



Australian Government

Assessment Requirements for CHCSOH021 Work with clients within the social housing system

Release: 1

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Modification History

Release 1. Supersedes and is not equivalent to CHCSOH010 Work with clients within the social housing system.

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 clients including at least one individual and one family who are in search of housing or need assistance with maintaining housing and accommodation.

Knowledge Evidence

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

- components and structure of the social housing sector
- range and variety of service provision:
 - homelessness
 - crisis management
 - crisis refuges including youth and family violence
 - cooperatives
 - transitional housing
 - long-term housing
- historical, social and political economic context and development of the Australian social housing system and changes over time
- current and historical factors which impact on the provision of housing
- Commonwealth and State or Territory legal and ethical considerations relevant to housing and how these are applied in organisations and in individual practice:
 - access and equity
 - human rights
 - privacy and confidentiality
 - duty of care
 - mandatory reporting
- interpersonal communication techniques
- levels of government in Australia and their role in the social housing system
- social housing functions and processes:
 - application and allocation

- eligibility
- tenancy rebate
- rent and rental arrears
- termination
- eviction
- cultural issues that impact on the Australian social housing system for minority groups including newly arrived refugees and for Aboriginal and/or Torres Strait Islander people
- own work role within the context of delivering services in the Australian social housing system
- consumers and consumer groups:
 - demographics
 - needs
 - complex issues and types of solutions available to address needs
- principles of client empowerment and disempowerment and community delivered service provision
- range and mix of housing types and tenures and associated consumers:
 - community housing
 - public housing
 - supported housing
 - transitional housing
 - crisis housing
 - homelessness
- tenures in fields of work and key stakeholders in these fields
- mix of tenures in geographic area in own work
- affordable and shared housing options available to address consumer needs and issues
- private rental system and associated stakeholder issues
- referral procedures and networks
- common rental and leasing agreements and financing arrangements for rental properties
- management arrangements for rental.

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.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>