



Australian Government

CHCSOH015 Manage housing application and allocation processes

Release: 1

CHCSOH015 Manage housing application and allocation processes

Modification History

Release 1. CHCSOH015 Manage housing application and allocation processes supersedes and is not equivalent to CHCSOH003 Manage housing application processes and CHCSOH004 Manage housing allocations.

Application

This unit describes the performance outcomes, skills and knowledge required to assist clients, process housing application forms and administer housing allocation.

This unit applies to individuals who work in a social housing context. Workers 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 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. Receive and receipt housing application.

PERFORMANCE CRITERIA

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

- 1.1. Read and confirm housing application is complete.
- 1.2. Provide feedback to client requesting missing or incomplete information.
- 1.3. Obtain missing information and correct incorrect

- information.
- 1.4. Identify and investigate false statements.
 - 1.5. Receipt housing application according to organisational policies and procedures.
 2. Match resources to client needs and implement housing criteria.
 - 2.1. Interview client to identify needs according to organisational policies and procedures.
 - 2.2. Read and review client-supporting documentation according to organisational policies and procedures.
 - 2.3. Assess client needs against organisational products and services.
 3. Assess application for funding.
 - 3.1. Complete assessment checklist and explain processes and entitlements to client.
 - 3.2. Apply application assessment guidelines to determine client eligibility.
 - 3.3. Assess application to determine client's choice of location, dwelling type and special requirements.
 - 3.4. Access and interpret organisational records to determine client application, assistance and tenant history relevant to current assessment.
 - 3.5. Assess household complement to determine bedroom entitlement within organisational guidelines.
 - 3.6. Provide all clients with equal access and opportunities to organisational services.
 - 3.7. Complete housing allocation to client according to organisational policies and procedures for decision making.
 4. Coordinate rehousing application and waiting list.
 - 4.1. Assess rehousing approvals to ensure organisational guidelines are met.
 - 4.2. Advise clients of rehousing decision making process and right of appeal, if declined.
 - 4.3. Provide client alternative options or refer client to outside agencies if rehousing is declined according to organisational policies and procedures.
 - 4.4. Place client on the rehousing waiting list according to eligibility.
 - 4.5. Document decision according to organisational policies and procedures.
 5. Coordinate tenant relocation.
 - 5.1. Liaise with client, agencies and community workers to assess relocation options and client needs during redevelopment, decanting or emergency situations.
 - 5.2. Organise physical relocation according to organisational policies and procedures.
 - 5.3. Record client outcomes according to organisational policies and procedures.

Foundation Skills

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

Unit Mapping Information

Release 1. CHCSOH015 Manage housing application and allocation processes supersedes and is not equivalent to CHCSOH003 Manage housing application processes and CHCSOH004 Manage housing allocations.

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 CHCSOH015 Manage housing application and allocation processes

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- assist three different clients with the preparation of applications for housing including:
 - conducting interview
 - providing information regarding entitlements
 - providing forms
 - assessing applications for assistance
 - providing feedback to clients
- administer housing allocations for three different clients from diverse backgrounds.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- housing options:
 - private rental
 - priority allocation
 - temporary accommodation
 - affordable housing
- services and resources useful to clients and prospective tenants:
 - case management
 - community services
- organisational recording and reporting systems:
 - cultural protocols and systems
 - communication and decision making processes
- allocation zones and respective waiting lists:
 - mutual exchange register or equivalent
- risk and contributing factors of domestic and family violence and harassment
- entitlements

- review processes for eligibility criteria according to organisational policies and procedures:
 - right of appeal
- organisational requirements for:
 - receiving and receipting applications
 - use of application management systems:
 - information management
 - entitlements
 - temporary and emergency accommodation
 - identifying rehousing circumstances where direct, immediate relocation is required
- assessment processes to determine stock and bedroom categories for household complement
- factors that support resettlement and stabilisation
- Commonwealth and State or Territory privacy and confidentiality legislation
- social housing regulations and standards
- alternative housing support options:
 - mutual exchange
 - supported residential services
 - subsidies
 - rental assistance scheme
 - referral to support agencies and equivalent.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to suitable facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- opportunities for engagement with clients and multiple agencies.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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