

# FAMILY AND COMMUNITY SERVICES

CASE  
STUDY

JUNE 2019





# Family & Community Services

## CUSTOMER PROFILE

**HQ:** Sydney, Australia

**Industry:** Community services

**Products and services:** Housing, accommodation, community services

**Number of employees:** 9,700+

**Website:** [facs.nsw.gov.au](http://facs.nsw.gov.au)

FACS Housing is an agency of the NSW Department of Family and Community Services (FACS) and is one of the largest providers of social housing in the world. FACS Housing provides safe and affordable housing opportunities to people in need.

An integral part of their commitment to the community, and ensuring the fundamental human right to housing is preserved, is assisting people to live with dignity, find support and achieve sustainable futures. Employees of FACS Housing face a range of - often critical - situations daily. It is essential that they are trained to support the needs of the community, while meeting the objectives of the Department and achieving positive outcomes.

As part of their commitment to ongoing professional development, FACS Housing partnered with TAFE Enterprise to create and deliver the Client Service Officer (CSO) Learning Roadmap. The Roadmap aims to improve service delivery, customer satisfaction and to develop the careers of frontline housing staff.



## OBJECTIVES

- To provide relevant and specific training customised to suit the needs of Housing NSW.
- To recognise the existing skills and knowledge of staff through a Recognition of Prior Learning (RPL) pathway.
- To extend the skills of frontline Housing staff to deliver the best client experience possible.
- To deliver the CHC42215 Certificate IV in Social Housing, an industry endorsed and nationally accredited qualification, as the benchmark qualification for FACS Housing Client Service Officers.
- To source trainers with technical expertise and facilities to produce a skilled workforce of the future.
- To source a trustworthy partner that can provide end-to-end service and deliver quality and consistent levels of training.

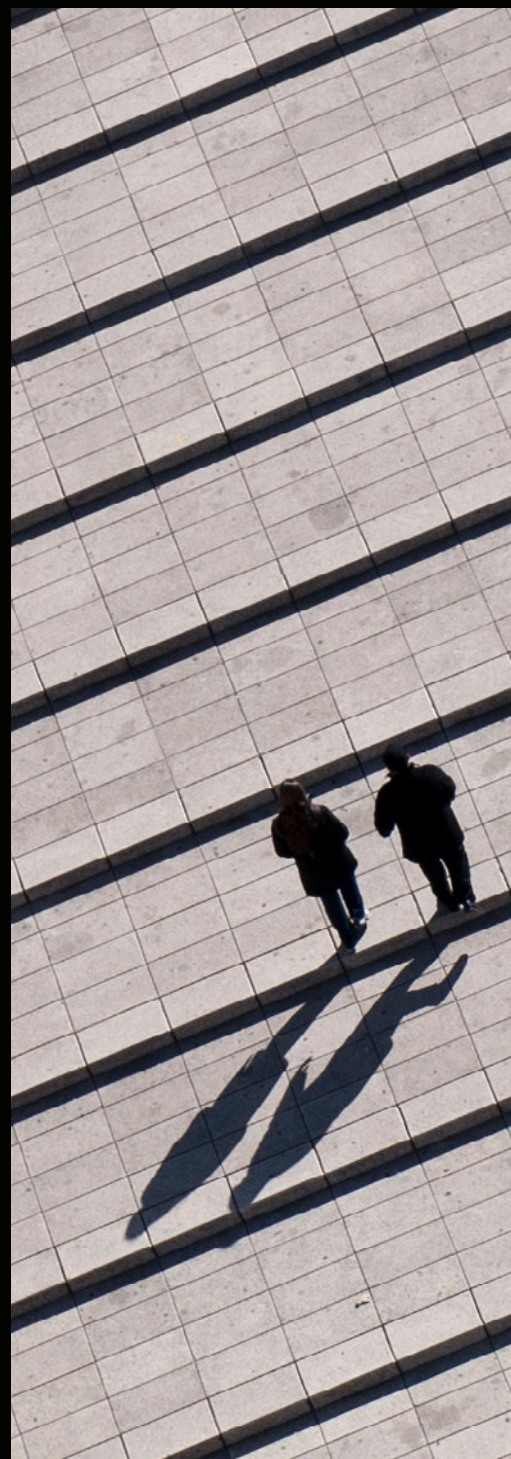
## WHY TAFE ENTERPRISE?

- TAFE ENTERPRISE is a leading provider of flexible vocational education in the Community Services and Health sector.
- All training is customised and work-task focused and is delivered according to the needs of the employer and the skills and experience of employees.

## RESULTS

- 200+ staff completed the 3-day induction course in 2017. This expanded to a 5-day course for 2018/19, with an estimated further 500 new staff expected to undertake the training over that time.
- The CHC42215 Certificate IV in Social Housing program has been expanded and an estimated 700 Client Service Officers across NSW will now undertake this program, commencing with a Skills Audit to determine capacity for Recognition of Prior Learning, and then progress into workshop attendances (where required).
- The Learning Roadmap centres on the delivery of the CHC42215 Certificate IV in Social Housing. This is ongoing training and delivered over a 12-month period, face-to-face or via videoconferencing.
- All resources are customised to FACS Housing and specific to the Client Service Officer role.
- All training resources incorporate the policies, procedures, processes and corporate systems used by FACS Housing, offering a practical, work-task focused learning experience.

This program is proudly funded by the NSW Government, in association with FACS.



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We're delighted to partner with TAFE ENTERPRISE on the FACS Housing Career Development Pathway. We want our frontline staff to deliver the best service possible, and that means they must have a solid understanding of complex legislation, policy and procedure, as well as skills in decision-making for some of our most vulnerable clients. The Housing Career Development Program will build on the capabilities of our staff by providing them with the skills they need to provide a highly efficient and high quality service.

**Michael Coutts-Trotter**  
Family and Community Services Secretary

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**TAFE** NSW

**ENTERPRISE**

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