



Welcome to Combined Interagency 1 February 2024

LAKE
MACQUARIE
CITY

- 9.35 Welcome and Acknowledgement**
- 9.40 Guest Speakers**
Lifeline Newcastle; Homelessness NSW; TAFE NSW
- 10.30 Morning Tea**
- 10:50 Guest Speaker continued: Tenants Union of NSW**
- 11:00** General Updates from attendees
- 11:20 Networking activity if time allows**
- 11.30 Close**

An aerial photograph of a coastal landscape during sunset. The foreground is dominated by dense, low-lying green vegetation. A narrow, light-colored path or road winds through the vegetation from the bottom center towards the middle ground. To the right, a sandy beach stretches along the coastline, with gentle waves breaking onto the shore. In the background, a hillside with several houses is visible under a bright, hazy sky. The sun is low on the horizon, creating a warm, golden glow across the scene.

Acknowledgement of Country



June Anderson

Group Skills-for-Life Training Manager

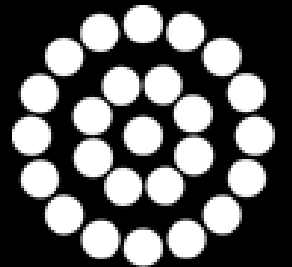
Lifeline Newcastle



© Lifeline
CELEBRATING
60 YEARS
OF HOPE

13 11 14

anytime, about anything,
from anywhere
for when tough stuff happens



Frontline workers, community connectors
and caregivers want to be the best
helpers possible.

They want toolboxes full of ways to:

- recognise the help-seeker's
presenting and/or underlying issues
- respond appropriately
- refer effectively

Skills needed in such a helping toolbox:

1. Great listening skills, rapport building, empathy
2. Ability to recognise suicidal intentions
3. Ability to recognise domestic & family violence
4. Knowledge of mental health problems
5. Awareness of the need for self-care practises



ASIST: LivingWorks Applied Suicide
Intervention Skills Training

29/2/24



Today I had a suicidal client...thankfully not serious, but you would be surprised about how much of your training kicked in .. The course helped a million percent.

