

**Shelter Tas Inc.
Workforce Development Strategy 2015/16**

Evaluation Report #5

**Know Your Residential Tenancy Act
and Amendments**

12 & 19 April 2016





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Supported by the Crown through the Department of Health and Human Services

Background

Shelter Tas has received funding from the Department of Health and Human Services (DHHS) for the development and implementation of a Workforce Development Strategy (WDS) for Specialist Homelessness Services (SHS), the purpose of the WDS being 'to support SHS's in developing their workforce to meet the current and future service delivery demands in a changing environment.' (Workforce Development Strategy, page 9).

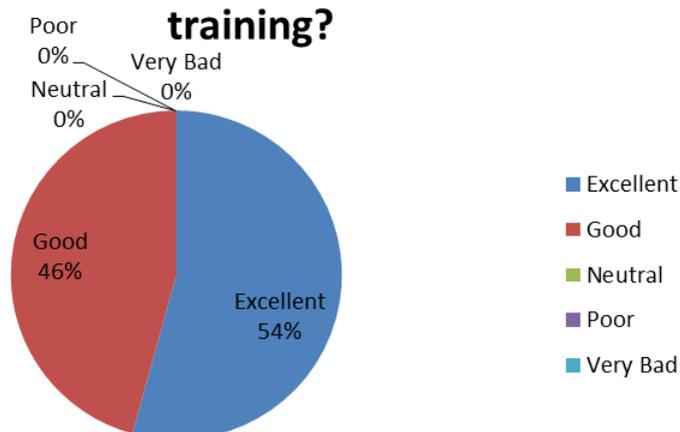
In order to ascertain the sector's main priorities for training, data was collected through surveys and interviews with Tasmanian SHS organisations. Further consultation with the Project's Reference Group revealed a need for training to refresh knowledge and gain new skills around the Residential Tenancy Act (RTA) and its recent amendments.

The training was held on 12th April at the Shelter Tas office in Hobart and on the 19th April at the Anglicare training rooms in Launceston. It was presented by Meredith Barton, who is the Principal Solicitor with the Tenants' Union of Tasmania, and has extensive experience in this area. The training aimed to improve understanding of the functions and context of the RTA and recent changes to the Act. Of the total 35 participants, 17 people attended the training in Hobart and 18 in Launceston, with 35 evaluation forms returned.

Training Overview

A total of 35 evaluation forms were returned, which was a response from every attendee. 16 respondents rated the training as good (46%) and 19 people rated it as excellent (54%), a 100% good – excellent rating overall.

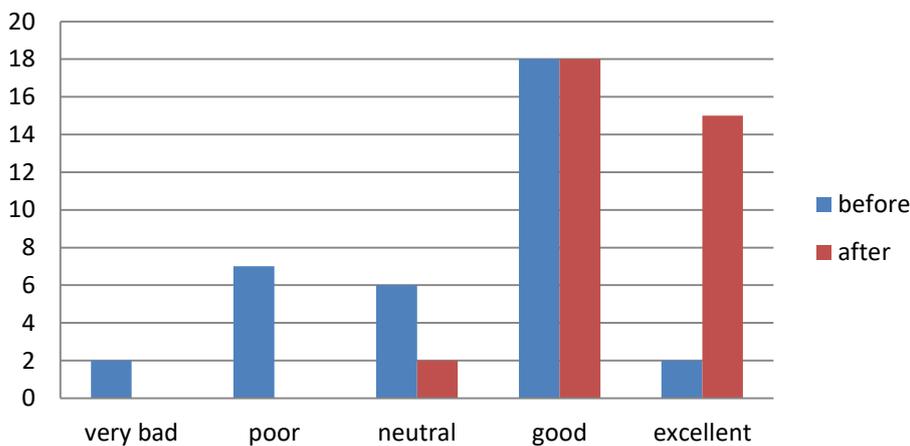
Q5. Overall, how do you rate today's training?



This event was evaluated by participants as being highly beneficial, and achieved priorities 1 and 2 of the Workforce Development Strategy recommendations.

