## Tenant Participation and Engagement Professional Practice Seminar

**Engaging tenants to build great communities**

The Tenant Participation and Engagement Professional Practice Seminar provides senior housing professionals with opportunity to explore strategy, initiatives and good practice to engage with tenants and promote tenant participation in property and tenancy management, and in their communities.

**Tuesday 17**<sup>th</sup> **September,**
The Sebel Surry Hills Sydney, 28 Albion Street, Sydney NSW 2010

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<th>Time</th>
<th>Session</th>
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<tr>
<td>9:00</td>
<td><strong>Welcome</strong></td>
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<td></td>
<td>Donald Proctor</td>
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<td>09:05</td>
<td><strong>Program Overview</strong></td>
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<td>Donella Roberts</td>
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<td>09:10</td>
<td><strong>The Context</strong></td>
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<td>Tony Gilmour</td>
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<td>Tony will provide a background to definitions of tenant participation, and review national and international best practice</td>
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<td>09:40</td>
<td><strong>St George Community Housing Initiatives</strong></td>
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<td>Rowa Omari</td>
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<td>Drawing on extensive experience working with social housing tenants at the grass root level, Rowa will outline SGCH’s approach to tenant participation and engagement, showcasing key initiatives and success factors</td>
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<td>10:20</td>
<td>Networking Break</td>
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<td>10:40</td>
<td><strong>Shelter NSW case study - We look after our neighbours here: support services for NSW social housing tenants</strong></td>
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<td>Jon Eastgate</td>
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<td>Paula Rix</td>
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<td>With the profile of social housing tenants shifting steadily towards higher levels of disadvantage, the provision of support services to tenants is becoming more and more important to sustaining tenancies. This session will summarise recent research into the experiences of NSW social housing tenants carried out on behalf of Shelter NSW. This research was based around a series of focus groups in which tenants were invited to discuss questions including:</td>
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<td>• What sort of support do tenants need to maintain their tenancies?</td>
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<td>• What is their access to this support?</td>
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<td>• What are the consequences of them getting or not getting this support?</td>
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Seminar Silver

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**compass housing services**
11:20 | Tenant Discussion Panel  
Panel Convenor: Dare Kavanagh | Project Manager Community Renewal | Department of Housing NSW  
This panel session presents opportunity to hear firsthand tenant experiences and perspective, encouraging mutual learning. Dare will engage tenant panellists in dialogue, enabling participating practitioners to enrich understanding of tenant perspective on participation and engagement

12:30 | Networking Lunch

1:15 | Current Approaches to Tenant Participation in Australia  
Dr Tony Gilmour | President | Australasian Housing Institute  
Based on recent research, Tony will present his findings of current approaches to tenant participation by Australian state housing authorities and community housing providers. The focus will be on the two latest states, NSW and Victoria

2:00 | Tenant Participation, Social Housing and Democracy: Exploring expectations and realities  
Dallas Rogers | Research Fellow | University of Western Sydney  
Before the government and non-government housing providers created formal tenant participation strategies in Australia, the residents of low-income households were creating their own more informal participation processes to advocate for better housing outcomes. The move from public housing provided by a state housing authority toward a model of social housing provision delivered by the non-government housing sector has resulted in a formalization of tenant participation as a set of policies and practices within these sectors. I discuss these two types of tenant participation and I ask if tenants need both types of tenant participation in the contemporary housing environment

2:45 | Networking Break

3:00 | It’s our home; it’s where we live: A social research study into the views and attitudes of Housing NSW tenants toward enjoying and maintaining homes and communities’  
Randall Pearce | Managing Director | THINK: Insight & Advice  
What began as an open brief to ‘get inside the heads of tenants and find out what makes them tick when it comes to maintenance’ led Housing NSW to discover some important lessons about tenant participation and engagement. This case study will focus on a state-wide social research project which unveiled some important lessons about tenant participation. First, it looks at how social research can be used to understand the barriers and enablers to tenant participation. Second, it examines how the concept of ‘community capital’ can be used to help build safe and vibrant social housing communities. Finally, the study shows how important it is for housing managers to understand tenants attitudes toward their homes and communities at a deeper level in order to engage them further