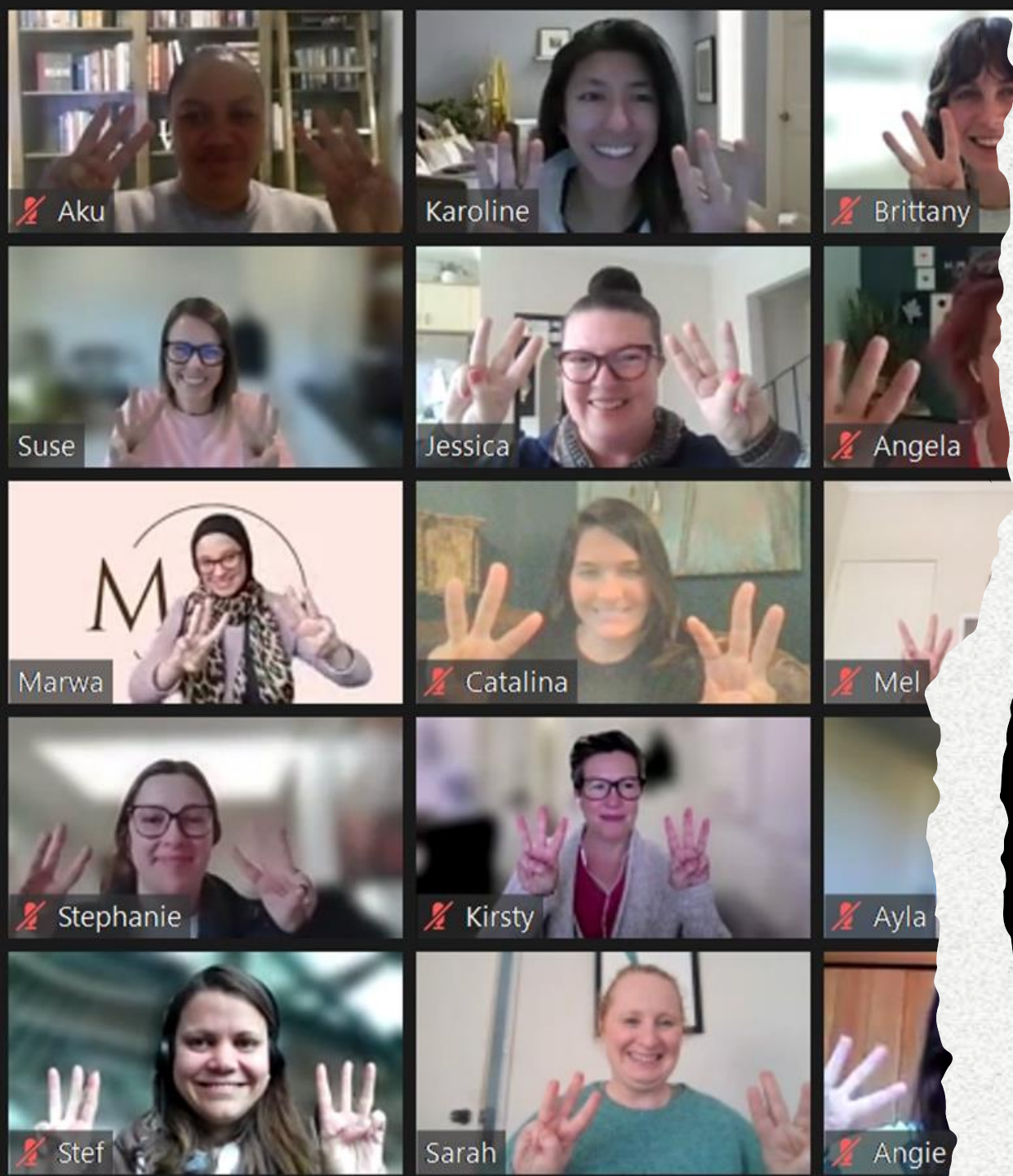
ASIST participant, February 2023



Skills for Life in person

Place-by-place in person workshops:

- 2-day *LivingWorks Applied Suicide Intervention Skills Training (ASIST)* workshop
- *LivingWorks safeTALK* 3½-hour suicide intervention awareness
- 1-day *Accidental Counsellor Foundations* workshop
- 2-day *DV-alert Foundations* workshop
- 2-day *Mental Health First Aid* workshops
Standard, Youth versions
- *Conversations about Non-suicidal Self-injury*



Skills for Life Online

Place-by-place online workshops:

- *Accidental Counsellor Foundations* workshop
2-part consecutive mornings, 6 hours total
- *Accidental Counsellor* (blended)
60-minute eLearning, 3½-hour workshop
- *All About You: self-care, resilience & recovery*
2½-hour delivery time
- *Blended Mental Health First Aid* (6 hrs eLearning)
2-part consecutive mornings, 5 hours total
- *DV-aware* 2 hours and 1-day

Accidental Counsellor Foundations

Listening the Lifeline way



*Thank you for the time,
effort, resources and
passion you all put into this.
You make the world a
better place!*

Accidental Counsellor
Foundations participant





ASIST: LivingWorks Applied Suicide
Intervention Skills Training

“

This training was amazing! I have learnt so much and it was extremely relevant. I would definitely recommend to others. I feel 100% more confident to directly talk about suicide.

ASIST participant

DV-alert

Both presenters were exceptionally professional, experienced and capable in this important field of support and care. I thank them both and Lifeline for offering this course.

DV-alert participant





“

Really well run, fantastic content, very relevant, well evidenced material, practical and presented in an engaging manner.

Blended MHFA Online participant



“

I would love to see something like this being introduced as mandatory for leaders and managers within organisations. Too often leaders are chosen for their business acumen, but we need to be recognising and acknowledging the human side of what we do.

