



Australian Government

CHCSOH004 Manage housing allocations

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

Application

This unit describes the skills and knowledge required to administer housing allocation.

This unit applies to work in a social housing context. Workers will be required to exercise judgement and sensitivity when working with clients, within clearly defined processes and procedures.

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. Match resources to client needs

1.1 Interview client to identify needs in accordance with organisation requirements and standards

1.2 Assess client needs against the organisation's products and services

1.3 Advise client of outcome according to organisation procedures

2. Manage re-housing applications

2.1 Conduct an interview to determine eligibility for re-housing

2.2 Read and review client's supporting documentation according to organisation procedures

ELEMENT**PERFORMANCE CRITERIA**

	2.3 Assess re-housing approvals to ensure they are in line with current guidelines
	2.4 Advise clients of re-housing decision and appeals rights if declined
	2.5 Offer alternative options to clients if re-housing is declined
	2.6 Review eligibility
	2.7 Document decision according to organisation procedures
3. Coordinate tenant relocation during redevelopment, decanting or emergency	3.1 Liaise with client and relevant agencies and community workers to assess relocation options and client needs
	3.2 Organise physical re-location in accordance with organisation policy and procedures
4. Implement priority housing criteria	4.1 Identify critical elements of applications
	4.2 Read and assess previous tenancy records
	4.3 Make appropriate referrals to outside agencies according to organisation procedures
	4.4 Record client outcomes in relation to organisation procedures

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>

Assessment Requirements for CHCSOH004 Manage housing allocations

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- administered 3 housing allocations for a range of clients from diverse backgrounds

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- interview processes
- cultural protocols and systems
- communication and decision-making processes
- relevant information management protocols
- range of available and/or appropriate services
- alternative mutual exchange and the *Mutual Exchange Register* or equivalent
- factors and level of risk in relation to domestic violence issues and harassment
- assessment processes to determine appropriate stock or bedroom category for household complement
- review processes for eligibility according to organisation policy
- processes to identify re-housing circumstances where direct, immediate relocation is required
- alternative options such as mutual exchange, supported residential services, subsidies, rental assistance scheme or referral to support agencies or equivalent

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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