

**Submission
No 31**

TENANCY MANAGEMENT IN SOCIAL HOUSING

Organisation: Pensioners and Superannuants Association of NSW Inc (CPSA)
Name: Ms Amelia Christie
Position: Manager, Research and Advocacy
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Inquiry into Tenancy Management in Social Housing

**Response to the Legislative Assembly Public Accounts
Committee**

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Combined Pensioners & Superannuants Association of NSW Inc (CPSA)

Address: Level 9, 28 Foveaux Street, Surry Hills NSW 2010 **ABN:** 11 244 559 772

Phone: (02) 9281 3588 **Country Callers:** 1800 451 488 **Facsimile:** (02) 9281 9716

Email: cpsa@cpsa.org.au **Website:** www.cpsa.org.au **Donations:** 1800 451 488

About CPSA

Combined Pensioners & Superannuants Association of NSW Inc. (CPSA) was founded in 1931 in response to pension cuts. CPSA is a non-profit, non-party-political membership association serving the interests of pensioners of all ages, superannuants and low-income retirees. CPSA has approximately 130 branches and affiliated organisations with a combined membership of over 30,000 throughout NSW. CPSA serves the interests of its membership and broader constituency at the local, state and federal levels.

About this submission

The Legislative Assembly Public Accounts Committee (the Committee) sought public submissions to its inquiry into current tenancy management in NSW social housing, with particular reference to:

1. the cost effectiveness of current tenancy management in public housing compared to private and community housing sectors;
2. the range and effectiveness of support services provided to tenants in social housing;
3. outcomes for tenants from current tenancy management arrangements; and
4. possible measures to improve tenancy management services.

This submission is structured as:

1. Introduction;
2. What functions encompass tenancy management in public housing;
3. Current private sector involvement in tenancy management in public housing;
4. Comparison of tenancy management by Housing NSW, community housing, private landlords and real estate agents;
5. Further comparison of tenancy management by Housing NSW and real estate agents; and
6. Conclusion

Appendices

1. Housing NSW position descriptions for Senior Client Service Officer and Client Service Officer
2. jobs.nsw advertisements for Senior Client Service Officer and Client Service Officer
3. Job advertisements for Client Service Officer positions in Housing NSW as contractors by Charterhouse, Chandler Macleod and Randstad.

Key points

- Evidence indicates that outsourcing tenancy management in public housing to the private sector will not provide positive outcomes to tenants.
- Unlike Housing NSW, the private sector does not have the years of experience of managing tenants with complex needs.
- The private sector will not have the essential skills to manage tenants with complex needs.
- Housing NSW must remain the only provider of tenancy management to Housing NSW tenants.

- The Committee must investigate the contractual arrangement between NSW Land & Housing Corporation (LAHC) and Housing NSW. CPSA anticipates that by directly funding Housing NSW from consolidated revenue and removing many layers of bureaucracy from the current arrangement, will likely result in considerable savings for the NSW Government.

Questions for the Committee

CPSA poses a number of questions that the Committee should consider before outsourcing public housing tenancy management to the private sector:

1. To avert homelessness, Housing NSW shows tolerance and patience towards Housing NSW tenants. Will the private sector be as tolerant and patient as Housing NSW?
2. Would the private sector serve termination notices to Housing NSW tenants as a first resort, rather than encouraging these tenants to seek specialist help to resolve breaches of their tenancy agreements?
3. Would the private sector terminate tenancies of Housing NSW tenants for 'no grounds' under sections 85 or 94 of the *Residential Tenancies Act 2010*?
4. Would the private sector be quick to terminate tenancies of Housing NSW tenants for breaches of the tenancy agreement, even where the tenant clearly has a disability?
5. Would the private sector resolve non-urgent repair and maintenance problems in NSW Land and Housing Corporation properties resulting from many years of neglect?
6. What specialist skills would the private sector have (for example social work, psychology) to manage tenants with complex needs?

Key recommendations to the Committee

That the Committee make its own inquiries into the current contractual arrangements between LAHC and Housing NSW, and Charterhouse, Chandler Macleod and Randstad in their effectiveness (both economically and meeting Housing NSW's vision and values) before even contemplating outsourcing public housing tenancy management to the private sector.

1. Introduction

This submission focusses on the Committee's inquiry in reference to:

- (2) the range and effectiveness of support services provided to tenants in public housing;
and
 - (3) outcomes for public housing tenants from current tenancy management arrangements.
- These are compared to the proposal to outsource public housing tenancy management to the private sector.