Blended MHFA Online participant



Dedicated workplace groups

Skills for life training 2023

327 events

4,873 participants

30 trainers



 **Lifeline**
Training

Recognise. Respond. Refer.



Training Support Team: we bring this training to you



1. Be the first for three free places at ASIST Newcastle 22-23 February. Email me june.anderson@lifeline.org.au
2. Ask Katie for a free place at our *Accidental Counsellor* online workshop 4 March 9.30am-1pm katie.allen@lifeline.org.au
3. Visit www.dvalert.org.au and apply: 1-day DV-aware Online 1st March 9am-4pm
4. *All About You: self-care, resilience & recovery*. Check in with Katie to be our guest 14 February 9.30am-12 (love letter to self!)
5. Ask your manager or HR consultant to include Lifeline training in your organisation's workplace PD calendar and to request a quote: june.anderson@lifeline.org.au
6. Ask Katie to add your email to our monthly newsletter: katie.allen@lifeline.org.au
7. Visit our website to find out more: www.lifelinedirect.org.au

A scenic coastal landscape featuring a cliffside with green vegetation and a blue ocean under a clear sky. The text is overlaid on the left side of the image.

Chris Hartley
Senior Policy Officer

Homelessness NSW

**Interagency Meeting
Newcastle/Lake Macquarie**

01 February 2024



Chris Hartley
Senior Policy Officer
chris@homelessnessnsw.org.au

Acknowledgement of Country

We acknowledge the traditional owners and custodians of this land as the first people of this country. Always was, always will be Aboriginal land.



We recognise, respect and value the many people who have experienced, and are experiencing, homelessness in NSW. Your knowledge and wisdom are central to everything we do.



Homelessness NSW

Homelessness NSW peak agency for our member organisations working to end homelessness across NSW. Our members include specialist homelessness services, allied organisations, people with lived experience and community members. We work with our members, lived experts and a broad network of partners to understand drivers of homelessness, advocate for solutions, build skills and knowledge, and scale innovation.



Our Mission

We exist to build the capability of people and capacity of systems to end homelessness.

Our Vision

We have a vision for future where everyone has a safe and secure home and the support to keep it.

Who we represent

200+ members made up of specialist services, allies, changemakers and people with lived experience working to end homelessness.

Policy and advocacy team



Dr Kate Davies
Policy and Research Manager



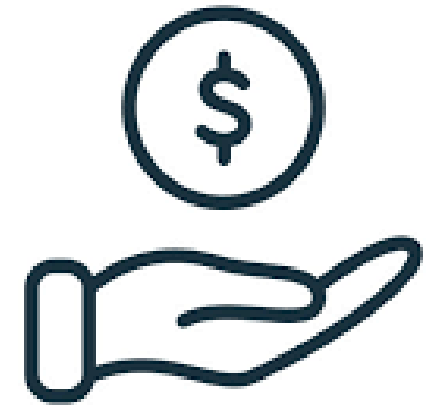
Chris Hartley,
Senior Policy Officer

Policy and Advocacy Updates

Pre-budget submission

Social infrastructure is essential infrastructure!

- Pathways from homelessness into housing: temporary accommodation; transitional accommodation; social housing
- Strengthening homelessness services: overall \$ increase and adequate indexation for services; targeted support for groups with complex needs; workforce support; lived experience leadership
- First Nations-led approaches: investment in First Nations-led organisations; cultural safety across all parts of the system



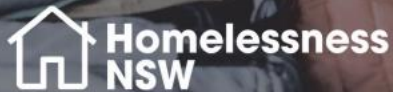
Temporary accommodation



**SAFE,
ACCESSIBLE &
AVAILABLE?**

**Examining the
temporary
accommodation
system in NSW**

December 2023



Report prepared by:
Chris Hartley & Emma Barnes
for Homelessness NSW

Ongoing advocacy and collaboration for **more** temporary accommodation that:

- Has fair and transparent eligibility and application processes
 - Is accessible
 - Is safe
- Offers options in regional and rural areas
- Considers individual needs (eg. families, single people, pets, connection to community, safety concerns)
 - Is trauma informed and culturally safe
 - Is supported
- Facilitates pathways out of homelessness

“SHSs do their best but options in regional and rural areas are so limited.”

