



Australian Government

CHCSOH004 Manage housing allocations

Release: 1

CHCSOH004 Manage housing allocations

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>