



Community Housing Industry
Association NSW

CHIA NSW EXCHANGE

6 & 7 March
2019

Rydges Sydney Central, 28 Albion
Street, Surry Hills NSW 2010

 02 9690-2447

 www.communityhousing.org.au

 Suite 5, 619 Elizabeth Street
Redfern NSW 2016

 adminassistant@communityhousing.org.au



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This program was prepared by:

Community Housing Industry Association NSW
Suite 5, 619 Elizabeth St, Redfern NSW 2016
E: joannaf@communityhousing.org.au
T: 02 9690 2447 | W: www.communityhousing.org.au

About CHIA NSW

The Community Industry Association of NSW (CHIA NSW) is the industry association for community housing providers in NSW. We have 88 full members who manage portfolios ranging from 4 to almost 5,000 properties. We also have 15 affiliate members who provide housing related services such as crisis accommodation and 13 associate members.

We are a Registered Training Organisation, and through our Centre for Training in Social Housing, provide Certificate IV, Diploma and other specialist training in social housing management to both non-government and public housing staff in a number of jurisdictions.

We also provide specific consultancy services to members in areas such as business and strategic planning, tenant participation, policy development, governance reviews, and organisational reviews.

CHIA NSW has supported the development of tenant engagement in the community housing sector for many years. For example, we set up and provide ongoing support for the NSW Community Housing Tenant Network, and we established and support the Community Development network. CHIA NSW has also provided many tenant participation consultancies within the sector, a Tenant Participation Good Practice guide, a Community Engagement guide and Diploma and Certificate IV training on Community Renewal, Tenant Participation and Community Development. CHIA NSW staff have detailed knowledge of tenant participation and engagement processes and systems from Australia and internationally.

Our independence, our knowledge of the community housing sector and our knowledge of and commitment to tenant engagement means we are able to provide an in-depth analysis of the information provided by tenants.

About the CHIA NSW Exchange

The CHIA NSW Exchange is an event consisting of sharing ideas across networks within the community housing sector. These networks include CEOs, Asset, Finance Officers, HR, Planning and Development, Middle Managers, Community Development, Aboriginal Community Housing Providers, Tier 3, and NDIS – to name a few.

The Exchange presents a unique opportunity to network and learn about the latest news, developments and updates within the sector, over a two day event.

The venue for the March 2019 CHIA Exchange is:

