



COMMUNITY HOUSING COUNCIL OF SA INC.

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Weekly E-Bulletin 21/08 ~ Friday 22nd August 2008

- **Community Housing Appeals ~ New and Amended Information ~ from Office for Community Housing**
 - **Strengthening Indigenous Communities 2008 ~ Conference**
 - **Working with Complex and Demanding Clients and Strategies for Working with Clients with Drug/Alcohol Dependency workshops ~ Australasian Housing Institute (AHI)**
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Community Housing Appeals - New and Amended Information ~ from Office for Community Housing

As a result of extensive consultation with the Sector, the Office for Community Housing has developed a number of policies, fact sheets and tools to assist Community Housing Associations and Co-operatives to manage and develop their internal appeal systems.

Policies

There are two policies which Housing Associations and Co-operatives must familiarise themselves with.

1. Appeals Against Decisions of the Office for Community Housing policy

This policy outlines the process for appeals made against a decision of the Office for Community Housing (OCH).

2. Appeals Against Decisions of Housing Associations and Co-operatives policy

This policy has been amended (formerly the *Community Housing Dispute Resolution and Appeals* policy) to provide Housing Associations and Co-operatives with a more consistent and fair appeals process while also ensuring amendments to the *South Australian Co-operative and Community Housing Act 1991* are adhered to.

Upon reading these policies, some Associations and Co-operatives may need to amend some of their by-laws to accommodate the changes noted (*further information will be provided in the near future*).

Associations and Co-operatives may also choose to review their by-laws to take into account other recommended processes highlighted in the following documents.

Other useful documents

The Office for Community Housing has now developed a range of tools to assist Associations and Co-operatives in their understanding and use of the appeals system. These tools include:

- **The Community Housing Appeals Checklist**
- **Housing Appeal Panel (HAP) summaries.**
- **Community Housing Appeals Processes - Guidelines for Housing Associations and Co-operatives**
- **Appeal Rights for Applicants for Membership of Co-operatives – suggested guidelines**
- **Independent Appeal Convenor Program fact sheet**

Fact sheets

A variety of fact sheets have also been developed to assist groups to understand some of the important aspects of decision making, particularly in relation to appeals, as well as to improve understanding of the broader appeals system (eg. appeals against OCH, the roles of the HAP and the RTT etc). The fact sheets available on the website include:

- **Natural Justice fact sheet**
- **Mediation fact sheet**

- **Role of the Housing Appeal Panel fact sheet**
- **Role of the Residential Tenancies Tribunal fact sheet.**
- **Appeals against decisions made by the Office for Community Housing fact sheet**

A letter has been sent to all Housing Associations and Co-operatives which further outlines the changes to the Community Housing appeals system as a result of the development of these documents.

All documents listed above are now available from the Office for Community Housing website at www.communityhousing.sa.gov.au. For further information regarding Community Housing Appeals and the information contained in these new and amended documents please contact the Office for Community Housing's Infoline on 8207 0175.

Strengthening Indigenous Communities 2008 ~ Conference

"Creating Partnerships to Engage, Empower and Develop Communities"

to be held from 9 - 12 December, 2008 in Brisbane, QLD

Strengthening Indigenous Communities looks at the internal and external resources and the individual and collective skills required by communities in order to build strong, empowered and engaged members.

What is different about this event?

- Hear from **successful ground level case study presentations** sourced from across Australia
- Gain first-hand advice about **developing partnerships** between organisations, private companies, government and community with group presentations from different stakeholders
- Take away practical strategies for **effectively engaging with a diverse range** of communities.

