



Australian Government

CHCSOH001 Work with people experiencing or at risk of homelessness

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to performance criteria New evidence requirements for assessment including volume and frequency requirements Significant changes to knowledge evidence Additional assessor requirements

Application

This unit describes the skills and knowledge required to work with people who are experiencing homelessness or at risk of becoming homeless, including women and children experiencing family violence.

This unit applies to work in a range of roles at any level within a community services and health context.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

1. Address issues associated with people who are experiencing homelessness or risk of becoming homeless

1.1 Be aware of own personal values and attitudes regarding homelessness and take these into account when planning and implementing work activities

1.2 Identify barriers in accessing safe, secure housing for people in specific circumstances experiencing homelessness or at risk of becoming homeless

1.3 Where appropriate, ensure opportunities are provided for the person to participate in service planning and

ELEMENT**PERFORMANCE CRITERIA**

support activities

1.4 Assess the personal safety of those experiencing homelessness or at risk of becoming homeless, including young homeless to ensure they are not in an unsafe situation and report and refer appropriately

1.5 Assess issues impacting on the person's homelessness risk or situation and modify the approach to service delivery

1.6 Work with the person to identify and discuss potential solutions to complex issues raised, including referral to appropriate services and personnel

1.7 Provide advice and assistance on housing options

2. Support and advocate for people who are experiencing homelessness or at risk of becoming homeless

2.1 Advocate and negotiate for services in conjunction with the person and according to the person's needs

2.2 Support the person to advocate and/or negotiate on their own behalf and to deal with discrimination

2.3 Negotiate and create access pathways to support services and the full range of social and private housing providers

2.4 Use a range of advocacy techniques that take into account differing cultural backgrounds, are age appropriate and gender sensitive

2.5 Advocate within the community to facilitate addressing issues on behalf of people who are experiencing homelessness or at risk of becoming homeless

Foundation Skills

The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) that are essential to performance.

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>