Older Persons Tenants' Service (OPTS) is a program of Combined Pensioners & Superannuants Association of NSW Inc. (CPSA). Previously, with funding provided by NSW Fair Trading, OPTS was a tenants' advice and advocacy service as part of the NSW Tenant's Advice and Advocacy Program (TAAP). OPTS assisted 1225 tenants aged over 55 years from 31 January 2011 (when *Residential Tenancies Act 2010* commenced) to 30 November 2013 (reporting period). This submission comprises an evidence-based comparison of tenant outcomes living in properties managed by Housing NSW, community housing (including City West Housing Ltd), private landlords and real estate agents (agents).

2. What functions encompass tenancy management in public housing

A search of jobs.nsw for positions in Housing NSW¹ showed a Client Service Officer (CSO) and a Senior Client Service Officer (Senior CSO) position. These position descriptions are enclosed as Appendix 1. The job advertisements for the positions state that the role is intended '*...to deliver a broad range of applicant, tenancy and property management services and advice to clients, including those with complex needs*' (emphasis added). These are attached as Appendix 2. Both positions emphasise '*those with complex needs*' and this is not defined in Housing NSW or Housing Pathways policies other than having an urgent need for housing (due to a broad spectrum of issues), and cannot be resolved by the private rental market. An object of the *Housing Act 2001* in section 5(1)(f) is '*to ensure that the public housing system focuses on housing people who are most in need*'. It is deduced, tenants with complex needs are the most disadvantaged people in NSW. A comparison of the position descriptions clarifies what tenancy management specifically covers in public housing (Housing NSW).

Both position descriptions state that '*Housing Services Divisions are grouped into client service delivery teams. These teams may be further grouped into Access and Tenancy Management teams.*' Access teams cover clients seeking housing assistance who are not current tenants of Housing NSW, for example Rental Bond Loans. On 2 August 2013 LAHC was transferred back to Family & Community Services NSW (FACS) from the Office of Finance & Services. LAHC's 2012-2013 Annual Report² states, '*It [the transfer] will also provide better opportunities for the NSW Government to deliver the most effective housing and assistance outcome to people in need.*'

The annual report refers to LAHC funding and managing the tenancy management services delivered by Housing NSW. This includes property management, for example inspections, issuing work orders and facilitating minor modifications. We assume the inquiry is making recommendations solely on tenancy management (including property management) and not access. Both position descriptions prescribe the tasks of tenancy management and property management and can be seen on each at page 3, Appendix 1. These tasks are far broader than real estate agent's tasks of managing rent ledgers, completing property inspections and facilitating repairs. Housing NSW aims to sustain tenancies especially for tenants with

¹ Viewed at https://jobsnsw.taleo.net/careersection/all_jobs/moresearch.ftl on 31 July 2014

² Viewed at http://www.facs.nsw.gov.au/_data/assets/file/0011/279038/FACS_AR_2012-13_Land_and_Housing_WEB_FACS.pdf on 31 July 2014, 10, 12 and 28

complex needs. They may require intensive assistance internally from Housing NSW specialist staff, or from specialist external agencies. This is reflected in Housing NSW's vision, '*Helping build a stronger community by providing housing solutions for people in need.*'³.

3. Current private sector involvement in tenancy management in public housing

We are aware of LAHC or Housing NSW engaging private contractors to provide CSO's to Housing NSW which include Charterhouse, Chandler Macleod and Randstad. Their job advertisements are attached as Appendix 3. None of the job advertisements refer to assisting tenants with complex needs to sustain tenancies. It is noted one job advertisement states, '*Experience in....real estate would be advantageous but is not essential.*' A search of FACS and LAHC 2012-13 Annual reports and the Register of Government Contracts⁴ did not provide any information on these contracts.

Recommendation:

That the Committee make its own inquiries into the contractual arrangements between LAHC and Housing NSW, and Charterhouse, Chandler Macleod and Randstad in their effectiveness (both economically and meeting Housing NSW's vision and values).

4. Comparison of tenancy management by Housing NSW, community housing, private landlords and real estate agents

CPSA's Older Persons Tenants' Service (OPTS) assisted 1225 tenants aged over 55 years from 31 January 2011 (when *Residential Tenancies Act 2010* commenced) to 30 November 2013 (reporting period). The table below is a comparison of tenant contacts during the reporting period and their outcomes in properties managed by Housing NSW, community housing (including City West Housing Ltd), private landlords and real estate agents (agents). The tenancy issues are based on the top five issues from the Tenant's Advice and Advocacy Program (TAAP) database for the reporting period (termination, repairs, rent arrears, access and neighbour disputes). Tenancies provided by private landlords and real estate agents do not include rentals in residential parks, retirement villages or boarding houses.