Rydges Sydney Central, 28 Albion Street, Surry Hills NSW 2010

Day 1 Overview



CHIA NSW EXCHANGE 6 - 7 March 2019

DAY 1: Wednesday 6th March 2019			
Rydges Sydney Central, 28 Albion Street, Surry Hills NSW 2010			
8:45am Registration			
9-9:30am Introduction and Welcome to to Country			
PLANNING & DEVELOPMENT	EMERGING LEADERS (½ day)	ASSET NETWORK	NDIS
9:30-10:45am - Oxford I Potential affordable dwelling yields from a NSW Inclusionary Zoning Scheme <i>Peter Phibbs, Head of Urban and Regional Planning and Policy at the University of Sydney</i> <i>Karen Walsh, CEO Shelter NSW</i>	9:30-10:45am - Taylor Reflective practices & self care part 1 <i>Catherine Tracey Head of Learning and Development, CHIA NSW</i>	9:30-10:45am - Oxford II Energy financing and business model options <i>Jeremy Burke, Head of Product & Strategy, Impact Investment Group</i> <i>and Alex Houlston, Director, BoomPower</i>	9:30-10:45am - Riley Managing Reportable Incidents <i>Christine Regan Regional Manager NSW & Anthony Holton, Director Reportable Incidents, NDIS Quality & Safeguards Commission</i>
10:45-11:15am Morning Tea			
11:15am-12:45pm - Oxford I Planning policy update <i>Deborah Brill, Director of Housing and Infrastructure Policy, Department of Planning & Environment</i> Housing need in Western Sydney <i>Tom Kehoe, Senior Project Officer, CHIA NSW</i>	11:15am-12:45pm - Taylor Reflective practices & self care part 2 <i>Catherine Tracey Head of Learning and Development, CHIA NSW</i>	11:15am-12:45pm - Oxford II Asset Management for Older people <i>Lindy Ryan, Property Services Manager, Women's Housing Company</i> Asset Management: A Challenging Business <i>Donald Proctor, Executive Manager Strategic Assets, Finance, Information & Procurement, Compass Housing</i>	11:15am-12:45pm - Riley Building pathways to access and maintain housing for NDIS participants: the MDI NDIS Housing Pathways Project <i>- Joseph Connellan MCTWO Consulting</i>
12:45pm-1:30pm Lunch			
SESSION CLOSE	ABORIGINAL STAFF NETWORK (½ day)	ASSET NETWORK	NDIS
	1:30pm-3pm - Taylor <i>Adam Hansen, Aboriginal Partnerships Specialist, CHIA NSW</i>	1:30-3pm - Oxford II Repairs & Maintenance Satisfaction and SHMT Campaigns <i>Alva Ordinario, Senior Compliance Officer & Danielle Gentles, Senior Research and Analysis Officer, Registrar of Community Housing</i> Update on Low Carbon Retrofitting of Community Housing Project <i>Daniel Daly, Research Fellow, Sustainable Buildings Research Centre (SBRC)</i>	1:30-3pm - Riley A Tenants View of Accessibility Issues in Community Housing <i>Helen Woodman - Representative Community Housing Tenant Network and Evolve Housing Tenant</i> Scoping an Industry Development Project to improve access for people with cognitive disabilities <i>Deborah Georgiou Head of Policy CHIA NSW</i>
3-3:20pm Afternoon Tea			
	3:20pm-4:30pm - Taylor <i>Adam Hansen, Aboriginal Partnerships Specialist, CHIA NSW</i>	3:20-4:30pm - Oxford II LAHC Insurable and Structural procedures <i>Anthony Newland Director Regional Strategies, A/Director Service Reform, LAHC and Scott Kelly & Thomas Vano, senior practitioners, Strategy Division, LAHC</i>	Revised SDA Pricing and Payments Framework – the view of CHIA NSW members - facilitated discussion What capabilities do staff need to work with people with a disability? <i>Catherine Tracey Head of Learning and Development, CHIA NSW</i>

Day 2 Overview



CHIA NSW EXCHANGE 6-7 March 2019

DAY 2: Thursday 7 March 2019			
Rydges Sydney Central, 28 Albion Street, Surry Hills NSW 2010			
8:45am - 9:30am Registration			
FINANCE OFFICERS- (½ day)	CEOs (½ day)	OPERATIONS NETWORK	COMMUNITY DEVELOPMENT (½ day)
9:30-10:45am - Riley Value for Money project session <i>Adam West, Manager Business Development CHIA NSW</i> <i>Hal Pawson, Professor of Housing Research and Policy, UNSW</i>	9:30-10:45am - Oxford II Review of National Regulation <i>Jillian Burfood, Senior Policy Officer, Strategic Policy Housing, FACS</i> <i>Deborah Georgiou - Head of Policy CHIA NSW</i>	9:30-10:45am - RM Town Hall Community Engagement in Large Scale Redevelopment <i>Dare Kavanagh, Community Development Manager, Lendlease</i> Older Tenants Toolkit <i>Sue Cripps, Ellis Blaikie</i>	9:30-10:45am Joint Session with Operations Network
10:45-11:15am Morning Tea			
11:15am-12:45pm - Riley Joint session with CEO's Network	11:15am-12:45pm - Oxford II Feedback from the Community Housing Industry Council (CHIC) & Implications of the Registrar's Community Housing Review of Sectoral Viability - John McKenna Chair CHIA NSW	11:15am-12:45pm - RM Town Hall Social Housing Management Transfer: A View from the Practitioners - Margaret Malkovic Link Housing, Zehrina Hajdic CHL, Eric Coulter, SCCH WelcomeMat - Developing a new online portal for matching available affordable housing with eligible candidates <i>Magnus Linder, Churches Housing & Mark Khoo, WelcomeMat</i>	11:15am-12:45pm - Tenant Participation and Community Engagement (TPCE) Program <i>Racquel Smith, Manager, Housing Practice Improvement FACS</i> Training Opportunities & Best Practice in Engagement <i>Catherine Tracey, Head of Learning and Development, Centre for Training in Social Housing</i>
12:45-1:30pm Lunch			
SESSION CLOSE	ABORIGINAL CHPs (½ day)	OPERATIONS NETWORK	SESSION CLOSE
	1:30-3pm - Oxford II Co-Designing Sector Investment <i>Anthony Carter, Project Manager, Aboriginal Housing Office</i>	1:30-3pm Update on Community Housing Policy Review <i>Jenny White and Philippa Davis, FACS</i> SAHF: How is it Working Operationally - A View from Amelie Housing <i>Brian Murnane CEO, Amelie Housing</i>	
3-3:20pm Afternoon Tea			
	3:20-4:30pm - Oxford II Improving Outcomes for Aboriginal People Living in Mainstream Community Housing <i>Adam Hansen, Aboriginal Partnerships Specialist, CHIA NSW</i> <i>Chad Ritchie, ACHIA Co-ordinator, CHIA NSW</i>	3:20-4:30pm - RM Town Hall Joint session with Aboriginal CHPs	