“Local SHSs are significantly underfunded and resourced so do not have enough transitional opportunities to offer and local rental prices are unrealistic. We do not have exit pathways.”

Policy and Advocacy Updates



INDEXATION

WHAT IS IT, AND WHAT DOES IT MEAN FOR SPECIALIST HOMELESSNESS SERVICES?

WHAT IT IS

Indexation is a mechanism for adjusting funding to align with higher costs of delivering services. Governments calculate indexation based on parameters such as the Consumer Price Index and Wage Cost Indices. It is not a funding increase – it is about covering higher costs.



EQUAL REMUNERATION ORDER (ERO)

WHAT IT IS

WHAT IS IT, AND WHAT DOES IT MEAN FOR SPECIALIST HOMELESSNESS SERVICES?

ERO AND NSW SPECIALIST HOMELESSNESS SERVICES

From 1 July 2023 the Commonwealth Government will cease payment of the ERO supplementary funding. However, NSW Department of Communities and Justice has stated that "The Commonwealth wage supplement (formerly the Social and Community Services – Equal Remuneration Order or SACS-ERO supplement) will be paid to eligible services for 2023/24 through the extension of the National Housing and Homelessness Agreement to 30 June 2024. Payments beyond 2023/24 will depend on the terms of the future federal funding arrangements." Ultimately, there is no long-term, secure funding to account for wages growth in our sector.



Commissioning, contracting and procurement

Service commissioning

- SPRC report Consultations with 46 Homelessness NSW members and 17 Yfoundations members



To work well, commissioning requires that services are adequately resourced, that there is accountability, trust and positive relationships, and that focus on clients is maintained.

CONFERENCE 2024

19–21 March 2024
Newcastle Town Hall

MAKING HOMELESSNESS RARE, BRIEF & NON-RECURRING

FEATURING



**Dr.
Tracy
Westerman**



**Dr.
Ligia
Teixeira**

CHANGING THE SYSTEM TOGETHER

Join us for a dynamic and collaborative conference bringing together allies from the homelessness sector, academia, government and the community in the movement to make homelessness rare, brief and non-recurring.

**REGISTRATIONS
OPEN**

Conference registration is now open!

<https://homelessnessnsw.org.au/event/homelessness-nsw-2024-conference/>



Kate Johnson and Kellie Cuskelly

TAFE NSW





Opportunities at TAFE

February 2024 Combined
Interagency





TAFE NSW acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respects to Elders; past, present and emerging of all Nations.

Help us better understand your community

RTO 90003 | CRICOS 00591E | HEP PRV12049



PROGRAMS FOR THE MOB TERM 1 2024

Course code	Course name	Start Date	Finish Date	Class Days	Times	Delivery location	Eligibility Criteria for all programs
CHC30121	Certificate III Early Childhood Education and Care	Monday 5 Feb 2024	Tuesday 3 Dec 2024	Mondays AND Tuesdays	9am-2:30pm	Nikinpa, Toronto	<ul style="list-style-type: none"> • Students must: • Live or work in NSW • Identify as Aboriginal and/ or Torres Strait Islander • Be at least 17 years of age, and singed out of school
CSO1111	Skin Care Basics	Wednesday 21 Feb 2024	Wednesday 27 March 2024	Wednesday	9:30pm-2:30pm	TAFE NSW Newcastle	
CSO1111	Resin Arts for Small Business Artists DAY CLASS	Monday 26 Feb 2024	Monday 25 March 2024	Mondays	10am-12:30pm	Art Mania Studios, Wallsend	
CSO1111	Resin Arts for Small Business Artists NIGHT CLASS	Thursday 14 March 2024	Thursday 11 April 2024	Thursdays	6pm-2:30pm	Art Mania Studios, Wallsend	
CSO1111	Deadly Donuts	Wednesday 13 March 2024	Wednesday 10 April 2024	Wednesday	9:30am 2:30pm	TAFE NSW Hamilton	