3:45 | Wentworth Housing Showcase  
Kathryn Williams | Manager Housing Services | Wentworth Housing  
Jodie McCarthy-Mills | Client Service Manager | Wentworth Community Housing  
Showcase of initiatives that led Wentworth Housing to be awarded the NSW Award for Excellence in Building Communities and Tenant Engagement. Kathryn will give focus to obstacles and challenges faced on the road to success of these initiatives

4:20 | Insights

4:30 | Networking Drinks & Canapes

6:00 | Close
Seminar Speakers:

Donald Proctor  
*Practitioner in Residence with the Henry Halloran Trust at University of Sydney*

Donald has worked in social housing since the early eighties, as an architect and planner, when he became involved with the development of the co-op housing sector. Until recently he worked in a wide range of strategic and operational asset management roles in Housing NSW. Donald has been an AHI member since its inception and currently serves as the Director of the AHI NSW Branch committee.

Dr Tony Gilmour  
*CEO, Housing Action Network; President of the Australasian Housing Institute*

Tony is an affordable housing specialist, planner and financier who understands the delivery of contemporary housing solutions. Tony is a social and affordable housing specialist who has consulted, researched and published widely in Australia and overseas. He has built Housing Action Network into the leading practice for community housing consultancy services across Australia, helping many of the larger housing providers on bidding for tenders, strategy, board facilitation and policy lobbying.

From 2010 to 2012 Tony was a Senior Project Manager at Elton Consulting, and in February this year formed his own consultancy business, the Housing Action Network. For twenty years Tony worked in Investment Banking, latterly as an Associate Director of Rothschild’s Bank in London and Sydney. He joined Sydney University’s Planning Research Centre in 2005 as Research Policy Manager, and completed his PhD in 2009 which reviewed approaches to building the capacity of the community housing sector in Australia, Britain and the United States.

Tony is President of the Australasian Housing Institute, a member of the NSW Registrar of Community Housing’s Advisory Forum, an Adjunct Research Fellow at Swinburne University and coordinator of the European Network for Housing Research.

Tony has published internationally on developing the community housing sector, public housing estate renewal and financing affording housing. He is co-author with Hal Pawson and David Mullins of *After council housing: Britain’s new social landlords* (2010), and sole author of *Sustaining heritage: giving the past a future* (2007). Tony holds a BA and MA from the Cambridge University, an MBA from the University of Manchester and an MA and PhD from Sydney University.
Rowa Omari  
*Community Development Coordinator - St George Community Housing*

Rowa has 9 years’ experience working with social housing tenants across all areas including tenancy management, maintenance, allocations, tenant participation, project management & community development.

Over 6 years experience working within social housing tenants with the Tenant Participation and Community Development space.

Rowa is a motivated, passionate individual with who enjoys working with tenants and at the grass root level.

She works with tenants and strive towards achieving the SGCH vision – *better lives, stronger communities through affordable quality housing.*

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**Jon Eastgate**

*Partner / 99 Consulting*

*Jon Eastgate* is a partner in 99 Consulting, a small Brisbane-based research and social policy consultancy. Jon has worked on housing issues on and off for the past 25 years with roles in the not-for-profit sector and local government prior to starting 99 Consulting in 2006.
Dare Kavanagh  
*Project Manager Community Renewal | Department of Housing NSW*

Dare is a Canadian born Australian who has lived and worked in Canada, Sweden, UK and Australia. Dare holds a masters degree in Primary Health Care specialising in public policy and social determinants of health, as well as a post graduate certificate in community engagement, deliberation and dialogue. Dare also holds qualifications in community development and adult education and is a member of both the AHI and the International Association for Public Participation.

For most of the past 25 years, Dare has worked in community development, human service policy and community engagement in the government and non-government agencies. Dare has worked in social housing since 2000 in a range of areas including housing policy, homelessness, and housing systems.