Session Descriptions

Day 1 – Wednesday 6th March

PLANNING & DEVELOPMENT- HALF DAY

9:30am Potential affordable dwelling yields from a NSW Inclusionary Zoning Scheme

Peter Phibbs, Head of Urban and Regional Planning and Policy at the University of Sydney and Karen Walsh, CEO Shelter NSW

Peter and Karen will present analysis that Shelter NSW commissioned from University of Sydney looking at the GSC's affordable rental housing targets and their potential to deliver affordable housing across Sydney.

After the presentation there will be a question and answer session providing an opportunity to explore the implications of the report.

11:15am – 12:15pm Planning policy update

Deborah Brill, Director of Housing and Infrastructure Policy, Department of Planning & Environment

Deborah will provide a planning policy update, including a briefing on the recently proposed amendments to the State Environmental Planning Policy no. 70 – Affordable Housing (Revised Schemes) and State Environmental Planning Policy (Affordable Rental Housing) 2009.

12:15pm – 12:45pm Housing need in Western Sydney

Tom Kehoe, Senior Project Officer, CHIA NSW

CHIA NSW recently supported a strategic alliance of some of its members in Western Sydney to commission a report on the housing needs of the eight council areas which are part of the Western Sydney City Deal.

Tom will present on the findings of this research and will lead a discussion on the implications for Western Sydney and other parts of NSW.

EMERGING LEADERS – HALF DAY

9:30am Reflective Practice in the Workplace

Elizabeth Gabriel Bright, Lead Trainer and Catherine Tracey, Head of Learning and Development CTSH NSW

As a manager you will be required to guide, support and mentor your staff to create a safe productive working environment. This session will explore the use of reflective practice to promote continuous learning amongst your team and yourself.

11:15am Self care

Elizabeth Gabriel Bright, Lead Trainer and Catherine Tracey, Head of Learning and Development CTSH NSW

To work in an area of high demand and with people with complex needs is a characteristic of our industry. It is important that our workplaces have a culture of self-care. This session will provide you the opportunity to explore your own self-care strategies and how to promote self-care among your staff.

ABORIGINAL STAFF NETWORK- HALF DAY

1:30pm Network session

Adam Hansen, Aboriginal Partnerships Specialist, CHIA NSW

CHIA NSW is re-starting the Aboriginal Staff network to provide an opportunity for Aboriginal staff working in the sector to come together and discuss sector issues and new initiatives. Aboriginal Partnerships Specialist Adam Hansen will lead these two sessions at the Exchange.

3:20pm Network session

Adam Hansen, Aboriginal Partnerships Specialist, CHIA NSW

As above

4.30PM CLOSE

ASSET NETWORK – FULL DAY

9.30am Energy financing and business model options

Jeremy Burke, Head of Product & Strategy, Impact Investment Group and Alex Houlston, Director, BoomPower

Community Housing Organisations' core business is rightly the provision of affordable housing. Therefore, any competing demands on capital, such as energy upgrades, are given a lower priority.

CHIA (Vic), BoomPower, Impact Investment Group, the Lord Mayor's Charitable Foundation and Bank Australia have been collaborating to assist organisations to identify and match appropriate financial and business model options, designed to enable implementation of energy upgrades on a wholesale basis.

Focusing on potential charging and ownership models for energy efficiency, solar and batteries, this free session for CHIA NSW members will collectively and directly address what CHPs say is the final practical barrier to wholesale action - the split incentive (energy upgrade costs to organisations: energy savings to tenants).

11:15am Asset Management for older people

Lindy Ryan, Property Service Manager, Women's Housing Company

Women's housing Company manages 850 properties with 63% of their tenants being aged 55 years and over (including 20% aged over 75). With a focus on services and programs to support older women in social housing, Lindy will give an overview asset management for older people.

