

Community Housing Foundations



*Essential skills and knowledge
in housing services for new
tenancy staff*

Building essential tenancy management skills

This program is for new tenancy staff and provides the knowledge and skills needed to deliver high quality housing services.

The program will provide practical training in all aspects of tenancy management in community housing.

Who is this program for?

The program is targeted to staff who are new to the community housing sector (up to 8 months) and/or new to tenancy management roles.

What's included

- Live interactive workshops
- Self-paced learning modules
- Takeaway resources
- Expert presenters

Program Outline

Day one

13 Feb, Melbourne CBD

- Overview of community housing
- Introduction to the RTA
- Aboriginal cultural safety

Day two

20 Feb, online via Zoom

- Allocations and signups
- Renter engagement
- Setting and managing rent

Day three

27 Feb, online via Zoom

- Maintenance and inspections
- Human rights and person centred practice
- Breaches and other issues

Day four

6 March, Melbourne CBD

- Victorian Civil & Administrative Tribunal
- End of tenancy processes
- Staff wellbeing
- Program recap

Self paced learning
between sessions
(2-4 hours)

Meet some of our expert presenters

Jason Perdriau

Jason is CHIA Vic's deputy CEO, with over 15 years experience in the housing sector

Skye Constantine

Skye is an experienced housing expert, with over 20 years housing experience

Brett Wake

Brett has held senior roles in many housing organisations, now working as a consultant

Jordan Heaney

Jordan is a project coordinator for CHIA Vic, with a background in housing training

What you'll learn:

- Community housing in Victoria and how it is funded and regulated
- Aboriginal cultural safety in housing services
- How to deliver services sensitive to the diverse needs of renters and apply person centred practices
- What are the key processes in community housing tenancy management, including rent setting, tenancy sustainment and addressing breaches and disputes
- How to correctly apply processes under the Residential Tenancies Act for tenancy management
- How to look after your wellbeing at work

How to book

To find out more, book a place, or enquire about booking a "blank space" for upcoming recruitment:

Contact us at
learning@chiavic.com.au

Scan below to learn more



COMMUNITY HOUSING
Industry Association Victoria