	Termination			Repairs		Rent arrears	Access dispute	Neighbour dispute	Total tenants
	1	2	3	4	5				
Housing NSW	12	20	4	57	31	4	11	45	321
Community housing	5	6	0	19	7	4	2	23	121
Private landlords	8	40	6	12	7	8	2	1	174
Real estate agents	13	56	27	35	32	19	9	7	325

³ Viewed at <http://www.housing.nsw.gov.au/About+Us/Purpose+and+Values.htm> on 31 July 2014

⁴ Viewed at <https://tenders.nsw.gov.au/> on 31 July 2014

Key to numbers:

Termination 1 = Tenant contacting after receiving notice of Tribunal hearing

Termination 2 = Tenant contacting after receiving termination notice from landlord

Termination 3 = Tenant contacting for general advice

Repairs 4 = Tenant contacting for non-urgent repairs advice

Repairs 5 = Tenant contacting for urgent repairs advice

The 'Total tenants' column is the total number of tenants (managed by the relevant provider) contacting OPTS in relation to many tenancy issues listed in the TAAP database, for example 38 tenants in Housing NSW contacted about priority rehousing and 7 tenants with a private landlord contacted about priority housing in social housing.

- **Private landlords**

In relation to private landlords the large number of tenants receiving a termination notice was predominantly due to: section 108 of the *Residential Tenancies Act 2010*, Termination of long term tenants (tenancies of 20 years or more); deceased landlord's children inheriting the premises and selling to avert capital gains tax; landlords selling due to a buoyant property market; landlords seeking a higher rent from tenants with a higher income than from those on a fixed income (typically tenants OPTS assists receive the Age Pension); and tenants in rent arrears due to a rent increase. The small number of landlords seeking orders from the Tribunal is due to OPTS negotiating with landlords a date the tenant will vacate, or conciliating the dispute and advising landlords to seek advice on the merits of their case if heard by the Tribunal.

5. Further comparison of tenancy management by Housing NSW and real estate agents

Further analysis is required between Housing NSW and agents across each listed tenancy issue in the table. Included are de-identified real case studies to highlight the complexity and vulnerability of Housing NSW tenants. Case studies have also been used to highlight comparisons between tenancy management by Housing NSW and agents where major discrepancies occur in the table.

The difficulty Housing NSW faces in assisting tenants with complex needs is shown in the first case study.

A Housing NSW tenant who constantly changes her mind

In July 2012 OPTS was contacted by Joy (authorised occupant aged 41) daughter of an elderly Housing NSW tenant, Jean aged 82. OPTS advised Joy to ask Jean to contact OPTS as she was the tenant. OPTS did not hear from Jean and left telephone messages and sent 5 letters. She still did not respond. Unbeknown, Jean had been negotiating with Housing NSW for her and her daughter to be housed in different premises. Housing NSW offered her a unit at Balgowlah and Joy remain at the original Manly premises. Jean finally contacted OPTS after receiving a notice from the Tenancy Tribunal that a warrant for possession for

the Manly premises had been issued to Housing NSW. Jean said the Tribunal heard her matter some time ago and orders made for termination and possession for Manly. An inspection of the Tribunal file verified this and orders were made on 14 May 2012 and a warrant issued on 16 July 2012. OPTS obtained agreement from Area Director, Housing NSW to stay the Tribunal orders pending OPTS's investigation. This found the relationship between Jean and Joy created complex problems between Jean and Housing NSW. Joy has an untreated mental illness and has been mistreating her mother. Joy still living at Manly urged her mother to vacate Balgowlah and return to Manly. Both mother and daughter were now faced with eviction by the Sheriff. The Community Mental Health team advised they cannot assist because Joy has been uncompliant previously. OPTS began lengthy negotiations with Housing NSW and complicated by Jean's indecision and wavering whether she live with her daughter or live separately. Housing NSW sought to resolve the issue by providing Jean and Joy separate apartments in the same block of units. Jean was still undecided. Housing NSW returned to the Tribunal on 18 September 2012 and during conciliation Jean stated she wished to live in the Manly premises with her daughter. Housing NSW withdrew their application, and the orders for eviction were set aside.

