



**Australian Government**

# **CHCSOH024 Support sustainable tenancies**

**Release: 1**

## CHCSOH024 Support sustainable tenancies

### Modification History

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

### Application

This unit describes the performance outcomes, skills and knowledge required to assist tenants to maintain a sustainable tenancy.

This unit applies to individuals who work in a social housing context. Workers exercise judgement and sensitivity when working with tenants within clearly defined processes and procedures.

The skills in this unit must be applied in accordance with Commonwealth and State\Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Social Housing

### Unit Sector

Community Services

### Elements and Performance Criteria

#### ELEMENTS

*Elements describe the essential outcomes*

1. Determine client needs and prepare for tenancy.

#### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

- 1.1. Identify complex needs that may impact on the client's ability to sustain the tenancy.
- 1.2. Identify community and health service provider arrangements in place.
- 1.3. Develop tenancy sustainment plan in consultation with client.
- 1.4. Use tenant induction process to prepare client for tenancy.

2. Establish and mitigate risks regarding tenant's tenancy.
  - 2.1. Identify and assess pre-tenancy risks.
  - 2.2. Identify and assess risks during tenancy.
  - 2.3. Ensure identified risks are mitigated for each stage of the tenant journey.
  - 2.4. Identify policy and legal implications for the tenant's housing.
  - 2.5. Document risk assessment and mitigation according to organisational policies and procedures.
3. Work with community and health service providers to identify and assist tenants at risk of tenancy breakdown.
  - 3.1. Check progress against the tenancy sustainment plan at required regular intervals.
  - 3.2. Recognise issues that may contribute to tenancy breakdown.
  - 3.3. Identify tenants at risk of tenancy breakdown.
  - 3.4. Work with agencies to secure community and health service providers.
  - 3.5. Maintain partnerships with community and health service providers.
  - 3.6. Maintain currency of community and health service provider contact details.
4. Promote tenant rights and responsibilities.
  - 4.1. Develop own knowledge of State or Territory-based housing legislation and tenancy rights.
  - 4.2. Refer to tenancy advice to inform tenants of their rights and responsibilities.
  - 4.3. Ensure housing providers uphold tenants' rights and responsibilities.
  - 4.4. Confirm tenants receive a copy of their lease agreement.
  - 4.5. Assist tenants to understand responsibilities of the social housing worker and workers in other agencies.
  - 4.6. Assist tenants to understand processes for repairs and provide phone numbers to contact the relevant housing authority and anticipated response times.
5. Assist tenants to avoid rent arrears and recover if they fall into rent arrears.
  - 5.1. Develop tenant financial literacy and management skills through direct support or referral.
  - 5.2. Identify rent arrears within required time period.
  - 5.3. Assist tenant with early intervention and referrals to prevent escalating arrears.
  - 5.4. Use proactive methods to establish a repayment plan.
  - 5.5. Identify potential exit to homelessness and locate alternative housing options.
6. Build tenant skills.
  - 6.1. Identify gaps in tenant's skills for daily living.
  - 6.2. Provide ongoing support to develop daily living skills through direct support and referral.

7. Provide tenants with referrals to community and health service providers.
  - 7.1. Apply a person-centred approach to making referrals.
  - 7.2. Attain consent from tenant to provide referral to community and health service provider.
  - 7.3. Review engagement and gaps with community and health service providers at required intervals.
  - 7.4. Obtain tenant feedback to ensure community and health service providers are appropriate for the needs of the tenant.

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>