



Australian Government

Assessment Requirements for CHCSOH013 Work with people experiencing or at risk of homelessness

Release: 1

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Modification History

Release 1. CHCSOH013 Work with people experiencing or at risk of homelessness supersedes and is equivalent to CHCSOH001 Work with people experiencing or at risk of homelessness.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- work collaboratively with three people experiencing homelessness or at risk of becoming homeless to identify and address barriers and issues impacting on their ability to secure housing
- provide advice to three people on options for key agencies and services that provide housing and accommodation services
- identify one child at risk of homelessness and follow organisational policies and procedures and legislative requirements for referral and reporting
- advocate on behalf of one person and support the person to advocate on their own behalf to negotiate options, services and access pathways to address barriers and issues impacting on their ability to secure or sustain housing.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- context within which the system of housing has developed in Australia
- levels of government in Australia and their role in provision of housing
- Commonwealth and State or Territory legal and ethical considerations relevant to social housing and how these are applied in organisations and in individual practice:
 - human rights
 - child protection
 - mandatory reporting
 - duty of care and the law of negligence in delivering services to those experiencing homelessness or at risk of becoming homeless
 - access and equity
 - privacy and confidentiality
- legal system structure and functions:
 - courts
 - police powers

- court reports
- State or Territory residential tenancy tribunals
- State or Territory residential tenancy acts
- principles and practice of:
 - community delivered service provision
 - holistic and client-centred service
 - client empowerment and disempowerment
- underpinning values and philosophies relevant to working with people who are experiencing homelessness or at risk of becoming homeless
- cultural issues which impact on the Australian housing system for minority groups including newly arrived refugees and Aboriginal and Torres Strait Islander people
- changing social, political and economic context in which homelessness occurs
- current and historical factors which impact on provision of housing
- gender context of homelessness
- demographics, needs and complexity of issues of consumers, consumer groups and stakeholders in the Australian housing system
- primary, secondary and tertiary definitions of homelessness
- structural causes which allow and maintain homelessness
- issues impacting on people who are experiencing homelessness or at risk of becoming homeless
- issues facing individuals experiencing homelessness or at risk of becoming homeless and existing services and outreach programs available to address their needs and rights
- risk and contributing factors of homelessness
- indicators of family violence, mental health issues, substance abuse and child protection issues
- complexity surrounding family violence and legal requirements when dealing with people who are experiencing family violence
- housing options, tenures and pathways of the homelessness service system:
 - transitional
 - community housing
 - public housing
 - housing associations
 - cooperatives
- private rental system
- own work role within the context of delivering services to people experiencing homeless or at risk of becoming homeless
- organisation's role within the context of the sector
- access pathways for transient and marginalised individuals
- case management framework.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- opportunities for engagement with clients and multiple agencies.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>