Question for the Committee 1:

If public housing tenancy management were outsourced to the private sector, in dealing with Housing NSW tenants would it be as tolerant and patient as Housing NSW to avert homelessness?

- **Tenants receiving a termination notice**

The number of tenants receiving a termination notice from agents is 48% higher than tenants in Housing NSW (OPTS figures as per table above). In the experience of OPTS staff, agents are quick to evict older tenants for the same reasons as private landlords. OPTS also found that some agents serve termination notices in retaliation to the tenant seeking repairs. OPTS also found that many agents issue termination notices for breach of the tenancy agreement as a first resort, rather than by communicating with the tenant in the first instance. For example, an elderly tenant had dementia and paid her rent on time but to the agent's wrong trust account, OPTS intervened and found the discrepancy, recovered the lost rent and negotiated with the agent to setup Centrepay deduction from the tenant's Age Pension.

The smaller number of termination notices served by Housing NSW is due to it having a performance indicator of sustaining tenancies in line with its vision. It seeks at first instance, intervention from specialist internal staff, for example a Senior CSO (Antisocial Behaviour), or from external agencies like OPTS. These services work with the tenant aiming to resolve breaches of the tenancy agreement. Housing NSW serves termination notices as a last resort and typically where the tenant will not accept internal or external intervention.

Question for the Committee 2:

If public housing tenancy management were outsourced to the private sector, would they

serve termination notices to Housing NSW tenants as a first resort, rather than encouraging these tenants to seek specialist help to resolve breaches of the tenancy agreement?

- **Tenants receiving notice to attend Tribunal hearing**

The number of tenants receiving a notice to attend a Tribunal hearing from Housing NSW and agents is similar. However, agents are seeking termination and possession whereas Housing NSW in most cases seeks specific performance that the tenant complies with the tenancy agreement. In three cases during the reporting period Housing NSW sought termination and possession where a tenant refused to relocate under s.149 of the *Residential Tenancies Act 2010*, a tenant committed rent subsidy fraud under the *Housing Act 2001*, and a tenant engaged in illegal activity on the premises resulting in criminal proceedings.

Termination of long term tenant in private rental

John moved into a privately rented unit in 1994. All was well until the last of his original landlords died in 2009. The unit complex was inherited by an only child who immediately increased John's rent by \$180 a week. John had difficulty covering this increase but managed by sacrificing groceries and utilities. John has always had a dog, which made it difficult to find other private rental properties and influenced his decision to stay in the unit. In 2011 when the only child became the legal owner of the complex she sought to evict John because she could get a much higher rent. Three efforts by an agent to evict John were unsuccessful because of invalid termination notices. The agent sought legal advice and in March 2012 the Tribunal terminated John's tenancy and gave possession to the only child on 30 April. OPTS and other support agencies worked together to find alternative housing with no success. After much contact with social housing providers John was approved for priority housing on 13 April but no offers for housing were given. OPTS and his support workers took John and his dog to the local Housing NSW office on 20 April and he was interviewed and his case put forward. Housing NSW contacted John on 27 April and advised a one-bedroom unit was available to him and his dog. He signed the tenancy agreement on 30 April and with the help of his support workers John moved all his possessions into the new unit on the same day.

Question for the Committee 3:

If public housing tenancy management were outsourced to the private sector, would they terminate tenancies of Housing NSW tenants for 'no grounds' under sections 85 or 94 *Residential Tenancies Act 2010*?

Not evicted due to hoarding in Housing NSW unit

OPTS received a referral from a Community Legal Centre regarding an 82 year old tenant of Housing NSW since 1989. The majority of her tenancy had been incident free but difficulties

had arisen over the last few years. The tenant had taken to keeping large amounts of belongings in her two-bedroom unit and her garage. This came to the attention of Housing NSW during a property inspection and when concerns were raised about fire hazard. They initiated proceedings in the Tenancy Tribunal and obtained a specific performance order that the tenant remove her excess belongings. With OPTS as a negotiator, the tenant arranged for most of the offending items be taken away. OPTS continued to monitor the situation to ensure the tenant continued to comply with the specific performance order.

