

### INTRODUCTION

Once again we deliver another training calendar with an ever expanding number of courses! Some have been brought back due to popular demand and others are now offered in response to your needs. TAS courses are designed not only to provide valuable knowledge, but also to build on your advocacy skills so don't miss out and register early to avoid disappointment! Can't get to any courses? Or have clients who would benefit from some tenancy information? We may be able to come to you: call the CLE Coordinator at TAS on the number provided below.

- 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](http://www.taswa.org)(.)

### TRAINING & EVENT CALENDAR

■ <b>TENANCY LAW FOR COMMUNITY WORKERS</b>	1 & 2 July 14 & 15 July 14 & 15 August 5 & 6 November	East Perth Port Hedland Gosnells East Perth
■ <b>PUBLIC HOUSING ADVOCACY</b>	16 & 17 July 3 & 4 September 20 & 21 October	Port Hedland East Perth East Perth
■ <b>RESIDENTIAL PARKS (LONG-STAY TENANTS) LAW</b>	25 August	East Perth
■ <b>TENANCY DISCRIMINATION &amp; MAKING A COMPLAINT</b>	16 & 17 September	Perth City (EOC)
■ <b>INTRODUCTION TO COURT RELATED TENANCY MATTERS</b>	5 August	Mandurah
■ <b>COURT ADVOCACY (TENANCY)</b>	17, 18 & 19 November	East Perth
■ <b>ADVANCE COURT PRACTICE</b>	18 September	East Perth
■ <b>ROOFS FOR YOUTH</b>	7 October	TBC
■ <b>NEGOTIATION SKILLS</b>	8 & 9 September	East Perth
■ <b>CASE MANAGEMENT &amp; ESSENTIALS IN WELL-BEING</b>	11 & 12 December	East Perth
■ <b>TENANCY WEEK LAUNCH &amp; SEMINAR</b>	1 October	East Perth
■ <b>SEMINAR: UTILITIES - TENANTS RIGHTS &amp; ADVOCACY</b>	15 September	East Perth
■ <b>STATE TENANCY CONFERENCE (TAS)</b>	9 & 10 December	TBC
■ <b>TENANTS ADVICE SERVICE AGM</b>	30 October	East Perth
■ <b>TENANCY LAW FOR COMMUNITY HOUSING PROPERTY MANAGERS</b>	By request (fees may apply)	

### 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 details within 3 days.
- Note: Events on offer in this calendar and their details may change.

#### Pricing

- All events are at no cost to attend unless otherwise stated.
- 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 an opportunity 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](http://www.taswa.org)).

#### Want Us to come to You?

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 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 & the real estate industry
- Application process & legal matters
- Tenancy agreements & 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 Department of Housing & Works (DHW) unfavourable decisions.

##### Course Content

- Understanding the DHW
- Trends in public housing
- Navigating DHW policies
- Effective advocacy strategies
- Appealing unfavourable decisions & writing appeal submissions
- Developing strong arguments
- Negotiation skills
- Roleplaying the advocate in a 2nd tier appeal

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

#### ■ 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, park rules etc
- Introduction to the Caravan and Camping Grounds Act & its relevance
- 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 Residential Parks contracts.

#### ■ TENANCY DISCRIMINATION & MAKING A COMPLAINT

Presented by The Equal Opportunity Commission (EOC)

Pre-requisites: Tenancy Law for Community Workers.

This two day course will provide participants with skills for assisting private and public housing tenants make complaints about discrimination. The course will look at various global and domestic legal instruments to do this, including UN covenants, federal anti-discrimination law, the WA Equal Opportunity Act and other legal remedies.

##### Course Contents

- How to identify direct & indirect discrimination
- Where to make a complaint & how to put together a strong case
- Understanding the EOCs role
- The process of hearings
- Discrimination in private and public housing tenancy case studies

If you want to know what tenants can do if they experience discrimination, this is the course for you.

