



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH428B Work effectively within the Australian housing system

Release: 1

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Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCH428A Work effectively within the Australian housing system	CHCCH428B Work effectively within the Australian housing system	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required to assist people who are looking for or need assistance with housing and accommodation

Application of the Unit

Application

This unit may be applied in a range of community services work contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1. Develop an understanding of the Australian housing system | <p>1.1 Work with knowledge of the <i>context</i> within which the system of housing has developed in Australia</p> <p>1.2 Apply knowledge of different levels of government and their role in the housing system</p> <p>1.3 Maintain an understanding of current factors which impact on the provision of housing</p> <p>1.4 Maintain awareness of ongoing changes over time in the Australian housing system and associated issues</p> <p>1.5 Develop understanding of different consumers, their needs, complex issues and types of solutions available to address these needs and issues</p> |
| 2. Apply understanding of different types of tenure | <p>2.1 Work with understanding of the levels of <i>different types of tenures</i></p> <p>2.2 Develop specialised knowledge of tenures in <i>fields</i> in which you work</p> <p>2.3 Develop and apply knowledge of key stakeholders in these fields</p> <p>2.4 Demonstrate an understanding of mix of tenures in geographic area in own work area</p> |

ELEMENT**PERFORMANCE CRITERIA**

3. Apply understanding of private rental system

3.1 Work with understanding of legislative and regulatory requirements applying to the private rental sector

3.2 Develop and apply knowledge of common rental and leasing agreements and financing arrangements for rental properties

3.3 Develop and apply knowledge of management arrangements for rental properties

3.4 Develop and apply understanding of private rental sector stakeholder issues

4. Provide assistance to clients with housing issues

4.1 Apply knowledge of key agencies to provide referrals

4.2 Provide advice and assistance on housing options

4.3 Provide assistance to maintain tenancies

4.4 Demonstrate *commitment to access and equity principles* within the Australian housing system

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Historical, social and political context and development of the Australian housing system, including changes over time and associated issues
- Federal and state legislation and regulatory requirements relating to housing
- Levels of government in Australia and their role in the housing system
- Access and equity issues in the housing sector
- Current and historical factors which impact on the provision of housing
- Range of consumers and consumer groups in relation to the Australian housing system, their demographics, needs, complexity of issues
- Housing options available to address consumer needs and issues
- Range and mix of housing types and tenures and associated consumers
- Private rental system
- Own work role within the context of delivering services within the Australian housing system
- Consumer needs and rights including duty of care
- Cultural issues which impact on housing system for minority groups such as newly arrived refugees and for Aboriginal and Torres Strait Islander people
- Principles of client empowerment/disempowerment and community delivered service provision
- Current issues facing clients and existing services to address their needs and rights
- Principles and practices of ethics and values, confidentiality and duty of care

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Work within the Australian housing system
- Determine and comply with legislative and regulatory requirements applying to own work role
- Apply knowledge of the Australian housing system within scope of work role

REQUIRED SKILLS AND KNOWLEDGE

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Conduct interpersonal communication with clients and other stakeholders
- Work as part of a team or as a sole worker
- Demonstrate the application of skills in:
 - problem solving
 - communication
 - effective use of relevant information technology in line with work health and safety (WHS) guidelines

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is best assessed in the workplace or in a simulated workplace under the normal of range conditions
- This unit must be assessed with all other specialisation units chosen as part of a package at a particular Australian Qualifications Framework level

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to:
 - an appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
 - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
 - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Context includes:

- Statutory framework within which work takes place
- Historical context of work e.g. changing role of social housing in the overall context of housing provision; changing approaches to working with clients/service users/members/tenants
- Changing social context of work e.g. consumer centred approach, changing government and societal views of not-for-profit housing, approaches to working with clients/service users/members/tenants
- Political context e.g. government policies and initiatives affecting social housing work
- Economic context e.g. the current economic situation as it relates to and affects social housing and the subsequent impact on client needs

Different types of tenure include:

- Home ownership
- Private rental
- Social housing

Fields may include:

- Private rental
- Social housing
- Caravan parks
- Residential services
- Aged accommodation

RANGE STATEMENT

A commitment to access and equity principles includes:

- Creation of a consumer oriented culture
- A non-discriminatory approach to all people using the service, their family and friends, the general public and co-workers
- Ensuring the work undertaken takes account of and caters for differences including: cultural, physical, religious, economic, social

Unit Sector(s)

Not Applicable