



**Australian Government**

# **Assessment Requirements for CHCSOH024 Support sustainable tenancies**

**Release: 1**

# Assessment Requirements for CHCSOH024 Support sustainable tenancies

## Modification History

Release 1. CHCSOH024 Support sustainable tenancies. New unit. No equivalent unit.

## 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:

- develop a tenancy sustainment plan for two clients including one client transitioning from homelessness to securing a tenancy
- support one tenant to address a tenancy breach notice
- engage with five community and health service providers to deliver holistic and coordinated support arrangements to one or more tenants that involves:
  - supporting connection to community
  - supporting linkages to community
  - providing clients with a physical orientation where key services are located in the community:
    - library
    - medical services
  - providing clients with information that supports resettlement, stabilisation and orientation to the local area
  - using public transport with the client to support orientation to local area.

## Knowledge Evidence

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

- principles of sustaining tenancies
- techniques for the identification of support required
- referral processes
- types of employment support
- key elements of the sustainable tenancy toolkit
- Council of Homeless Persons good practice guide:
  - supporting resettlement and stabilisation
- rental system
- residential tenancy legislation including appeal process and tenant right of appeal
- primary, secondary and tertiary definitions of homelessness:
  - range of issues impacting on people who are experiencing homelessness or at risk of becoming homeless

- socioeconomic impact of homelessness
- risk and contributing factors of homelessness
- types of community and health service providers and their role
- types of tenancy arrangements:
  - share housing
  - rooming and boarding houses
- warning signs of tenant falling into arrears
- organisational policies and procedures applicable to supporting sustainable tenancies
- organisational and legislative reporting requirements applicable to supporting sustainable tenancies
- right to housing as evidenced in the Universal Declaration of Human Rights (UDHR) 1948 and the International Covenant on Economic, Social and Cultural Rights (ICESCR) 1966.

## Assessment Conditions

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

Assessment must ensure:

- access to suitable facilities, equipment and resources
- 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>