PROGRAMS FOR THE MOB TERM 2 2024

Course code	Course name	Start Date	Finish Date	Class Days	Times	Delivery location	Eligibility Criteria for all programs
CSO1111	Welding Basics	Mid May	TBC	TBC	9.30am-2.30pm	TAFE NSW Newcastle	<ul style="list-style-type: none"> • Students must: • Live or work in NSW • Identify as Aboriginal and/ or Torres Strait Islander • Be at least 17 years of age, and singed out of school
CSO1111	Make-Up Through the Decades	Wednesday 15 May 2024	Wednesday 19 June 2024	Wednesdays	9:30am-2:30pm	TAFE NSW Newcastle	
CSO1111	Aboriginal Family History Research NIGHT CLASS	Tuesday 7 May 2024	Tuesday 9 July 2024	Tuesdays	5:30om-8:30pm	TAFE NSW Glendale	

Student support services

LIBRARY

TAFE NSW Libraries are welcoming spaces designed to enhance your learning experience and provide access to digital and print resources. Library staff can assist you with research and study support whether you are on site at TAFE NSW or online. For more information view the TAFE NSW Website.

[TAFE NSW Library Services](#)

COUNSELLING AND CAREER DEVELOPMENT

We provide a free and professional educational, personal and career counselling service to all students. Counselling and Career Services are confidential and are available at each of our locations.

[TAFE NSW Counselling and Career Development](#)

DISABILITY SERVICES

We offer a range of services to support students with a disability, including educational support.

[TAFE NSW Disability Services](#)

For more information visit [tafensw.edu.au/support](https://www.tafensw.edu.au/support)



SUPPORTING YOUR EDUCATION

ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT

TAFE NSW recognises the importance of identity and connection to Country. Our training and education is designed to help you reach your goals. TAFE NSW offers you a wide range of learning opportunities that will help you achieve your dreams.

[TAFE NSW Aboriginal Student Support](#)

MULTICULTURAL SERVICES

Support can be tailored to best serve people from Culturally and Linguistically Diverse (CALD) backgrounds

[TAFE NSW Multicultural Student Support](#)

