar for community workers for January to June of next year. The calendar will include the three tenancy law training courses:

**Course in Tenancy Law for Community Workers**  
(2 day course)

**Tenancy Law Training Homeswest**  
(2 day course)

**Advocacy in the Small Disputes Division**  
(1 day course)

These courses can be offered on a variety of locations on a number of occasions.

If you are in the metropolitan area, we are keen to hear about the days that best suit you.

We are also keen to hear from you if you are in regional WA and require the above training.

We can also develop and deliver training to meet your specific needs.

For further details contact Camille on (08) 9221 9499 or complete the section on training on the last page of this newsletter and send it to us.



## PUBLICATIONS UPDATE

### CURRENT PUBLICATIONS

Tenants Advice Service produces a range of publications dealing with issues relating to tenancy and housing.

- Tenants Rights Manual - The only comprehensive resource manual on tenancy rights in Western Australia.
- Tenants and the Law - A plain English, user friendly booklet providing basic up-to-date information on tenants' rights and responsibilities.
- A Guide to Renting in Western Australia (English & Translated Versions) - This booklet provides an introduction to renting in Western Australia for those new to tenancy, those from a non-English speaking background, and recently arrived migrants and refugees.
- A Guide to Renting in Western Australia for Young People - This booklet provides an introduction to renting in Western Australia for young people.
- A (sub)Urban Myth – provides a brief overview of some of the current injustices relating to Indigenous housing in Western Australia 2000.

Publications may be downloaded from the TAS website or may be ordered in hardcopy using the Publications Order Form.

### CHANGES TO EXISTING PUBLICATIONS

Tenants and the Law in WA has recently been updated. If you have any old copies – recycle them! Need new copies? Fax 9221 9609 requesting an order form. Postage and handling will cost \$8.00.

TAS also have a new information sheet titled 'The Rental Accommodation Fund'. Fax us if you want copies.

### NEW PUBLICATIONS ON THE WAY!

Tenants Advice Service will be producing a number of new tenancy publications, thanks to funding from the Law Society of WA Public Purposes Trust. The project, which lasts until the end of financial year, has allowed the employment of a part-time Publications Officer to produce the following resources.

#### Homeswest Tenancy Manual

TAS is developing the *Homeswest Tenancy Manual* in response to consistent demand from community workers for further resources regarding legal issues associated with Homeswest. The Manual will be used as a teaching tool in TAS training, as well as a stand alone resource for community advocates assisting Homeswest tenants facing legal action in their tenancy. This valuable information will also be directly available to Homeswest tenants in the form of fact sheets.

#### Shared Housing Booklet

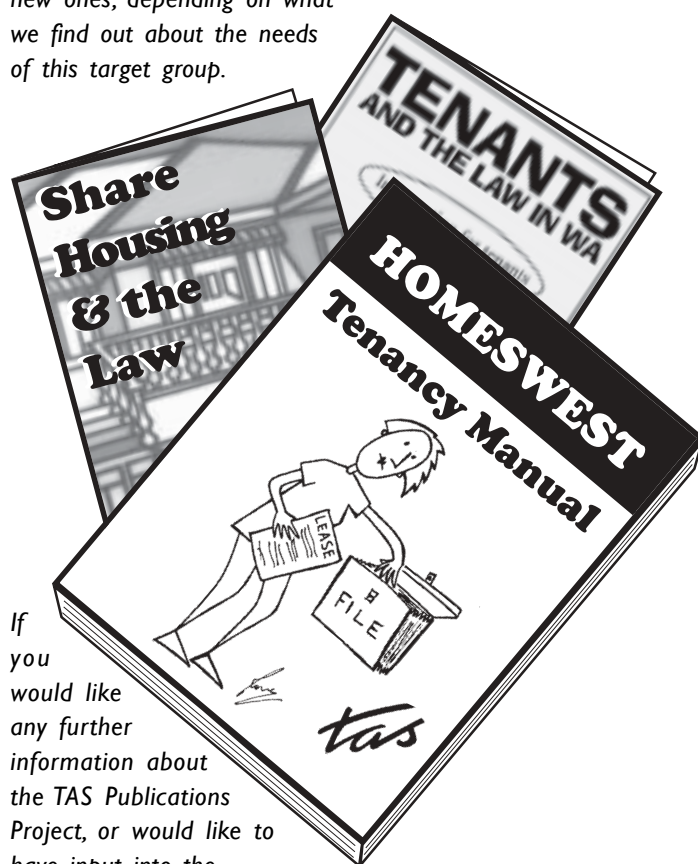
Share housing can create some complicated legal situations, and people living in share housing are often confused about their tenancy rights and responsibilities, or even the kinds of tenancy relationships they are in. This new resource will fill a gap in tenancy education materials and will assist tenancy caseworkers and people living in, or about to move into, shared housing.