Evicted due to hoarding in private rental apartment

OPTS represented an elderly tenant who rented a private apartment for 36 years facing eviction due to hoarding. OPTS represented him in three separate Tribunal hearings. At the first hearing in August 2011 OPTS was successful in obtaining a specific performance order. At the second hearing in October 2011 the Tribunal dismissed the landlord's application because of defects in the agent's application to the Tribunal and the notice of termination was invalid. At the third hearing on 21 December 2011 the tenancy was terminated but OPTS was successful in obtaining two months before possession. OPTS undertook six home visits to the elderly tenant to obtain evidence for the three Tribunal hearings and assisted a contractor remove a large volume of paper for two days. OPTS liaised with many support agencies (eg Mercy Arms Waterloo, Brown Nurses, Kings Cross Community Centre) to assist the tenant as he was socially isolated and had no other support. OPTS also engaged St Vincents Hospital and Aged Care Psychiatry who assessed the elderly tenant as having Diogenes (Senile Squalor) Syndrome.

NOTE: A property inspection by the estate agent had not occurred for some 10 years and regular inspections would have discovered the problem much earlier.

Question for the Committee 4:

If public housing tenancy management were outsourced to the private sector, would they be quick to terminate tenancies of Housing NSW tenants for breaches of the tenancy agreement even where the tenant clearly has a disability?

- **Repairs**

The number of Housing NSW tenants who contacted OPTS seeking non-urgent repairs is 24% higher than tenants under an agent. This is a common problem and has been the subject of many Housing NSW and LAHC reports, discussions⁵, NSW Ombudsman's Annual reports⁶ (its Annual report 2012-13 lists Housing NSW second to State Debt Recovery Office on the number of complaints received), and NSW Auditor-Generals Report, 'Making the best use of public housing'.⁷ Given the huge backlog of repairs and maintenance many premises

⁵ The Non Government Organisation reference group facilitated by Housing NSW that meets quarterly often raises repairs in Housing NSW premises

⁶ NSW Ombudsman Annual report 2012-13 Viewed at

https://www.ombo.nsw.gov.au/data/assets/pdf_file/0015/12921/Full-Annual-Report-2012-2013.pdf, 85

⁷ Viewed at <https://www.opengov.nsw.gov.au/desktop/13588>

are becoming unfit for purpose, due to age and more importantly, lack of maintenance over many years. It is highly unlikely property management in the hands of the private sector will resolve these problems.

The number of tenants contacting about urgent repairs is very similar in Housing NSW and premises managed by agents. OPTS has found some tenants believe their repair is an urgent repair, but is not listed as such under their tenancy agreement or under section 62 of the *Residential Tenancies Act 2010*, for example mould is not an urgent repair. Housing NSW tenants can contact the Housing Contact Centre or their CSO who can escalate the urgent repair with LAHC (contacting their CSO was not available when LAHC was transferred to the Office of Finance and Services). This should result in better outcomes for Housing NSW tenants, as it did before LAHC was transferred. Agents who are slow in completing urgent repairs (typically on instructions received from landlords due to cost) resolve urgent repairs after being contacted by a TAAP Service like OPTS.

Question for the Committee 5:

If public housing tenancy management were outsourced to the private sector, would they resolve non-urgent repair and maintenance problems in LAHC properties resulting from neglecting maintenance over many years?

- **Rent arrears**

There is a wide disparity of tenants with rent arrear problems in premises managed by agents being 46% higher than Housing NSW. This is understandable given the high market rents and a rent increase becomes the tipping point for those on a low income. As shown above agents are very quick to evict especially where tenants are 14 days in arrears. Housing NSW is quick to intervene where its tenants are 14 days arrears to sustain the tenancy. In OPTS's experience they contact the tenant to devise a repayment method. If that fails they seek a specific performance order from the Tribunal for repayment at typically 40% of their Age Pension (to cover arrears and current rent).

Rent increase of 68% precedes heart attack

William, a returned servicemen aged 88, moved into his unit in Bellevue Hill 17 years ago. The entire block of twelve units was owned by a Sydney heiress who passed away. William's rent prior to his landlady's death was \$280 per week. When the entire complex was sold, his rent went up to \$326 a week, and then six months later skyrocketed to \$412 per week. William was only receiving the Department of Veteran's Affairs pension. Despite living frugally, he needed his children's assistance in paying the new rent. He did not wish to move from his unit as his many medical specialists were close by. He was waiting for a nursing home placement near where he lived so he could also be close to his children. Soon after the rent increase he had a major heart attack.

- **Access dispute**

The number of tenants contacting about access disputes with Housing NSW and agents is similar. Housing NSW access disputes is typically about Housing NSW CSO's or its maintenance contractors not providing required notice under section 55(2)(a) or (b) of the *Residential Tenancies Act 2010*. This covers property inspections or conducting maintenance, for example replacing smoke alarm batteries. For example, a tenant in a seniors' complex was visited by a maintenance contractor six times in a year to replace batteries in her smoke alarms. OPTS found the contracting service would target these complexes on particular occasions and with no notice and door knock. Those tenants who answered would have the targeted maintenance completed, whether it was required or not. In a very small number of cases tenants may deny access after receiving correct notice, for example due to their hoarding or other psychological problems.