INTERNATIONAL STUDENT SUPPORT

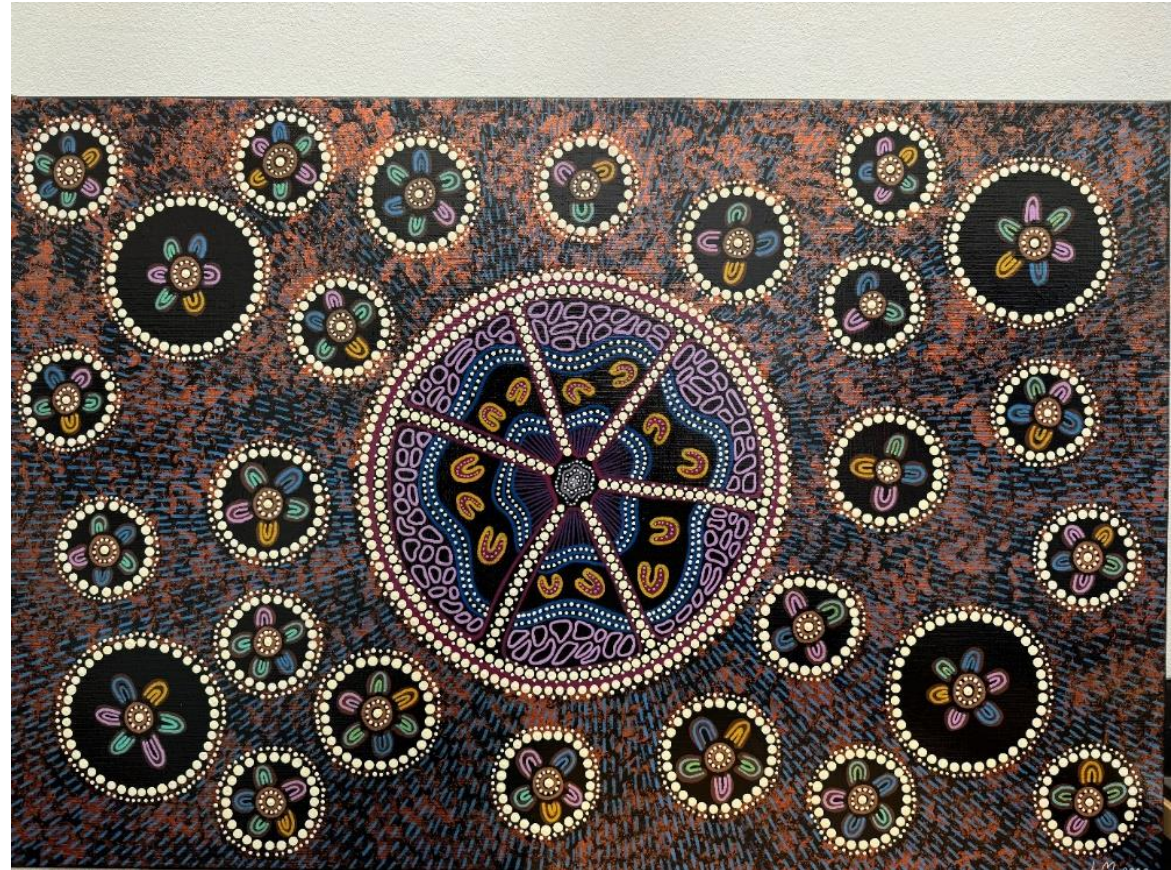
TAFE NSW campuses provide numerous services to international students. You can find more information on our website.

[TAFE NSW International Student Support](#)



A COUPLE OF COMMUNITY SERVICES STUDENT STORIES

This painting is a gift to the
Community Services Section
Hamilton from 2023 Certificate
IV Mental Health student



Community Services Courses Hamilton

- Certificate IV in Community Services
- Diploma of Community Services
(General, Case Management and Child,
Youth and Family Welfare)
- Diploma in Counselling
- Certificate IV in Mental Health
- Certificate IV in Mental Health Peer
Work
- Certificate III in Individual Support
(Disability)

Community Services Courses Glendale / Belmont

- Certificate III in Community Services
- Certificate IV in Community Services
- Diploma of Community Services
(General, Case Management and Child,
Youth and Family Welfare)
- Certificate IV in Youth Work
- Certificate III in Individual Support
(Disability)

WORK PLACEMENT

**How this works for your
organisation!**



Questions?



Found what you're after?

To enrol today, visit us at our campus student information centre.

For further information



Scan the QR code or visit [tafensw.edu.au](https://www.tafensw.edu.au)



Charlie Wilde

Community Education Coordinator

Tenants Union of NSW

New Renters Kit

Helping people new to renting in NSW

tenants.org.au/resource/nrk

Charlie Wilde & Liv Nielsen-Gurung

Tenants' Union of NSW



Research

YOUNG RENTER SURVEY



We want to hear about the issues you deal with as a young renter (under 30yrs) in NSW

FILL IN OUR SURVEY FOR THE CHANCE TO WIN A \$50 VISA CARD



Young Renters: We hear you!



Key findings from our young renter survey and roundtables.

