

INTRODUCTION

Welcome to the latest edition of the Tenant's Advice Service twice yearly training and events calendar. The courses and events listed here are designed to assist advocates, community workers and lawyers to be effective in winning the best outcomes in tenancy for their clients. With all courses adopting best practice in education strategies, participants consistently rate them as being of exceptional quality with knowledgeable facilitators and excellent guest speakers. In this calendar you will notice a couple of new courses and some topical seminars not to miss, so sign up early to avoid disappointment as previous years have demonstrated a high demand. We look forward to seeing you at our next event!

➤ If you would like to receive the next calendar directly to your email address as soon as it becomes available you can subscribe to our mailing list by calling TAS on 08 9221 9499 or contacting us through our web site at www.taswa.org.)

TRAINING & EVENT CALENDAR

■ TENANCY LAW FOR COMMUNITY WORKERS	11 & 12 February 4 & 5 March 17 & 18 April 26 & 27 May	East Perth Mandurah East Perth East Perth
■ PUBLIC HOUSING ADVOCACY	12 & 13 March 20 & 21 May	East Perth Mandurah
■ COURT ADVOCACY (TENANCY)	11, 12 & 13 June	East Perth
■ NEGOTIATION SKILLS	7 & 8 May	East Perth
■ ROOFS FOR YOUTH	11 March	TBA
■ SEMINAR: UTILITIES RIGHTS & ADVOCACY	20 June	East Perth
■ RIGHTS OF BOARDERS, LODGERS & THOSE IN SHARE HOUSING	15 April	East Perth
■ RESIDENTIAL PARKS	14 February	East Perth

OTHER EVENTS OF INTEREST

■ NATIONAL HOUSING CONFERENCE (AHURI)	21-22 February	Sydney
■ NATIONAL CONSUMER CONGRESS (DOCEP)	5-6 March	Perth
■ WACOSS CONFERENCE	1-2 May	Perth
■ NATIONAL ASSOCIATION OF COMMUNITY LEGAL CENTRES (NACLC) CONFERENCE	17-21 August	Darwin
■ STATE TENANCY CONFERENCE (TAS)	9 & 10 December	Perth

GENERAL INFORMATION

Registration

- To register, complete & return the Registration Form via post or fax.
- Registration is essential for courses and greatly appreciated for events.
- Courses & events are popular so please book your place early so as to avoid disappointment.
- Once registered you will be sent a letter of confirmation that will include the event address & parking details.
- Note: Events on offer and their dates may change.

Pricing

- All events are at no cost to attend.
- Please note that lunches are not included unless otherwise stated.

Cancellation

- Please give 2 days notice where possible to allow someone on the waiting list time to fill your place.

About the Training Courses

Our courses impart a range of para-legal skills in an informative and interactive environment. We ensure the information remains both relevant and applied through the use of presentations and exercises involving case studies. Developed by experienced lawyers, tenancy advocates and educators these courses have been designed specifically for tenant advocates, community & welfare workers, volunteers, students and consumers who support clients with housing issues.

About the Seminars

Our seminars aim to raise public awareness or public debate on current or emerging issues related to tenants and housing.

Nationally Recognised Training

TAS is a Registered Training Organisation (RTO). This registration allows TAS to assess and provide nationally recognised certification for selected courses. Recognition of Prior Learning (RPL) is also available for these courses. For details about our nationally recognised training and/or RPL call TAS (08 9221 9499) or visit the TAS web site (www.taswa.org).

Customised Training

TAS can come to you! We offer in-house professional development training courses, information sessions or highly interactive community education for staff, tenants or client groups. Contact us today for more information.

How Can We Improve?

We are always looking for ways we can improve delivery of courses, administration processes and the types of courses or seminars on offer. Please don't hesitate to give us feedback or suggestions of any kind.

TRAINING COURSE INFORMATION

■ TENANCY LAW FOR COMMUNITY WORKERS

Pre-requisites: None.

This two day foundation course will equip community workers (and lawyers!) with the knowledge and skills to accurately assist clients with tenancy issues.

Course Content

- Who is covered under the Residential Tenancies Act 1987 (RTA)
- Property management
- Application process
- Tenancy agreements and contract law
- Tenant and owners responsibilities & rights
- Breaches & terminations
- Court orders & the Magistrates Court
- Effective strategies for dealing with tenancy disputes
- Case studies

This is a great course for developing skills in finding and interpreting legislation!

TRAINING COURSE INFORMATION (CONT'D)

■ PUBLIC HOUSING ADVOCACY (PREVIOUSLY TENANCY LAW & HOMESWEST)

(CHCAD1C Advocate for clients)

Pre-Requisites: Tenancy Law for Community Workers.

This two day nationally recognised course will help community workers to effectively assist clients with public housing tenancy problems. Particular focus is on high level skills in advocacy for appealing unfavourable decisions with DHW.

Course Content

- Understanding the Dept of Housing & Works (DHW)
- Trends in public housing
- Navigating DHW policies
- Effective advocacy strategies
- Appeal options
- Negotiation skills
- Role play in advocacy in the 2nd tier appeal committee

This is a great course for taking your advocacy skills to a higher level.

■ COURT ADVOCACY (TENANCY)

(CHCAD5A Represent the client in court)

Pre-requisites: Tenancy Law for Community Workers.