Asset Management: A Challenging Business

Donald Proctor, Executive Manager Strategic Assets, Finance, Information & Procurement, Compass Housing

As the community housing industry grows – through management transfer, new development and fee for service arrangements its portfolio strategy and approach to asset management also needs to evolve. Donald will give an overview of the challenges involved in asset management within our sector.

1.30pm Repairs & Maintenance Satisfaction and SHMT Campaigns

Alva Ordinario, Senior Compliance Officer & Danielle Gentles, Senior Research and Analysis Officer, Registrar of Community Housing

This session provides information on tenant satisfaction with maintenance and repairs. There has been a steady decline in tenant satisfaction rates for maintenance and repairs reported by CHPS over the past few years and this session presents an opportunity to explore some of the issues around this. Danielle will also discuss the RCH Social Housing Management Transfer (SHMT) campaign as there are linkages to the RCH Repairs & Maintenance paper.

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Update on Low Carbon Retrofitting of Community Housing Space

Daniel Daly, Research Fellow, Sustainable Buildings Research Centre (SBRC)

Having previously presented to the network, Daniel will give an update on the “Mainstreaming low carbon retrofits in Social Housing” project funded through the CRC for Low Carbon Living. The project is monitoring energy and environmental conditions in social housing properties around NSW which are receiving a range of energy upgrades.

3.20pm LAHC Insurable Events and Structural procedures

Anthony Newland, Director Regional Strategies, A/Director Service Reform, LAHC and Scott Kelly & Thomas Vano, senior practitioners, Strategy Division, LAHC

Following requests from the sector for clarification on LAHC procedures, Anthony and his team will present on LAHC’s Insurable Events procedure and Structural procedure.

4.30pm CLOSE

NDIS- FULL DAY

9.30am Managing Reportable Incidents

Christine Regan Regional Manager NSW & Anthony Holton, Director Reportable Incidents, NDIS Quality & Safeguards Commission

This session will provide participants with an outline of the Commission's expectations of services in managing reportable incidents. It will also examine and provide guidance on the difference between complaints and reportable incident management.

11.15am Building pathways to access and maintain housing for NDIS participants: the MDI NDIS Housing Pathways Project

Joseph Connellan MCTWO Consulting

Joseph will be talking about the MDI NDIS Housing Pathways Project which aims to provide practical resources for individuals and communities to build pathways to access and maintain housing for NDIS participants, by promoting existing options and encouraging the transfer of proven models around Australia. Joseph will consult network participants about the models they have experience of that could be used to house NDIS participants in any of the NDIS housing segments beyond new SDA.

1.30pm A Tenants View of Accessibility Issues in Community Housing

Helen Woodman- Representative Community Housing Tenant Network and Evolve Housing Tenant

In a moderated Q&A session, Helen will answer questions about what some of the major housing issues are for someone with a disability - what would improve their accessibility to services, and what a community housing provider can do to improve the renting experience of someone with a disability.

Scoping an Industry Development Project to improve access for people with intellectual Disability

Deborah Georgiou, Head of Policy CHIA NSW

Much of the focus in meeting the housing needs of people with a disability has recently been on SDA. This session will ask participants what they think would be the most useful industry development support to help manage the many more tenants that they have with a cognitive or intellectual disability.

3.20pm Revised SDA Pricing and Payments Framework – the view of CHIA NSW members

This session will allow providers the opportunity to discuss the revised SDA Pricing and Payments Framework and to consider possible impacts for their delivery of both new and transitioned SDA.

What capabilities do staff need to work with people with a disability?

Catherine Tracey Head of Learning and Development CHIA NSW

As part of reviewing CHIA NSW's professional development program, Catherine will be asking the network what skills and capabilities they think that staff need to support the management of tenancies for people with disabilities.

4.30pm CLOSE

Session Descriptions

Day 2 – Thursday 7th March

FINANCE OFFICERS – HALF DAY

9:30am Value for Money project session

Adam West, Manager Business Development CHIA NSW

Hal Pawson, Professor of Housing Research and Policy, UNSW

How should the sector assess Value for Money (VfM)? CHPs want to provide the best services and outcomes for tenants while maintaining sustainable and efficient organisations. This session will focus on what the sector means by VfM and on agreeing some key measures and drivers that are relevant to the sector and our goals.

Adam West will lead a discussion to inform the current Industry Development Strategy project on VfM.