June 2021



What they told us:

- Don't feel heard
- Bad experiences with landlords
- Fear retaliation if they complain
- Getting foot in the door is a struggle
- Hard to find safe, secure, affordable housing
- Decide to live with relatives or others out of economic necessity

"It can be hard to speak up due to worrying that your landlord will kick you out"

"We will often put ourselves in bad situations because we need a roof over our head"

"Every year I wait anxiously to see if our lease will be renewed... I don't know if I'll be able to get another place we can afford and still be able to eat"

Introducing the New Renters Kit

Format

Three sections:

- Finding a rental property and getting started
- Dealing with problems during a tenancy
- The end of a tenancy

Contents page to help you find your way to the topic relevant for the person you're working with

Features

Practical help

- Focus on filling gaps between legal information and renting in the real world
- E.g. new sample letters:
 - Application cover letter
 - Limited rental history
 - To request repairs
 - To apply for a pet



Real world examples

SCENARIO: CONDITION REPORTS MATTER

When Raju and his family inspected a property the tenants were packing and there were boxes everywhere, looking at Raju's concerned face the agent said, "Don't worry, it will be cleaned by the time you move in." But it was far from Raju's idea of clean when they moved in; the blinds were dusty, the oven was dirty and there was grime in the shower. Raju remembered something he had read online about the importance of recording the condition of the property at the beginning of the tenancy in the condition report because at the end of the tenancy he is responsible to return the property in the condition it was when he moved in. Raju set out to detail the state of the property in the condition report and made sure to take lots of photos.

Signposting

- Flags issues people might not be aware of
- Sometimes renters don't know where to go for more help
- Directs people to reliable sources of information

EMBEDDED NETWORKS

If you're moving into a larger apartment building, you should check if you must use the utilities provider nominated in your contract. This means you cannot shop around for utilities providers, but have to use the provider the building has an agreement with. This is called an 'embedded network.' You can ask at the inspection if there is an embedded network or check page 3 of the standard residential tenancy agreement under the heading 'Utilities'. There will be a question, 'is electricity supplied to the premises from an embedded network?' You can learn more about embedded networks at tenants.org.au/tag/embedded-networks

ENERGY (ELECTRICITY, OIL AND/OR GAS)



Renters are usually required to pay for the energy they use if the property they rent is '**separately metered**.' 'Separately metered' means you have an electricity and/or gas meter that is used only by your property. If your meter measures the usage of other properties (as well as your own), the landlord must pay all the charges.

Your usage fees will vary depending on things like the size of your household, the kind of electrical appliances you use, if you use air conditioning or heating and the size of your rental home. Homes with solar systems, energy efficient lighting and insulation will be cheaper to run. For tips on how to reduce your energy bills, see:

energy.gov.au/households/household-guides/life-stages-advice/renters

The Australian government has an energy price comparison tool you can use to compare the cost of electricity providers. The tool asks



Comics and graphic design

- Warm, confident, fun colours
- Visuals help understanding
- Diversity represented
- Relatable & familiar

WATER



Water is different to other utilities as it is always connected. Tenants only have to pay for water if their rental property is separately metered and meets other legal requirements, including water efficiency measures, set out under 'Who pays for water?' in our factsheet here: tenants.org.au/factsheet-23-utilities

Completing a condition report

Completing a condition report thoroughly and on time is very important. If the property is damaged when you start your tenancy, it needs to be noted on the condition report or you could be held responsible for the damage at the end of the tenancy and may lose part of your bond.

Do not assume that the real estate agent or landlord have noted all of the damage on their part of the condition report.

Be as thorough as possible. Make sure to note down anything that is unclean, damaged or needs to be repaired, like:

- Stains on carpet
- Scratches on floors
- Broken blinds
- Lights or powerpoints that do not work
- Marks on the walls
- Mould
- State of cleanliness (e.g. if the oven was left dirty)
- If the appliances included in the lease (e.g. dishwashing machines) are at the property and in working order.



It is best to take photographs of anything damaged, broken or unclean, as this will help later if there is a dispute over bond. Attach the photographs to the condition report when you send it to the landlord or agent.

You must complete your condition report and return one copy to the landlord or agent within 7 days of moving in. If the landlord or agent

does not give you a condition report, write a detailed report on the condition of the premises yourself and have a witness sign and date it. Keep your copy in a safe place, as it could become important in a bond dispute.