### TRAINING COURSE INFORMATION (CONT'D)

#### ■ INTRODUCTION TO COURT RELATED TENANCY MATTERS

Pre-requisites: Tenancy Law for Community Workers

This introductory, one day course is for those who want the court process demystified so they can better support a client who is required to attend court for a tenancy matter.

##### Course Contents

- The importance of tenants attending court
- The Magistrates' Court Act (2004) and the Residential Tenancies Act (1986)
- Court process and etiquette
- Roles community workers can have in court
- Powers of the Magistrate in RTA matters
- How tenants can apply or defend a case in court
- How tenants can prepare an effective case for court
- Tips for preparing a client for court
- Overview of most common orders made in court

Note: This course is not designed for those who intend to represent clients in court. People interested in representing should complete the three day course: Court Advocacy (Tenancy).

#### ■ COURT ADVOCACY (TENANCY)

(CHCAD5A Represent the client in court)

Pre-requisites: Tenancy Law for Community Workers.

This nationally recognised three-day intensive course provides non-lawyer advocates with the opportunity to develop their competence to represent a client in court with actual experience in the courtroom under a 'real life' simulation. 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
- 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 developing skills in arguing and persuading effectively.

#### ■ ADVANCE COURT PRACTICE

Pre-requisites: Court Advocacy (Tenancy)

Want an opportunity to review the Court Advocacy (Tenancy) course material and develop some additional skills, practice and confidence in court representation? This one day hands-on program is for you.

##### Course Contents

- Review your understanding of the court process
- Further develop your techniques in questioning for examination in chief & cross examination
- Deepen your understanding of case theory and use it in successfully arguing a case

A perfect course for those still shy about representing in court.

### TRAINING COURSE INFORMATION (CONT'D)

#### ■ ROOFS FOR YOUTH

Presented by Youth Affairs Council of WA (YACWA)  
Pre-requisite: Tenancy Law for Community Workers

Roofs for Youth is a comprehensive education course for young people so they can live successfully in a tenancy. Completion of the program provides young people with certification that is recognised by REIWA and verifies their readiness to take on responsibility for a tenancy. The Roofs for Youth Program is a joint project between TAS and YACWA.

##### Course Contents

- Practical & creative ways for educating young people using the R4Y Manual
- Providing young people with a recognised certificate to use in place of a reference
- Strategies for getting support of local real estate agents

Note: To register for this course you will need to book through YACWA on (08) 9485 2750. The cost is \$88 per participant.

#### ■ NEGOTIATION SKILLS

Pre-requisites: Tenancy Law For Community Workers.

Want to know how to get the best outcome when negotiating for clients? This course will provide opportunity to fine-tune your powers in negotiating with specific emphasis on interest-based negotiation. This is a highly interactive course that will give you a chance to learn about your negotiating strengths and style, as well as a few more strings to your bow.

##### Course Contents

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

A great course for learning about your style and strengths in negotiations.

#### ■ CASE MANAGEMENT & ESSENTIALS IN WELL-BEING

This course is designed for those who would like to know how to more effectively manage a large case load of clients with complex and multiple needs whilst achieving the best outcome for the client without burning out. More details about this course will follow.

#### ■ TENANCY WEEK: RAISE AWARENESS OF TENANCY RIGHTS & ISSUES

Tenancy Week is an opportunity to raise awareness of tenancy issues and tenants rights. Tenancy Week is part of International Tenancy Day and United Nations Habitat Week. Throughout the state there will be a range of activities for tenants and community workers which you can get involved with. Tenancy week will also support the CRiB campaign - 'Creating Room in the Boom'. For more information on activities or events in your area, visit the Tenants Advice Service web site at [www.taswa.org](http://www.taswa.org) (information to be made available shortly) or call the Tenants Advice Service administration line on (08) 9221 9499. Why not consider organising a shopping centre stall; breakfast talk; education session; radio interview or some other special event relating to tenancy?

What are you organising for tenancy week? Be sure to let us know and see you at the launch!