In 2005, Dare started work in tenant engagement with Housing NSW’s Strategic Project Division. Strategic Projects was established to plan and deliver large scale urban and community renewal in selected social housing estates. Its redevelopment approach has a strong emphasis on active resident engagement to achieve its objectives of enhancing opportunities, building capacity and improving the built environment.

Dare was a leading member of the tenant engagement team for the award winning engagement processes at Bonnyrigg and Airds Bradbury. In 2010, the Airds Bradbury tenant engagement process won the Australasian award for Innovation in Public Participation and the International Project of the Year award from the International Association for Public Participation.

Dare regularly lectures and teaches community engagement at universities, conferences and professional development seminars. Dare is passionate about enabling communities to work together to make their neighbourhoods great places for people to live, grow and thrive.

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Dr Dallas Rogers  
*Research Fellow | University of Western Sydney*

Dr Dallas Rogers is an Australian Housing and Urban Research Institute (AHURI) Post-Doctorial Fellow with the University of Western Sydney’s Urban Research Centre. He is an urban and housing studies academic with expertise in large-scale urban redevelopment. He has completed research projects on public and social housing for the NSW Department of Housing, NSW Land and Housing Corporation, Housing NSW, Fairfield City Council and non-government housing mangers. He is a regular commentator on housing and urban policy and has appeared in local and international media, participated in a parliamentary briefing, is regularly invited to speak at industry and professional forums and frequently publishes on urban and housing matters in academic and industry journals. He is currently the Online Editor for Research Committee 43 (Housing and Built Environment) of the International Sociological Association. Dallas’ current research interests focus on: (1) the intersection between democracy, market-centric planning and large-scale urban redevelopment; and (2) housing production and consumption in the Asian century.
Randall Pearce  
Managing Director – THINK: Insight & Advice

Randall Pearce is a highly skilled consultant who helps clients in the not-for-profit and public sectors set strategy, manage change and evaluate progress. He gained significant experience in global consulting firms before starting THINK: Insight & Advice in 2006.

Public policy is Randall’s passion. Prior to becoming a consultant, he led a dynamic career in politics and association management in Canada. He served as director of party communications to a former prime minister, spearheaded successful social justice campaigns and ran for a seat in Canada’s House of Commons.

Research is the common thread linking his diverse work experiences in Canada and in Australia. In Canada, he used research to achieve a number of policy and advocacy goals ranging from tobacco control to tax reform. Shortly after making Sydney his permanent home in 2003, Randall founded the social and government division of the international research firm, Ipsos.

He holds a Masters of Public Administration from Harvard’s Kennedy School of Government, specialising in the strategic management of governmental and non-governmental organisations. The International Association of Business Communicators awarded him its highest award – The Jacob W. Wittmer Award for excellence in the use of research in multi-audience communication.

Kathryn Williams, PSM  
Manager Housing Services, Wentworth Community Housing

As Manager Housing Services, Kathryn sets strategic and operational direction for staff and the community. Kathryn has a passion for social justice and inclusion. Her Diploma’s in Management and Natural Therapies helps her achieve her passions and vision.

Kathryn, has extensive experience in the Social Housing sector working in her former role in Housing NSW for the past 23yrs and now with Wentworth, she has forged strong relationship across both government and non-government agencies. With expertise in relationship management and developing organisational capability, Kathryn is committed to collaborative partnerships to deliver key community outcomes. The recent honours of the Public Service Medal for her work in disadvantaged communities and the engagement of sector wide participation is a testament of her work in the suburbs of Outer Western Sydney and South Western Sydney areas.
Jodie McCarthy-Mills  
*Client Service Manager, Wentworth Community Housing*

Jodie has over 10 years experience in the Social Housing sector in the UK and Australia. With a diploma in social housing and a specialist background in dealing with nuisance and anti-social behaviour, estate management and community cohesion, Jodie is passionate about providing homes and communities that people want to live in.

As Client Service Manager, Jodie is responsible for the leadership of the Access and tenancy management for the Nepean west Region (Penrith/Katoomba).