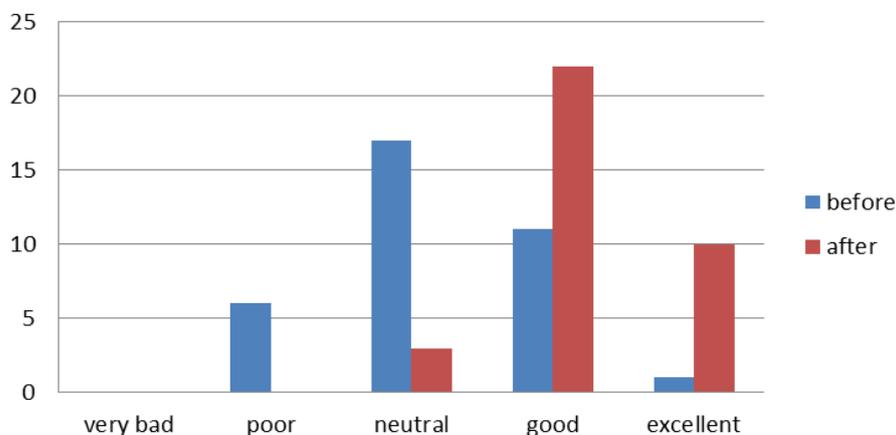
1. **Increasing the skills and competencies of the SHS workforce.**
Attendees reported improvement in knowledge of the RTA and an increased ability to deal with issues at work arising from the Act or recent amendments.
2. **Increasing the accessibility of training and professional development to the whole of the sector.**
Training was provided in the north and south of the State, which provided training opportunities to workers State-wide. This training was offered at no cost.

Knowledge before and after training



Question 1 & 2: Rate your knowledge of the RTA and amendments before and after the training. This graph shows that all ratings of very bad or poor moved up to a rating of neutral and above after training. Participants who rated their knowledge as excellent went from 2 before the training to 15 afterwards.

Ability to deal with issues at work



Question 3 & 4: Rate your ability to deal with issues relating to the RTA at work before and after the training. All ratings of poor improved to neutral or above after training. Only 1 participant rated their ability to deal with RTA-related issues at work as excellent before the

training, but 10 people felt their ability had improved to an excellent standard afterwards. People rating their ability as good doubled after training.

Evaluation Comments

- “Interesting and very informative - well presented. Explained amendments well”.
- “Very informative. Excellent presenter - very knowledgeable. Learned more than I expected to”.
- “Excellent, clear and relevant. Ability to ask questions through presentation a big positive”.
- “The training was specific to my needs - very well presented and run”.
- “Great knowledge. Accessible presentation. Well prepared”.
- “Would be great to have a refresher. Highly relevant to my role. Please run it again for all workers in our sector. Thanks for an interesting day”.
- “Really informative training that not only covered the legislation and its application to the private rental market but also the social/community housing properties”.

Organisations/programs represented via geographical region.	
North	South
11 Anglicare 1 Karinya 3 Launceston City Mission 2 Magnolia Place - Launceston Women’s Shelter 1 Youth, Family and Community Connections	4 Anglicare 1 Bethlehem House 4 Colony 47 3 CatholicCare 2 Hobart Women’s Shelter 3 Salvation Army

Recommendations and Comments

1. A number of written comments suggest that participants would have preferred a longer session to allow more time for further questions and in-depth discussion, and some requests for follow-up training as a refresher were made. As there was significant interest in the training in both the North and South of the State, Shelter Tas may explore the possibility of offering it again (but with no plans to extend the duration at this stage).
2. Attendees at the first session in Hobart requested that copies of the Powerpoint slides be provided as a handout for attendees to make notes on throughout the training – “I think it would have been useful to have the slides printed out as a handout so we could write on them as we went through the content”. As a follow-up, these were emailed out to people afterwards and were provided for the Launceston training, as per the suggestion. In addition, resources from Consumer Affairs and Fair Trading (Timeline for Implementation of RTA Minimum Standards and Order for Repairs documents) were distributed also.
3. This short and targeted training session was well received by those who attended and Shelter Tas and the Tenants’ Union were provided with a number of issues to follow-up.

Feedback from attendees indicated that they appreciated receiving related resources and the opportunity to freely ask questions of Meredith throughout the training. Shelter Tas will consider offering the RTA training in future after consultations with the WDS reference group and feedback from the sector on the need to follow this up.