



THE HEALTH & WELLBEING EDITION

# PROPERTY MANAGEMENT

## Support Service Newsletter

EDITION 57 - SEPTEMBER 2019

### Property managers - welcome to our Health and Wellness special of the PMSS.



This edition is a little different than most.

As we approach the end of the year and dive head first into the 'silly season', it's easy to let our priorities skew.

This busy period will see many property managers working long hours, completing tasks that are well out of their scope and most of all, forgetting to prioritise their health and wellbeing.

A property manager's job can be mentally and physically exhausting at the best of times.

But when we don't stop to take a breath, fuel our body with nutritious foods or give ourselves thirty minutes of exercise a day, that's when things can go really haywire.

We show up to work tired. We snap easily. We can't give our best to our tenants and clients.

At the REIQ's most recent Practical PM day, we heard from Sebnem Bulan-Worth who discussed the importance of mental health to a property manager. While her session was well received by the audience, it begs the question – how often do we actually remember to practice self-care in order to maintain a healthy body and mind?

It's why we decided to dub this month's newsletter the Health and Wellbeing edition.

Hear from myself and my PMSS colleagues – Selinda Randall and Samara Bedwell, as well as Laura Valenti and Katie Knight, on what we do to keep ourselves happy and healthy in order to be at the top of our game.

Sebnem Bulan-Worth and Kiri Edyvean have also provided articles based upon their Practical PM Day sessions, to

serve as a refresher. You will also find informative legislative updates from myself, Smoke Alarm Solutions and the RTA.

We hope you enjoy this special edition, as much as we enjoyed writing it.

PS. Our 2019 Business Development Day will be launched soon, so tune in to the REIQ's social media and communication channels for that announcement. With a stellar lineup including Kasey McDonald, Jason Rose and many more, you'll hear from experts on topics like AirBnB and how to 'pimp' out your online profile. Until then, clear your schedule on the 15th November, as this is a not-to-be-missed event!

Connie

### In this edition

What is mental health? .....	3
Learn to say no - it's not a bad word! .....	5
Keeping happy and healthy as a property manager .....	6
Saving your sanity through smart processes ....	7
Time management in and out of the office .....	8
Staying happy and healthy after a 35 year career in real estate .....	9
Respectful response: suicide in rental properties .....	11
Smoke Alarm Solutions - eliminating legislation confusion .....	12
Important changes to RTA bond lodgement and printing services .....	14
Form 18a - fast facts and tenants .....	15



ADVANTAGE

TECHNOLOGY SPONSOR:





# WHAT IS MENTAL HEALTH?

WORDS BY SEBNEM BULAN-WORTH,  
MENTAL HEALTH FIRST AID INSTRUCTOR

The World Health Organisation has defined mental health as a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.

## What is mental illness?

Mental illness is a diagnosable illness, that significantly affects how a person feels, thinks, behaves, and interacts with other people. Mental illness can also disrupt the person's ability to work, study and engage in personal relationships. One in five Australians aged between 16-85 experience a mental illness throughout their lives, with anxiety and depression being the most common (2007, ABS), and the third biggest source of disease burden (2011).

## Mental health at workplaces

Mental health has become a major concern in Australian workplaces, with each year some 7,200 Australians are compensated for work-related mental health conditions.

Unfortunately, many people don't realise just how much of an effect their mental health is having on their productivity at work, or their relationships.

## Tips for improving the workplace productivity and boost morale

Creating a positive atmosphere, so staff enjoy coming to work. Some of the few things that can be implemented at the workplaces are:

- transparent and open two-way communication addressing the employee's need to feel, that way what they have to say has value;
- appreciation from management;
- adaptation of healthy workplace programs;
- training teams on mental health awareness;
- train your teams and leaders for mental health first aid; and
- engage leaders with mentally healthy programs.

## Tips for improving our mental health

It is important to watch the signs of declining mental health. As with physical health, seek help from professionals when needed. Some of the few tips you can use are:

- talk about your feelings;
- keep active;
- eat well, drink lots of water;
- ask for help;



*One in five Australians aged between 16-85 experience a mental illness throughout their lives.*

- do things that gives you sense of achievement;
- care for others; and
- accept who you are.

## Tips for supporting our clients who maybe distressed

- Talk to them in a space that is comfortable, where you won't likely be interrupted and where there are likely minimal distractions.
- Let them know about your concerns.
- Be respectful, compassionate and empathetic to their feelings.
- Listen and communicate non-judgementally.
- Be a good listener, be responsive and make eye contact with a caring approach.
- Give them the opportunity to talk and open up.
- Be aware of a person becoming upset or confused by your conversation with them.
- Show respect and understanding for how they describe and interpret their symptoms.
- Offer your support and connect them to help if you feel that they need it.
- Give the person hope for recovery.
- Remember we all experience mental illness differently.