#### Domestic Violence and Tenancy Booklet

Domestic violence can have a massive impact on tenancy arrangements. This resource will provide details about the legal situation should a tenant want extra security (for example better locks), need to break a tenancy agreement to move to a safer place, be held responsible for damage to the premises, or be evicted if the violence results in a breach of the tenancy agreement, among other issues.

#### Tenancy information for people with disabilities

Over the following months TAS will be investigating ways to increase access to information about tenancy rights for people with disabilities. This may involve modifying existing materials, or developing completely new ones, depending on what we find out about the needs of this target group.



If you would like any further information about the TAS Publications Project, or would like to have input into the development of any of these publications, contact Holly Hammond, TAS Publications Office on 9221 9499, or via email: [publications@taswa.org](mailto:publications@taswa.org).

## NEW STAFF AT TAS

Since the last TAS Talk we have had a number of staff changes at TAS. A word (or two!) from our new staff.

### **Matthew Walsh** **Administrative Assistant**

*'After a few years of working casually at TAS I was taken on for the Administrative Assistant job in February this year. My position involves general office duties, taking publications orders, processing training registrations, solving problems with the computer network and maintenance of the TAS website.'*

### **Camille Inifer** **Community Legal Education Worker**

*'I commenced at TAS as the new Community Legal Education Worker this July. I have previous experience in the early 1990's as a trainer at TAFE and also as a women's refuge worker. This progressed to several years at Shelter WA as the Policy and Development Officer. I followed with a range of exciting projects for 2 ½ years. This included work with the Aboriginal Legal Service as the Logistics Coordinator on the Ngarluma and Yindjibarndi native title claims in the Pilbara. My most recent work was on the Homelessness Project at the Community Housing Coalition of WA.'*

*Having had a long interest in social housing I am keen to progress this work through community legal education at TAS as a means of assisting sector development on tenancy matters.'*

### **Ian MacFarlane** **Solicitor**

*Ian commenced work at TAS in September and has already prepared a case and faced the Equal Opportunity Tribunal.*

*'I was born in Scotland and immigrated to Australia with my family when I was eleven. In Western Australia I was educated at St Brendan's College, Beaconsfield (now Seton).*

*I worked at various blue collar jobs until I was 40 years of age, when I began to study. My first degree is a Bachelor of Arts in Justice Studies from Edith Cowan University and my second degree is a Bachelor of Laws from Murdoch University. I completed my article clerkship and restricted practice at the law firm of Lane Buck & Higgins in Narrogin.*

*I am married and my wife, Michele, and I have three children, Claire, Elsbet and Brigitte.'*

### **Holly Hammond** **Publications Officer**

*'I have over ten years of active involvement in community issues, including women's rights, environmental, juvenile justice, sexual health, and anti-homophobia activism. I have worked in the community sector for the past four and a half years, working mostly with young people, drug users, and sex workers.'*

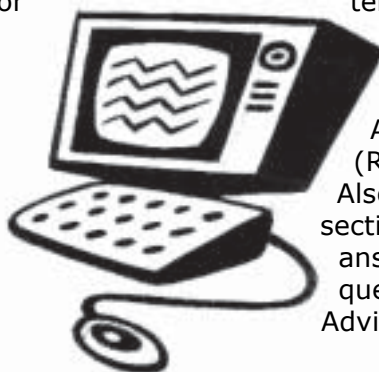
*My first involvement in publications was the production of a radical newsletter for high school students while I was at school. Since then I have worked on the Gibber youth art project, which publishes the art and writing*

## Updated TAS website: [www.taswa.org](http://www.taswa.org)

Matt Walsh our computer whiz has re-designed the TAS website which provides easy access to useful information for tenants or tenancy workers.