11:15am Joint session with CEOs Network

Feedback from the Community Housing Industry Council (CHIC) & Implications of the Registrar's Community Housing Review of Sectoral Visibility

John McKenna Chair CHIA NSW

This session will provide an update for CEO's on the first meeting of the new Community Housing Industry Council (CHIC) including the outcome of discussion about a new Community Housing Industry Development Strategy. The session will give CEO's the opportunity to discuss the implications of the findings from the Registrar's Review of Sectoral Viability.

1.30pm CLOSE

CEOs NETWORK – HALF DAY

9:30am Review of the National Regulatory System for Community Housing

Jillian Burford, Senior Policy Officer, Strategic Policy Housing, Commissioning, FACS

Jillian will provide an overview of the NRSCH Review and the current consultation

Deborah Georgiou Head of Policy CHIA NSW

Deborah will outline the key issues raised in the CHIA NSW Submission to the Review, which address the coverage of regulation, regulatory classifications, the coverage and capacity of the system, and cultural competency and appropriateness issues for mainstream and Aboriginal community housing providers. This will be followed by CEO discussion.

11:15am Feedback from the Community Housing Industry Council (CHIC) & Implications of the Registrar's Community Housing Review of Sectoral Viability

John McKenna Chair CHIA NSW

This session will provide an update for CEO's on the first meeting of the new Community Housing Industry Council (CHIC) including the outcome of discussion about a new Community Housing Industry Development Strategy. The session will give CEO's the opportunity to discuss the implications of the findings from the Registrar's Review of Sectoral Viability.

1:30pm CLOSE

ABORIGINAL CHPs – HALF DAY

1.30pm Co-Designing Sector Investment

Anthony Carter, Project Manager, Aboriginal Housing Office

Focus: AHO's Strong Family, Strong Communities Strategy and how the AHO is working with NSW Aboriginal Peak Body's and NSW Housing Peak Organisations to co-design and prioritise how the sector will keep improving the quality of services for Aboriginal Families.

Format: Discussion will cover a 'statement of intent' and a timeline about steps to share data and information, showcase the best of the sector and support ACHPs that want to grow.

3:20pm Joint session with Operations Network

Improving Outcomes for Aboriginal People Living in Mainstream Community Housing

Adam Hansen, Aboriginal Partnerships Specialist, CHIA NSW

Chad Ritchie, ACHIA Co-ordinator, CHIA NSW

This will be an opportunity for Aboriginal staff members working for CHPs to come together and network and discuss key issues in the sector.

4:30pm CLOSE

OPERATIONS NETWORK (PREV MIDDLE MANAGERS) – FULL DAY

9:30am Joint session with Community Development Network

Community Engagement in Large Scale Redevelopment

Dare Kavanagh Community Development Manager, Lend Lease

Community Engagement in large scale redevelopment is more than simply quieting the critics. Good quality, meaningful engagement can set the stage for great outcomes. Doing it well is not hard if you follow a few key rules of thumb. Dare will set out the case for meaningful community engagement and outline some of the “dos and don’ts” based theory and experience.

Older Tenants Toolkit

Sue Cripps, Lead Author ‘Older Tenants Toolkit’, Ellis Blaikie, Project Officer CHIA NSW

Almost 50% of households living in community housing are over the age of 55 according to industry data. This is only set to grow in line with Australia’s ageing population, so it is critical that CHPs are equipped to support their older tenants to age in place in the community.

Building on the approach taken to the DFV and Sustaining Tenancies toolkits, Sue Cripps is leading the development of an older tenants toolkit, which will provide practical resources to support the sector in responding to the needs of older people. This session will be an opportunity for feedback on the issues and solutions for CHPs working with older tenants.

11.15am Social Housing Management Transfer: A View from the Practitioners

Margaret Malkovic Link Housing, Zehrina Hajdic CHL, Eric Coulter SCCH

The first three transfers under the Social Housing Management Transfer happened in late 2018 and this moderated Q&A session allows for an up close and personal discussion of how they have gone for Link, CHL and SCCH. Come prepared to ask all the things you really want to know about large scale transfer!

Welcome Mat

Magnus Linder Churches Housing and Mark Khoo, Welcome Mat

This session will provide an overview of WelcomeMat, the development of a new online portal for matching available affordable housing with eligible candidates.

