



## Informal Property Managers Meeting

<b>Location</b>	REINT Training Room
<b>Date</b>	14 <sup>th</sup> March 2023
<b>Time</b>	8:00am
<b>Attendees</b>	<p>Aswin De Silva ( ADS)                  Sila Crosley (SC) Debbie Bisogno (DB)</p> <p>Kerry Ryan – One on One</p> <p>Lee-Ann Schey - Advanced Real Estate</p> <p>Kylie Lynch – Approved Real Estate</p> <p>Jo Fitzpatrick – Real Estate Central</p> <p>Hayley Hosking – Real Estate Central</p> <p>Wayne Smith – Smith Real Estate NT</p>
<b>Guests</b>	NA
<b>Apologies</b>	<p>Dale Walker – Dunvegan Real Estate</p> <p>Nikki Vananellis – Core Realty NT</p> <p>Georgina Roe – Get Realty</p>

### Agenda Items

Agenda Item #		
1.	<b>Training and Education</b>	Main discussion points
	<ul style="list-style-type: none"> <li>REINT working with ISACNT and DITT to secure grants for training programs</li> <li>These grants have been signed and grants approved for a limited amount of funding</li> <li>These training programs will be available to property Managers in the Industry for 20 training spots which the grant is based on.</li> </ul> <p><i>Training schedule and placements</i></p> <ul style="list-style-type: none"> <li>There will 20 placements for accredited training in Diploma Units in soft skills (e.g. Customer service) which will be delivered by a RTO who will decide on the format on how that training works and how that training will be spilt up.</li> </ul>	

- The offer will work as such. 20 placements and one placement per agency.
- Commitment is needed from the various agencies to prove this will be a success.

*Application Process*

- REINT will send out an application which will filled out and Agencies can apply for their property managers for these various slots.
- Applications are for current Property Manager and their upskilling process.
- These courses are free of charge.
- Names of Property Mangers to attend this training to be given to REINT ASAP so the process can take place and the contract to be signed.
- Funding round will be cut soon so REINT needs to provide this information to DITT as soon as possible.
- Content of sessions will be provided in the application that will be sent out to the agents. The content will also be provided online as well.

*Time management for smaller agents – notes*

- Agents generally agreed that after hours would work better for time management.
- Sessions for the bigger agents that have more staff. During working hours would work too.
- Week day classes were the general interest within the group

Action Items	Person Responsible	Due Date
Applications to be sent out to Agencies	SC	
Agents to supply PM's names to REINT	AGENTS	
REINT to provide information to DITT of numbers	REINT	
Content of sessions to be provided in the applications	SC	
<b>Outcome:</b>		

Agenda Item #		Main discussion points
2.	<b>User choice funding – Traineeship Pilot Program</b>	
<ul style="list-style-type: none"> <li>• This to kick off late this year or early next year.</li> <li>• A traineeship pilot program within the agent's workplace where a PM's have on the job training.</li> <li>• This is a funded program and REINT have a lot of support from ISACNT and is on the high priority list for Property Management Support.</li> <li>• Campaigns to be run to support the initiative for this and attract people to the Property Management field.</li> <li>• 20 placements will be available through this funding.</li> </ul>		
Action Items	Person Responsible	Due Date
		In Progress
<b>Outcome:</b>		

Agenda Item #		Main discussion points
3.	<b>VET Programs in Schools – CERT III</b>	
<ul style="list-style-type: none"> <li>• Vet program to be available in schools to create awareness in the industry of Real Estate for students in year 12</li> <li>• Student to do Vet Study instead of their formal year 12 study</li> </ul>		

- Cert III tackles on the job skills for when they start their Cert IV in the industry.
- Cert III covers assistance roles in Property Management and Sales as well as the 5 core units which are needed for the Interim License.

Interim Licence

- The idea is to get them out in the field quicker and at a cheaper cost to the agents.
- This also secures less training for the agents to do on the job training for their new junior employees.
- Cert III to be structured in such a way that the student will be ready to work in the field once completed, have turned 18 and employed by Agency as required by ALB.
- The profile (or demographic) of these students will be between 16 -17 years old.
- Meeting with the Department of Education is in process and will be moving forward.

Action Items	Person Responsible	Due Date
<b>Outcome:</b>	Cert III in Real Estate Practice is approved by SACE and accounts for Maximum of 50 SACE stage 2 credits.	

Agenda Item #		Main discussion points
4	<b>General points and concerns from the group</b>	1.
<ul style="list-style-type: none"> <li>• CERT IV language in the course to be looked at to make it more user friendly. Language is old school and a lot of present-day students having difficulty with understanding it.</li> </ul>		
Action Items	Person Responsible	Due Date
<b>Outcome:</b>		

Agenda Item #		
5	<b>Future PD sessions for Agents and Staff</b>	<b>HR</b>
<ul style="list-style-type: none"> <li>• HR training for principles on how to recruit.</li> <li>• How to make your place of employment a place of choice and wanting to join the industry.</li> <li>• Attract some of the smaller agencies to this service that don't have a HR component and developing a package to employers to help with that side of things.</li> <li>• Lee-Ann mentioned a good session would be PD on managing staff, procedures and policies.</li> <li>• Sila mentioned the jobs board on the website which could help agents with recruitment needs.</li> </ul>		

Agenda Item #		Main discussion points
6	<b>Raising the profile of a Property Manager</b>	
<ul style="list-style-type: none"> <li>Sila shared with the group that she has been in contact with Workforce Australia to have an advertising campaign to raise the profile of the Property Manager</li> <li>Sila reached out to the group for help with the campaign and providing information.</li> <li>Gathering footage for this campaign within the workplace to bring to the attention of the public what property managers are doing well. Changing the negativity to a positive outlook and whereby raising their professional profile</li> </ul>		
<b>Action Items</b>		<b>Person Responsible</b>
<b>Outcome:</b>		

NEXT Meeting Scheduled	2nd May 2023	
<p>Agenda: <b>RAISING THE PROFILE – the PM’s Perspective</b></p> <p><b>Stage 1</b>          Developing an Industry Informed Advertising Campaign to raise the Profile of Property Managers in the NT for          1 – the public, landlords and tenants          2 – Recruitment to the industry</p> <p><b>Determine the advertising goals:</b> What are the specific objectives of the advertising campaign?</p> <p><b>Define the target audience:</b> What are their needs, interests, and pain points?</p> <p><b>Identify the unique value proposition of property managers:</b> What are the benefits of hiring a property manager in the Northern Territory? How do they help property owners and tenants?</p> <p><b>Industry Advice and Insights on the market:</b> What is the current state of the property management market in the Northern Territory and what are their strengths and weaknesses?</p> <p><b>Develop the message:</b> What is the key message that we should communicate? What are the key selling points that will resonate with the target audience?</p>		

<b>Minutes Taken By -</b>	<b>Signature</b>	<b>Date</b>
Debbie Bisogno	<i>D L Bisogno</i>	2/11/2022