SCENARIO: CONDITION REPORTS MATTER

When Raju and his family inspected a property the tenants were packing and there were boxes everywhere, looking at Raju's concerned face the agent said, "Don't worry, it will be cleaned by the time you move in." But it was far from Raju's idea of clean when they moved in; the blinds were dusty, the oven was dirty and there was grime in the shower. Raju remembered something he had read online about the importance of recording the condition of the property at the beginning of the tenancy in the condition report because at the end of the tenancy he is responsible to return the property in the condition it was when he moved in. Raju set out to detail the state of the property in the condition report and made sure to take lots of photos.



How can this tool be used?

- Straightforward language - we've done the translation for you
- Breaks down problems into steps
- Work through relevant section with a renter



Scenario 1: Finding a place

Alice is leaving school to take up a plumbing apprenticeship. Alice wants to move out of the family home and live independently, ideally closer to where her apprenticeship will be. Alice wants to know how to look for a place because she has always lived at home with her parents.

Getting started

- Budgeting
- Types of places available
- Start up costs
- How to save money
- Financial assistance
- Tips for inspection & application



Scenario 2: Getting repairs done

Li is in high school and she recently moved to the area with her parents and younger brother. Li's parents do not read and write in English and Li is responsible for talking with the real estate agent about their rental property. Li has come to you with a concern about a leak in the ceiling of the kitchen and how to get it fixed. Li has spoken to the real estate agent over the phone and they promised to get the leak fixed... but that was over a month ago!

Clear, relatable, practical help



As a tenant you're responsible for things like keeping the place "reasonably" clean and telling the landlord about needed repairs as soon as you can.



How to get repairs done

After filling out the condition report and thoroughly inspecting the property, you will probably see some parts of the place that need to be repaired or replaced. This is a good time to request repairs.

Make repair requests in writing. You might need to call the agency or your landlord first to ask them which email address you should send your written request to. **In any conversation with a real estate agent via phone or face-to-face, follow up with an email** to them stating: who you spoke to; the date you spoke to them; what was said; and what was agreed to.



Try to be calm and factual in your request for repairs. It is a good idea to attach photographs to your request showing what needs to be repaired. If a landlord ignores your request for repairs, get more information at tenants.org.au/resources/repairs or seek advice from your local Tenants Advice & Advocacy Service: tenants.org.au/get-advice

EXAMPLE: REQUEST FOR REPAIRS

Dear [property manager],

RE: Repair needed –
[address of property]

I am the tenant at [address of property]. On [date] at [time] I spoke with [name of person you spoke with] of [agency name]. We discussed the leaking bathroom tap in the en-suite at the property. A leaking tap can lead to a large water bill and can at times lead to water damage, so I wanted to raise this issue with you as soon as possible. [Name of person you spoke with] agreed to raise the issue with the landlord and get back to me within [time-frame you agreed to]. I am attaching photographs of the leaking tap for the landlord's reference.

Kind regards,

[Your name]

[Your phone number]



Scenario 3: Getting the bond back

Leo is a young person renting privately with assistance from the Rent Choice program. He is moving out to move in with his partner. Leo describes himself a great tenant but he is worried the real estate agent might try to take his bond. Leo wants to know how to make sure he gets his bond back?

Getting the bond back



- End of lease clean - what is reasonable?
- Claiming bond
- What to do if the landlord disagrees with your claim?

Where to go if problem is too big?

- **Tenancy information** at tenants.org.au
- **Free legal help** at your local Tenants Advice and Advocacy Service - find your service using your postcode at tenants.org.au
- For **urgent accommodation** call Link2home on 1800 152 152 (24hr info & telephone referral service)

Future versions

- When law changes:
 - PDF and online version of the kit will be updated
 - Will print as A5 booklet for distribution
-

Renting First Aid

Practical tenancy training for
community workers

- Concrete, practical training to help students get started as renters or work through tenancy issues
 - Group training
-

Interested in training?

Register your interest here!



tenants.org.au

Factsheets, sample letters, tips, blogs, podcasts
Find your local Tenants' Advocacy Service for free advice