Agents access disputes is typically showing the premises to potential purchasers on more occasions than prescribed under section 55(2)(f) of the *Residential Tenancies Act 2010* and/or taking internal photographs of the premises including tenant's possessions to sell the premises. The access is usually without the tenant being present (they have not been informed) and the photographs are put on the internet without the tenant's consent (they are not aware).

Unauthorised and unreasonable access by real estate agent

Mary is 56 years of age and has lived in her Eastern Suburbs flat for over 30 years. The landlord put the flat up for sale. Unbeknown to Mary he authorised the selling agent to enter the flat, take photos of the interior including her possessions, and put them on online. Clearly, the landlord and the agent had little respect for Mary's privacy. Eventually the flat was sold after the managing agent issued a couple of invalid termination notices. The third notice was valid and Mary moved out. OPTS referred the selling agent's actions in entering the premises, taking photographs and placing them on the internet to Fair Trading's Investigation Unit and hopefully they will prosecute.

- **Neighbour disputes**

Neighbour disputes are the widest disparity with Housing NSW being 73% higher than agents (Housing NSW and Community Housing combined is 82% higher than agents). This has resulted from changes to eligibility for social housing which commenced on 1 July 2005 with applicants from that date having to have an urgent need for housing that cannot be resolved by the private rental market, see 2. *What functions encompass tenancy management in public housing*. It also stems from Seniors' housing complexes housing much younger people because of their disabilities. This is due to State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 replacing SEPP (Seniors Living).

It is also likely that the low number of disputes in agent run properties is due to section 50(3) of the *Residential Tenancies Act 2010* covering landlords' neighbouring tenants. OPTS has

found most private landlords do not have more than one premise in a complex. Also agents can be very selective in choosing tenants especially in a tight rental market.

This tenancy management issue is likely to be the least experienced by agents and the private sector. If managed badly it will have negative outcomes for all tenants involved. It is an issue that tenants advice services like OPTS do not deal with other than referring parties to the Community Justice Centre. Housing NSW at first instance does intervene with a Senior CSO (Antisocial Behaviour). This person typically encourages the offending tenant to seek specialist services, for example mental health services. If this does not end the dispute Housing NSW may seek specific performance orders. Should this not work it may seek termination of the tenancy or transfer the aggrieved tenant (where the dispute involves two tenants). OPTS's experience of agents in this type of dispute is that they either evict the tenant very quickly (even where there are no legal grounds under tenancy law) or they don't deal with the situation and it festers until someone voluntarily leaves.

Assistance by Housing NSW in neighbour dispute

Harold, aged 72 years, had lived in a Housing NSW seniors' complex for nine years. He contacted OPTS after receiving a termination notice due to an incident resulting in damage to a neighbour's property. This matter was before the local court. Harold had an ongoing tense relationship with a much younger neighbour and had no memory of the event described in the termination notice. At the time he had an adverse reaction to medication mixed with alcohol. He started drinking alcohol after five years of abstinence and took some medication prescribed by his doctor. After the incident Harold took himself off to hospital seeking assistance with his state of mental ill health. When the matter went to the Tenancy Tribunal OPTS successfully negotiated a consent order with Housing NSW. In the order Harold acknowledged the damage to the neighbour's property, undertook to not cause nuisance or interference with the peace, comfort and privacy of neighbours in the future. Harold, with the assistance of Housing NSW, arranged ongoing support counselling.

Question for the Committee 6:

If public housing tenancy management were outsourced to the private sector, what specialist skills would they have (for example social work, psychology) to manage tenants with complex needs?

6. Conclusion

Based on its evidence, CPSA is not convinced that tenancy management in Housing NSW outsourced to the private sector will provide positive outcomes for tenants. The private sector will not have the essential skills needed for management of tenants with complex needs. Unlike Housing NSW, the private sector does not have the years of experience in managing tenants with complex needs. Housing NSW must remain the only provider of tenancy management to Housing NSW tenants.

The Committee must investigate the contractual arrangement between LAHC and Housing NSW. It may well find that if Housing NSW is directly funded from consolidated revenue and many of the layers of bureaucracy are removed from the current arrangement, it is likely to result in considerable savings to the NSW Government.

