



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH423B Provide advice to tenants and clients

Release: 1

CHCCH423B Provide advice to tenants and clients

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to provide information and advice to tenants and/or clients

Application of the Unit

Application

This unit may be applied in the social housing context of community services work

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Analyse relevant tenancy legislation

- 1.1 Identify relevant *legislation* and clarify its implications regarding the tenant and landlord relationship
- 1.2 Explain and clearly define *rights* and responsibilities of *landlords* and tenants
- 1.3 Assist tenants and/or clients to identify their *rights*

2. Develop information resources

- 2.1 Identify resource requirements through consultation with networks and *key people and organisations*
- 2.2 Develop written material in easy to read English and/or culturally appropriate format
- 2.3 Investigate existing resources and assess their capacity to meet the needs of tenants and/or clients
- 2.4 Incorporate the use of new technologies in resource development, where appropriate
- 2.5 Ensure information provided to tenants and/or clients is researched, current, relevant

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|---|
| 3. Develop and implement information strategies | 3.1 Plan information strategies
3.2 Identify appropriate agencies for dissemination of information
3.3 Ensure promotion supports tenant understanding of their own <i>rights</i> and responsibilities
3.4 Develop and maintain relevant networks
3.5 Develop information strategies within budgetary consideration
3.6 Investigate and develop strategies for dissemination of information |
| 4. Advocate for clients on request | 4.1 Advise tenants and/or clients of their <i>rights</i> in regards to tenancy legislation
4.2 Initiate, negotiate and implement relevant strategies for addressing client needs
4.3 Keep information in confidence unless authorisation is given to release it
4.4 Refer client to other services where appropriate |
| 5. Provide tenancy and/or client <i>education program</i> | 5.1 Develop <i>education program</i> in consultation with key people and organisations, identifying priorities and desired outcomes
5.2 Prepare and disseminate marketing materials
5.3 Prepare and distribute education/resource materials
5.4 Seek feedback on education services from tenants and/or clients |
| 6. Collect information and contribute to policy and law reform issues | 6.1 Identify, collect and analyse <i>relevant statistical and other data</i>
6.2 Prepare reports and distribute to appropriate stakeholders |

ELEMENT**7. Review and evaluate strategies****PERFORMANCE CRITERIA**

7.1 Assess strategies against planned goals and objectives

7.2 Consult key stakeholders in developing future directions from results of review and evaluation

7.3 Document review and evaluation outcomes and distribute to relevant stakeholders

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Residential tenancy legislation
- Residential tribunal legislation
- Privacy legislation
- Social justice issues
- Housing tenure options
- Court and tribunal frameworks and systems

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate the application of skills in:
 - observation
 - written assessment
 - case studies
 - evidence of materials developed in the workplace
 - questioning

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate skills in:
 - confidentiality
 - communication

REQUIRED SKILLS AND KNOWLEDGE

- cultural awareness
- interpersonal and advocacy skills
- social justice
- tenancy rights
- conflict resolution
- interpretation and analysis of legislation
- record-keeping
- group work skills
- research skills (including web search)

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Evidence must include observation in the work environment or in a simulated work setting

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to an appropriate workplace where assessment can be conducted
- Method of assessment may include:*
- Observation
 - Written assessment
 - Case studies
 - Evidence of materials developed in the workplace
 - Questioning
 - Workplace project

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Legislation may include but is not restricted to:

- Tenancy legislation
- Privacy legislation
- Tribunal legislation
- Consumer law
- Anti-discrimination legislation

Appropriate resources may include but are not limited to:

- Printed material in easy to read English and/or culturally appropriate
- Video/audio
- Seminars
- Internet

Relevant statistical and other data may include but is not restricted to:

- Tenancy and/or client enquiries
- Tribunal representation
- Demographic details
- Personal details such as gender, Aboriginal or Torres Strait Islander person, non-English speaking background, disability, housing tenure, housing type (public, community, private)
- Nature of enquiry

Rights may include:

- Rights under tenancy legislation
- Under other legislation
- Rights under organisation's constitution

RANGE STATEMENT

Landlords may include:

- Item private landlord
- Item public housing landlord
- Community housing landlord
- Person or corporation

Education program may include but are not limited to:

- Single events - formal or informal such as an information stall at a shopping centre or a seminar
- Multi session education and skill development program
- A complex large scale series of activities

Key people and organisations may include, but are not limited to:

- Private and social housing tenants
- Potential tenants
- Social housing providers
- Funding bodies
- Staff

Unit Sector(s)

Not Applicable