This three day, nationally recognised, intensive course provides non-lawyer advocates with the opportunity to develop their competence to represent a client in court. If you assist tenants in preparing for court, do court representation (or intend to do so) or just want to understand the court process, this course is for you!

Course Content

- Court etiquette and procedure
- How to prepare and develop a "case theory" or argument
- How to bring out evidence (evidence in chief and cross-examination)
- How to be persuasive to achieve the best outcome for your client
- Simulated advocacy in the actual court room

This is a great course for really developing skills in arguing and persuading.

■ RESIDENTIAL PARKS (LONG-STAY TENANTS) LAW

Pre-requisites: Tenancy Law for Community Workers.

This relatively new legislation was specifically developed to address the unique tenancy issues for long-stay residents of caravan parks and lifestyle villages. This one day course introduces you to some of the different and complex issues related to advocacy for park residents.

Course Content

- Current trends in caravan parks
- Comparison of the new legislation with the RTA
- Rights and responsibilities covered under the new legislation
- Complex contract law issues and park tenancy agreements
- Addressing common problems such as utilities, selling agreements, park rules etc
- Introduction to the Caravan and Camping Grounds Act & its relevancy in advocacy
- Introduction to the State Administrative Tribunal.
- Advocacy and non-adversarial approaches to resolving disputes for park residents

A great course for developing an understanding of contracts.

TRAINING COURSE INFORMATION (CONT'D)

■ NEGOTIATION SKILLS

Pre-requisites: Tenancy Law For Community Workers.

This course will provide opportunity to further develop negotiation skills in matters related to advocating for a tenant. There are varying techniques, approaches, styles, influences & people skills that come into play when negotiating. Knowing the right approach for the specific circumstance can make a big difference to the outcome. All those involved in negotiation for tenancy matters should do this course!

Course Contents

- Interest-based approach to negotiation and
- Using questions effectively
- The seven elements of negotiation
- Negotiation styles
- Dealing with unfair tactics
- Practice negotiating in lots of different situations

Great course for learning about your style and strengths in negotiations

■ ROOFS FOR YOUTH

Run by Youth Affairs Council of WA (YACWA)

Pre-requisite: Tenancy Law for Community Workers

This one day course is for those who are in a role of assisting, educating or supporting young people to live independently in the private rental market. As it is important that young people are educated accurately on their tenancy rights, the course on Tenancy Law for Community Workers, must be completed before attending this course.

Course Contents

- Practical & creative ways for educating young people using the R4Y Manual
- How young people can obtain a recognised certificate to use in place of a reference

■ RIGHTS OF BOARDERS, LODGERS & THOSE IN SHARE HOUSING

Pre-requisites: Tenancy Law for Community Workers.

This one day course looks at what the legal rights & responsibilities are for boarders, lodgers and housemates and how to advocate for them when there is a problem.

Course Content

- Key elements for defining a Boarder & Lodger
- When a housemate is a tenant or a boarder or lodger
- Principle legal differences between tenant and non-tenants
- Licence agreements and contract issues
- Breaches, terminations and warnings under common law
- Legal remedies and Magistrates Court and difference to the RTA
- Strategies for avoiding problems in share housing and boarder & lodger situations

A great opportunity to expand your ability to assist the most disadvantaged clients.

EVENT INFORMATION

■ SEMINAR: UTILITIES RIGHTS & ADVOCACY

Utilities are an important aspect of a tenancy. Knowing the clients rights and how to deal with problems is an important aspect of advocacy. This seminar will present speakers from the major utilities who will explain what they may offer to tenants, how to resolve problems and make complaints.

■ TENANCY WEEK 29 SEPT - 5TH OCT 2008

Be A Part of Tenancy Week!

There will be many events across the State to celebrate tenants and promote their rights and issues. This week coincides with International Tenancy Day. TAS will have a launch on the 1 Oct. A range of events through out the week will be organised. Go to TAS website for more details and think about what events you or your agency could organise and how you could have it put on the Tenancy Week Calendar.

Please print, complete and return the following registration form for each individual wishing to attend TAS courses or seminars.

NAME

ORGANISATION

BRANCH

POSITION

ADDRESS

SUBURB

POSTCODE

PHONE

FAX

CONTACT EMAIL

SPECIAL REQUIREMENTS:

TRAINING COURSE & EVENT SELECTION (please tick as required)

COURSE: Tenancy Law For Community Workers 11 & 12 FEB 4 & 5 MAR 17 & 18 APR 26 & 27 MAY

COURSE: Public Housing Advocacy 12 & 13 MAR 20 & 21 MAY

COURSE: Court Advocacy (Tenancy) 11, 12 & 13 JUN

COURSE: Negotiation Skills 07 & 08 MAY

COURSE: Roofs For Youth (R4Y) Training NB: Please book for this course via YACWA (9485 2750)

COURSE: Intro To Residential Parks (Long-stay) Act 2006 14 FEB

COURSE: Rights of Boarders, Lodgers & Those in Share Housing 15 APR

SEMINAR: Utilities Rights & Advocacy 20 JUN

Yes, I have completed the pre-requisites as indicated in the course description.

Your completed registration form can be returned to Tenants Advice Service by post (TENANTS ADVICE SERVICE PO BOX 6057 EAST PERTH WA 6892) or fax (08 9221 9609). For further enquiries about registration or more detail on courses or seminars please contact TAS on 9221 9499 or via our web site at [www.taswa.org\(.\)](http://www.taswa.org(.))