Appendix 1

NSW DEPARTMENT OF HOUSING

ROLE DESCRIPTION

Title	Senior Client Service Officer (Generalist)	Grade	Clerk 5/6
Occupant			

Location	Various
Division	Housing Services
Work group	

Purpose
To deliver a broad range of applicant, tenancy and property management services and advice to clients, including those with complex needs.

Outcome
A range of housing products and support services are effectively matched to client needs and efficiently delivered
To develop and manage relationships, partnerships and networks between communities and the Department to improve communication on, and access to, services for clients and support sustainable tenancies.

Context in which the role operates
<p>Vision: <i>Helping build a stronger community by providing housing solutions for people in need.</i></p> <p>Objectives:</p> <ul style="list-style-type: none"> • Maintain a strong and fair public housing system for people most in need • Support a robust and diverse community housing system • Drive innovative solutions to meet a range of housing needs • Work in partnership to strengthen the capacity of individuals, families and communities • Create a supportive work environment that encourages excellence. <p>Core Values:</p> <ul style="list-style-type: none"> • We make a difference • We help • We work together • We are part of the community <p>Organisational Context:</p> <p>Housing Services is the primary service delivery arm of the Department with responsibility for the delivery of housing assistance solutions and tenancy management.</p> <p>Housing Services Divisions are grouped into client service delivery teams. These teams may be further grouped into Access and Tenancy Management teams:</p> <ul style="list-style-type: none"> • Access – provide comprehensive “front end” services to clients seeking housing assistance, assess need, manage the application and match clients to appropriate housing solutions. • Tenancy Management – deliver housing solutions and maintain properties; supporting sustainable tenancies or arranging other housing options. <p>Client Service staff work with clients with complex needs. Client service roles are not desk based; significant face-to-face contact and fieldwork are essential components of the job.</p>

Client Service staff operate in partnership with other human service agencies in order to assist clients establish or sustain social housing tenancies.

Type, emphasis and impact of the role

The position provides critical front-line client services and general housing information to applicants, tenants and stakeholders.

The position works collaboratively with Client Service Officers, internal specialists, other human service agencies and service providers to develop innovative strategies to deliver improved client outcomes and overcome barriers to access. Clients with severe or multiple disabilities, mental health problems or challenging behaviours may be referred or managed in conjunction with other specialists.

The position works in partnership with other stakeholders to manage breach of tenancy agreement/issues and represents the Department at the Consumer, Trade and Tenancy Tribunal.

The position also has a strong coaching role, providing on-the-job training, mentoring and guidance to client service staff to

- Ensure that the client's specific needs are understood
- Appropriate services are delivered
- Client service team member's skill sets are developed.

Reporting Relationships

Reporting variances occur across the Department. Refer to the relevant organisational chart.

Key Accountability Areas	Task of this role	Performance Indicators (Under Development)
Advice, Referrals and Information Management	<ul style="list-style-type: none"> • Provide appropriate detailed information, explanations and advice to clients on housing options and assistance • In accordance with privacy legislation obtain information from, and share information with, community groups and other agencies to support clients and contribute to building stronger communities • Clarify and/or verify client circumstances and make appropriate referrals for clients, including those with complex needs to access services provided by support services and agencies • Provide outreach services to clients from various locations to enhance service delivery • Research and prepare reports and briefing notes for Line Manager advice and prepare correspondence • Support Line Manager in operational performance reporting • Ensure accuracy of information and document management systems and integrity of data and files • Maintain an up-to-date knowledge of relevant legislation, policy and procedure 	<ul style="list-style-type: none"> • Client feedback • Stakeholder feedback • Customer satisfaction
Assessment and Matching	<ul style="list-style-type: none"> • Receive unresolved or non-standard applications, critically analyse, assess and 	<ul style="list-style-type: none"> • Accurate assessment of client