Most TAS tenancy publications are now on-line! These include:

- Tenants Rights Manual
- A Guide to Renting in WA
- A Guide to Renting in WA for Young People
- Tenants and the Law in WA



Also accessible are reports produced by TAS on a range of topics related to tenancy in WA.

Now on line is the updated Rental Accommodation Fund (RAF) Information Sheet. Also useful is the FAQ section which provides answers to common questions presented to our Advice Line workers.

of non-mainstream young people, and edited a university student newspaper. I have also developed and produced magazines, posters, stickers and other resources for people who use drugs illicitly. I'm looking forward to improving the range of publications available to tenants and advocates.'

### Marie Austen

#### Locum Tenant Advocate

'Since 1987, I have worked on behalf of members of the Community negotiating with government and non-government organisation and utilities.

I have worked with diverse members of the community, such as frail aged and younger people, families, youth and Aboriginal people. Housing and housing issues are always an area of concern and I find housing is an incredibly challenging area to be involved with.

Before coming to TAS primarily my work involved working with Homeswest tenants and prospective Homeswest tenants. The work at TAS is varied and has allowed me to advance my knowledge in other areas. I trust my work with TAS has been as beneficial for them as it has been for me.'

### Lyndsey Fitzgerald Policy Advocate

Many of you will know Lyndsey who has worked previously at Sussex Street Community Law Service at the Lady Gowrie Centre as tenant advocate and financial counsellor. Lyndsey is now working as the Coordinator of Jacaranda Community Centre and filling in at TAS as the Policy Advocate.



(Lyndsey Fitzgerald and Marie Austen have both been acting in the Advocate position while Joanne Walsh is on long service leave).

### STAFF DEPARTED

We say goodbye to Rebecca Smith (Administrative Assistant), Lanie Chopping (Community Legal Education Worker), Robyn Ninyette (Solicitor), Scotty Hammond (Locum Solicitor), and Melissa Sorci (Phone Advocate). We thank them for their contribution to TAS and wish them well in their new directions.

## TAS Talk Feedback

Your feedback is very important to us, it helps us to improve the quality of TAS Talk.

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Phone: \_\_\_\_\_

What aspects of TAS TALK did you find particularly good and why?

\_\_\_\_\_

\_\_\_\_\_

How could we improve TAS TALK?

\_\_\_\_\_

\_\_\_\_\_

Other Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please complete this Feedback Form and return to Tenants Advice Service Inc. PO Box 8437, Perth Business Centre, East Perth, WA 6849, or fax (08) 9221 9609.

# TAS Training Survey

In developing further training courses and dates for 2002, TAS is keen to hear from Service Providers about your training needs. Please complete the following and post or fax to TAS (details below) by the end of November 2001. For further information about TAS training, contact Camille Inifer on 08 9221 9499, or by email: clew@taswa.org

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

What types of services do you provide to tenants? \_\_\_\_\_

\_\_\_\_\_

What types of tenancy issues do clients of your service have? \_\_\_\_\_

\_\_\_\_\_

Have you done any training about tenancy issues? Yes No

If yes, please provide details \_\_\_\_\_

\_\_\_\_\_

If not, would you like to do training which will help you to help tenants? Yes No

What would be your preferred day/s for training? \_\_\_\_\_

Please tick the following issues you would be interested in attending training on:

- |  |   |
|--|---|
| <input type="checkbox"/> Tenancy Law for Community Workers       | <input type="checkbox"/> Migrant & Refugee housing          |
| <input type="checkbox"/> Tenancy Law Training Homeswest          | <input type="checkbox"/> Youth housing issues               |
| <input type="checkbox"/> Advocacy in the Small Disputes Division | <input type="checkbox"/> Indigenous specific tenancy issues |
| <input type="checkbox"/> Disability & tenancy                    | <input type="checkbox"/> Shared housing                     |
| <input type="checkbox"/> Women & housing                         | <input type="checkbox"/> Other, please specify below.       |

We can adapt a course specifically for your agency profile. We can also provide the training at your location. Please state your particular tenancy training requirements. \_\_\_\_\_

\_\_\_\_\_