### TRAINING COURSE INFORMATION (CONT'D)

#### ■ UTILITIES - TENANTS RIGHTS & ADVOCACY

Presented by WA Council of Social Services

Consumer protection of tenants and utilities is not covered by one piece of legislation. Understanding the structure and laws governing the industry is essential in being able to advocate effectively. This full day course will help!

##### Course Contents

- Concessions and schemes available to disadvantaged tenants
- Consumer Protection laws & regulations relating to utilities
- Limitations of the Fair Trading Act (1987) for covering utilities
- Internal complaints procedures of each utility
- Other legal remedies for resolving disputes
- Utility hardship and credit management policies
- Dispute resolution processes for utilities
- WACOSS Consumer Utilities Project - what it is about?

Want to know the best way to help a tenant with utility problems? Do this course!

#### ■ SEMINAR: LAUNCH OF TENANCY WEEK

Come to support Tenancy Week and hear from a range of guest speakers who will bring you up-to-date with new and emerging issues impacting on tenants. The launch and seminar at 9.30am - 12pm will kick off a range of activities happening around the state.

#### ■ EVENT: STATE TENANCY CONFERENCE

This is an opportunity for tenant advocates, solicitors, paralegals, financial counsellors and community workers who directly work with clients with tenancy housing issues to network and become aware of the latest emerging issues in this sector. Fees may apply for participants. Consider coming and send in an expression of interest today!

#### ■ TENANCY LAW FOR COMMUNITY HOUSING PROPERTY MANAGERS

Pre-requisites: None.

It is beneficial for everyone to understand tenancy law, and this course is an adaption of the Tenancy Law for Community Workers program tailored to those with property management roles in community housing.

##### Course Content

- Who is covered under the Residential Tenancies Act 1987 (RTA)
- Property management & the real estate industry
- Application process & legal matters
- Tenancy agreements & 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 tailored to those with property management roles in community housing.

Please print, complete and return the following registration form for each individual wishing to attend TAS courses or seminars. All correspondence is conducted via email so please print your address clearly.

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	<input type="checkbox"/> 1 & 2 JUL <input type="checkbox"/> 14 & 15 JUL <input type="checkbox"/> 14 & 15 AUG <input type="checkbox"/> 5 & 6 NOV
COURSE: Public Housing Advocacy	<input type="checkbox"/> 16 & 17 JUL <input type="checkbox"/> 3 & 4 SEP <input type="checkbox"/> 20 & 21 OCT
COURSE: Court Advocacy (Tenancy)	<input type="checkbox"/> 17, 18 & 19 NOV
COURSE: Negotiation Skills	<input type="checkbox"/> 08 & 09 SEP
COURSE: Roofs For Youth (R4Y) Training	7 OCT - NB: BOOKED THROUGH YACWA (9485 2750)
COURSE: Residential Parks (Long-Stay Tenants) Law	<input type="checkbox"/> 25 AUG
COURSE: Advance Court Practice	<input type="checkbox"/> 18 SEP
COURSE: Introduction to Court Related Tenancy Matters	<input type="checkbox"/> 5 AUG
COURSE: Tenancy Discrimination & Making A Complaint	<input type="checkbox"/> 16 & 17 SEP
COURSE: Case Management & Essentials in Well-Being	<input type="checkbox"/> 11 & 12 DEC
COURSE: Utilities - Tenants Rights & Advocacy	<input type="checkbox"/> 15 SEP
COURSE: Tenancy Law for Community Housing Property Managers	<input type="checkbox"/> EXPRESSION OF INTEREST
SEMINAR: Launch of Tenancy Week	<input type="checkbox"/> 1 OCT
EVENT: Tenants Advice Service AGM	EXPRESSION OF INTEREST <input type="checkbox"/> 30 OCT
EVENT: State Tenancy Conference (Expression of interest)	<input type="checkbox"/> 9 & 10 DEC

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(.))

## LOOK WHO'S READING THE RESIDENTIAL TENANCIES ACT...