1:30pm Update on the FACS Community Housing Policy Review

Jenny White and Philippa Davis, FACS

This session will provide participants with an update of progress with the consultation on the NSW Community Housing Policies. FACS will highlight the issues already arising from consultation with the industry and seek more feedback.

SAHF: How is it working operationally - A View from Amelie Housing

Brian Murnane CEO, Amelie Housing

Amelie Housing is one of the first organisations funded under the Social and Affordable Housing Fund (SAHF) to start allocating properties and managing tenancies. In this session their CEO, Brian Murnane, will provide an insider’s view of the program and how it operates.

Continues next page

3:20pm Joint session with Aboriginal CHPs

Improving Outcomes for Aboriginal People Living in Mainstream Community Housing

Adam Hansen, Aboriginal Partnerships Specialist, CHIA NSW

Chad Ritchie, ACHIA Co-ordinator, CHIA NSW

This will be an opportunity for Aboriginal staff members working for CHPs to come together and network and discuss key issues in the sector.

4:30pm CLOSE

COMMUNITY DEVELOPMENT – HALF DAY

9:30am Joint session with Operations Network

Community Engagement in Large Scale Redevelopment

Dare Kavanagh Community Development Manager, Lend Lease

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11.15am Tenant Participation and Community Engagement (TPCE) Program

Racquel Smith, Manager Housing Practice Improvement FACS

Under the Future Directions for Social Housing in NSW—the Government’s vision for social housing over the next 10 years—tenant participation and community engagement are central to the delivery of improved services and outcomes in social housing.

The FACS Tenant Participation & Community Engagement (TPCE) program aims to maximise the opportunities for tenants to participate in the management of their housing and in the development of housing policies. It also aims to encourage social mix and the integration of different housing forms in existing and new communities. Racquel will give an update on the new TCPE program and the outcome of the recent tendering process.

Training Opportunities & Best Practice in Engagement

Catherine Tracey, Head of Learning and Development, Centre for Training in Social Housing

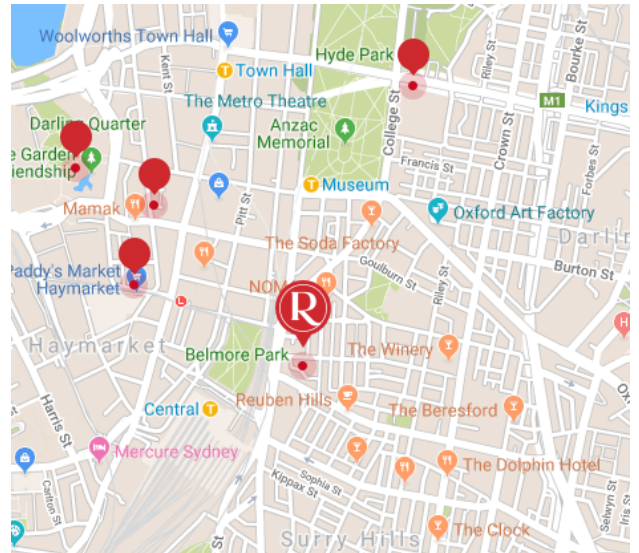
Catherine will give an overview of training opportunities from the Centre for Training in Social Housing (part of CHIA NSW) which may be of interest to community development staff. Professional development or accredited training can be offered on community development, community engagement strategies including developing capacity within local and/or resident groups to enhance participation.

1.30pm CLOSE

Important Information

VENUE

The venue for the CHIA NSW Exchange is Rydges Sydney Central, 28 Albion Street Sydney. The closest train station is Central. Parking is available at the venue at. Hourly rates apply. Click [here](#) for more information on parking.



REGISTRATION

Please register for the CHIA NSW Exchange through the Eventbrite site, located [here](#). Please ensure you list the names of all individual guests attending, the day guests will be attending (Day One or Day Two or Both Days), and the network streams guests will partake in. NB for half days, please register for the day this takes place and specify the network.

COST

Attendance at the CHIA NSW Exchange is free of charge for our full members.

DIETARY REQUIREMENTS

Lunch and morning/afternoon tea will be provided. There will also be coffee at registration. You can let us know of any dietary requirements or special needs via the registration page (we will endeavour to fulfil all special requirements, but in some instances this may not be possible).

FURTHER INFORMATION

For any further information regarding the event please get in touch with Joanna Forman at joannaf@communityhousing.org.au or phone 9690-2447 ext. 218.