

Complex Needs Online

commencing 2nd August 2010



The NSW Federation of Housing Associations is now offering Complex Needs training through e-learning as part of our expanding online training program. This training incorporates the following 2 units:

- **Provide services to clients with complex needs** CHCCS504A (this is both a compulsory unit from the Certificate IV in Social Housing and an elective unit option from the Diploma of Social Housing)
- **Assess and provide services for clients with complex needs** CHCCS416A (this is an elective unit option for both the Certificate IV and the Diploma of Social Housing)

This course assists housing workers to identify and understand complex needs in the community housing setting. Participants will learn how complex needs are defined, the ways in which different complex needs present and interact, strategies and skills for assessment, planning, referral, and ongoing tenancy management.

Participants will also learn ways to assess risk and identify situations and solutions for cases where tenants and applicants may require different models of accommodation or housing than your service is able to provide. This course is suited to all housing staff who work with tenants and applicants.

You will be asked to participate in interactive sessions for approximately 1 hour per week as well as complete additional tasks and assessment work as outlined in the week by week guide. Further information about our e-learning program is available on our website:

www.communityhousing.org.au

Duration: 7 weeks

Commences 2 August, 2010

Finishes 20 September, 2010

Cost: \$245 - Full and Affiliate members

GST free \$270 - Associate members

\$290 - Non members



NATIONALLY RECOGNISED
TRAINING



NSW Vocational
Education & Training
Accreditation Board

To register please complete the form on the following page.

training bulletin

Registration form

Complex Needs E-Learning

commencing 2nd August 2010

Please print clearly

Ms / Mr / Other: ___ First Name(s): _____ Surname _____

Job Title _____

Organisation: _____ Federation Member: Y / N

Postal Address _____

_____ Postcode _____

Telephone: _____ Fax: _____

Email: _____

Your manager/ supervisor's name: _____

Manager/supervisor's email address: _____

Your personal information will only be used for the purposes of our compliance with AQTF standards and to ensure your training needs are met. All information in this section kept strictly confidential.

Cultural Identification: A or TSI CALD Other Date of Birth : _____ / _____ / _____

Special Needs: _____

Payment:

A Tax Invoice will be issued following each training session attended, indicating either a 'to be paid' amount or a \$0 balance if you have pre paid.

Conditions of registration:

- Registration for all training courses is essential.
- Cancellations within 5 days of the commencement date of the course will not be refunded, with the exception of compassionate grounds.
- Training courses may be cancelled at the discretion of the Federation and all registrations fully refunded.

If you would like more information please contact the Training Co-ordinator, Estelle Lohman, at the Federation on (02) 9281 7144 ext. 205 or estelle@communityhousing.org.au

PLEASE RETURN THIS FORM TO:

Estelle Lohman, NSW Federation of Housing Associations
Suite 301, 64-76 Kippax Street, SURRY HILLS NSW 2010

Email: estelle@communityhousing.org.au Fax: (02) 9281 7603