Shelter Tas

Workforce Development Online Q&A Evaluation Report

## *Rent setting and COVID Support packages*

14 May 2020

## Evaluation

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| Training session: | ***Rent setting and COVID Support packages*** |
| Facilitator: | **Sue Brooke – Centrelink Outreach**<br>**Rachael Andrews- Housing, Disability and Community Services** |
| Date: | 14 May 2020 |
| Region: | State wide |
| Overview: | This session was the first in the series of online workshops to address the emerging needs of the sector through the COVID-19 pandemic.<br>Sue Brooke Provided sector specific information, resources and links to relevant information on changes to entitlements including Job Seeker, Job Keeper and changes to Centrelink service delivery and consumer access.<br>Rachael Andrews gave an overview of changes to services for Public Housing Tenants and how adjusted Centrelink payments impacts rent setting. |
| Resources: | Links and information below- for full Q&A please contact training@sheltertas.org.au. |
| Participants: | 45 |
| Evaluations completed: | 17 |
| Overall rating: | 100% rated this training good/excellent |

## Summary

- The training was delivered across the state (online).
- 100% of participants who completed the survey rated the training as good or excellent
- 100% of participants who completed the survey said the session was useful.
- Participants were provided with a detailed overview of the Q&A session.

# ONLINE PEER SUPPORT SESSIONS:

## Rent setting and Centrelink COVID Payments

## Background

### Workforce Development Program 2018-23

Shelter Tas has a 5-year funding agreement with the Department of Communities Tasmania (Housing Tasmania) for the Workforce Development Program (WDP) 2018-2023. The purpose of the WDP is to *facilitate specialist professional development and training activities that: continue to build workforce capacity of the housing and homelessness sector; respond to new and emerging sector issues and support Tasmanians who are experiencing, or who are at risk of homelessness.*

Shelter Tas is developing, promoting and evaluating a schedule of specialist quality training in line with the following priorities:

- Priority 1 - Increasing the skills and competencies of the SHS workforce
- Priority 2 - Increasing the accessibility of training and professional development to the whole of the sector.

## Consultation

The COVID-19 pandemic has changed the way our services operate and created a set of new challenges beyond those identified through our Jan 2020 WDP Survey and Feb 2020 strategic planning meeting. Shelter Tas supported the SHS and CHPs by holding weekly COVID meetings that brought together services from around the state and the Department of Communities to address the impact of the pandemic and share solutions. This forum informed the series of online workshops to be delivered through the Workforce Development Program and the Workforce Development Reference Group provided valuable input and authorised the online workshop plan.

## Training overview

This session was the first in the series of online workshops to address the emerging needs of the sector through the COVID-19 pandemic. The session provided sector specific information from Centrelink and Housing Tasmania that covered COVID related entitlements including Job Seeker, Job Keeper and the impacts on rent setting for public housing tenants. It also covered physical distancing restrictions and the impact on service delivery and consumer access.

## Participant Comments

"It was great. The online format makes it accessible and easy to stay on time. Kudos to Terri for maintaining the high level of info."

"Just keep up the excellent work you all do, it's amazing and very valuable, well done Stars!"

"Great facilitation."

"Was perfect as always!!! well done Shelter Tas and thank you for always providing to the sector what we need when we need it."

## Resource Links: Please see links below, summary available on request training@sheltertas.org.au.

# ONLINE PEER SUPPORT SESSIONS:

## Rent setting and Centrelink COVID Payments

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| **Centrelink Resources:** | |
| **The latest official coronavirus news, updates and advice from the Australian Government.** | https://www.australia.gov.au/?gclid=EAIaIQobChMIrfmu7say6QIVkyQrCh1cCASoEAAYASAAEgLHRvD_BwE |
| **An online tool to see what payments and services you may be eligible for.** | *https://www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay* |
| **Services Australia YouTube Channel.** | *https://www.youtube.com/c/ServicesAustraliaGovAU/featured* |