Special Keynote Presentation:

Dr Sue Gordon AM

Former Chairperson

Northern Territory Emergency Response Taskforce

BY DEMAND - Hear from a record number of ground-level case studies from:

- GIPPSLAND LAKES COMMUNITY HEALTH (VIC)
- NYAARLA (WA)
- SOUTHERN HEALTH COMMUNITY HEALTH SERVICES (VIC)
- ABORIGINAL EMPLOYMENT STRATEGY (QLD)
- DANDENONG & DISTRICT ABORIGINES CO-OPERATIVE LIMITED (VIC)
- RIO TINTO ALCAN GOVE (NT)
- BALLARAT AND DISTRICT ABORIGINAL COOPERATIVE (VIC)
- CDU NHULUNBUY (NT)
- HARBINGER CONSULTING (QLD)
- SOUTH EASTERN SYDNEY AND ILLAWARRA AREA HEALTH SERVICE (NSW).

Take this opportunity to learn how you can promote understanding within communities to allow communities to manage their own affairs and in turn to better meet their needs!

For more information, visit:

www.igpc.com/au/SIC

Alternatively [reply to this e-mail](#) or call (02) 9229 1000

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Simply quote registration code **EM1/1-726670905** and either:

1. Call (02) 9229 1000
2. E-mail registration@igpc.com.au
3. Register [online here](#)

Working with Complex and Demanding Clients and Strategies for Working with Clients with Drug/Alcohol Dependency Workshops ~ Australasian Housing Institute (AHI)

AHI will be holding its highly successful *Working with Complex and Demanding Clients and Strategies for Working with Clients with Drug/Alcohol Dependency Workshops*.

These workshops have been delivered in a number of major centres in the last two years and have received excellent reviews.

- Working with Complex and Demanding Clients 22nd September
- Strategies for working with Client's with Drug/Alcohol Dependency – 23rd September.

To register log on to the AHI website- <http://www.housinginstitute.org/events/events.php>

Working with complex and demanding clients (1 day)

The AHI are pleased to announce details of this one-day workshop aimed at client services staff. The workshop will enable staff to develop strategies and communication skills to work more effectively in demanding client situations. This training involves:

- the assessment of complex situations
- the introduction of de-fusing and de-escalation skills
- the use of assertiveness skills
- self-management, and
- sharing local knowledge of appropriate agencies, which may be available for additional expertise and referral.

Strategies for working with client's with drug/alcohol dependency (1 day)

The AHI are pleased to announce details of this one-day workshop aimed at client services staff. The workshop will enable staff to explore issues of working more effectively with clients who are experiencing substance abuse dependency. This training involves:

- gaining a broad understanding of substance abuse concerns
- understanding the why and how of assessing substance abuse problems
- exploring relationship building skills with people with substance abuse problems
- exploring major models for understanding dependency and change (abstinence, harm minimisation, controlled use)
- examining strategies to facilitate change and
- identifying and sharing local knowledge of appropriate agencies, which may be available for additional expertise and referral.

The presenter, Dr Steve Morgan (D. Psych) is a registered psychologist with extensive experience in working with difficult clients and clients with drug and/or alcohol dependency.

For more information

Download from the AHI website www.housinginstitute.org Please contact the AHI office on (02) 6494 7566 if you have any queries.

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| <p><u>STAFF</u> Executive Officer - Ciarán Synnott Manager, Admin/Finance/Communications - Maria Demasi Administration Officer - Ante Gajic Senior Policy Officers - Matt Fisher & David Kilner Sector Resource Worker - Philip Studt Spanish Speaking Worker - Domingo Garcia</p> | <p><u>CASUAL TRAINERS AND VOLUNTEERS</u> Casual Trainers – Liz McCarthy, Graeme Gow, Philip Studt, Kate Reynolds</p> |
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DIARY DATES

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|--------------------------------------------|---------------------------------------------------|
| Friday 5th September | CHCSA Associations' Forum |
| Monday 8th September | CHCSA Hills & Southern Forum |
| Wednesday 10th September | CHCSA Central Forum |
| Friday 12th September | CHCSA Co-operatives Representative Council |
| Friday 12th September | CHCSA Policy Committee |
| Saturday 13th September | CHCSA Spanish Speaking Forum |

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