



10 June 2016

For immediate release

## **MEDIA RELEASE: Trauma Informed Tenancy Management: Free help for estate agents and accommodation providers in Grafton**

They are not trained counsellors or psychologists, but real estate agents and accommodation providers can find themselves on the frontline when providing accommodation for people who have been homeless or have experienced other trauma.

Northern Rivers Social Development Council is running free skills training for real estate agents and accommodation providers in Grafton to help equip participants to more effectively manage tenants or patrons who may be experiencing trauma related issues or associated social disadvantage.

The training will help real estate agents and accommodation providers to build successful relationships with tenants or patrons who are experiencing stress, confusion, anxiety or complex inconsistent behaviours.

It will also aid in establishing effective networks with support agencies to assist in managing tenancies and aims to help reduce work stress when managing tenants and patrons with complex problems and symptoms of trauma.

This training meets the requirements for the Continuing Professional Development for Property Agents.

Past participants have said:

“Definitely gave me a better understanding of how trauma affects people and who can help”

“Helped me better understand what can be happening to people to affect tenancies”

“Great to hear from support services and get to meet local workers”

And 100% of past participants have agreed that the training equipped them to better manage the tenancies of those in our community who experience issues associated with trauma.

To RVSP contact Jennifer Parke by 14<sup>th</sup> June on ph. 02 6620 1800 e: [Jennifer.parke@nrsrc.org.au](mailto:Jennifer.parke@nrsrc.org.au)

The training will be held on 21st June 2016, 7.30am - 10:30am at the Quality Inn, Grafton.

***Northern Rivers Social Development Council (NRSDC) is a community-based not-for-profit organisation that promotes fairness and social inclusion in the Northern Rivers region of NSW.***

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