Key Accountability Areas	Task of this role	Performance Indicators (Under Development)
	make recommendations <ul style="list-style-type: none"> • Conduct assessment of eligibility for housing assistance • Match and allocate appropriate properties to eligible applicants • Assess household income, determine rent and other charges and process applications for rental subsidies • Undertake internal review, make recommendations and prepare correspondence 	circumstances in respect of housing needs <ul style="list-style-type: none"> • RES/SAS assistance \$ • % Priority applicants housed • % Applications processed within agreed timeframes
Tenancy Management	<ul style="list-style-type: none"> • Provide guidance to Client Service Officers in the identification of tenancy problems and the development of strategies to maximise tenancy sustainability • Manage client accounts • Establish and maintain communication with tenants and their support agencies • Identify clients with specific needs and apply early intervention and problem solving strategies, including internal and external referrals, to assist clients resolve complex tenancy issues, neighbourhood disputes and sustain tenancies • Work in partnership with other stakeholders to manage breach of tenancy agreement/issues and represent the Department at the Consumer, Trade and Tenancy Tribunal • Critically analyse and investigate alleged fraud matters including interviewing clients and preparing reports • Undertake mandatory reporting obligations as required 	<ul style="list-style-type: none"> • Tenancies are sustained • Effective resolution of tenancy and neighbourhood issues • Rent collected \$ • RDS participation % • % CTTT hearings successful

Key Accountability Areas	Task of this role	Performance Indicators (Under Development)
Property Management	<ul style="list-style-type: none"> • Provide guidance to Client Service Officers in the identification of property management problems and the development of appropriate strategies • Undertake property condition inspections, complete associated documentation, enter data, issue work orders or make recommendations; escalating issues where appropriate • Facilitate minor modifications to property to meet client needs • Provide input asset planning 	<ul style="list-style-type: none"> • % Maintenance on time • Maintenance cost variance \$ • Void turn around time (days)
Relationship Management	<ul style="list-style-type: none"> • Work in partnership with clients and the community to enable clients to access sustainable housing • Ensure clients are treated fairly and respectfully and are fully informed of all decisions affecting them • Manage client expectations and apply discretion in dealing with sensitive issues and environments • Work collaboratively with internal specialists to meet client needs, seeking guidance or escalating issues where necessary • Initiate and build relationships and programs with other service providers to better meet client service needs • Communicate effectively and sensitively with people from diverse social and cultural backgrounds to develop and foster quality relationships • Support tenancy and community participation initiatives • Share information and establish and maintain internal relationships to build team functioning and improve client service outcomes 	<ul style="list-style-type: none"> • Client feedback • Stakeholder feedback • Customer satisfaction • Active role in cross agency initiatives
Coaching and Guiding	<ul style="list-style-type: none"> • Identify training needs and possible solutions through on the job training • Coach and mentor client service team members to improve skills in assessing and managing clients, including those with complex needs • Monitor workflow and identify work priorities for sections of the team in consultation with Line Manager • Monitor staff progress with acquiring new skills and implementing changes • Develop and present on-the-job training designed to develop client service team member's skill sets 	<ul style="list-style-type: none"> • Mentoring, coaching and on-the-job training activities conducted

<i>SELECTION CRITERIA</i>	
CAPABILITY AREA	LEVEL OF COMPETENCE REQUIRED
KNOW-HOW	
Knowledge & experience	<ul style="list-style-type: none"> • Sound knowledge of the principles in the NSW Housing legislation, Departmental policies and practices in the provision of social housing • Sound understanding of and capacity to relate to people from a diverse range of social and cultural backgrounds, including those with complex needs • Sound understanding of and capacity to implement quality customer service standards • Demonstrated experience in delivering a high quality client service to people with complex needs in a high volume work environment • Knowledge of, and commitment to Equal Employment Opportunity principles and practices, Occupational Health Safety and Rehabilitation, cultural diversity and ethical practices
Technical skills & qualifications	<ul style="list-style-type: none"> • Computer literacy, knowledge of Microsoft Office applications and experience in the use of computerised client management systems • Experience in a relevant field and/or post secondary qualifications • Current drivers licence
HUMAN RELATIONS SKILLS	
Leadership and Team Membership	<ul style="list-style-type: none"> • Strong listening, communication, interpersonal and interviewing skills • Demonstrated capacity to prepare routine and complex documents for varied audiences • High level influencing, negotiation and conflict resolution skills • Coaching and mentoring skills and the capacity to develop and deliver on-the-job training to team members • Demonstrated ability to establish and maintain effective working relationships with a wide range of human service groups and organisations • Demonstrated capacity to work as an effective team member in a high volume client service environment • Ability to monitor the workflow, priorities and competing challenges of others
PROBLEM SOLVING SKILLS	
Thinking challenge	<ul style="list-style-type: none"> • Proficient in managing customer and stakeholder expectations and applying discretion in dealing with sensitive issues and environments • Sound assessment and decision making skills • Demonstrated ability to identify and analyse problems and propose effective and innovative solutions to meet client needs • Ability to prioritise and manage competing tasks, meet deadlines and targets
Thinking environment or freedom to act	<ul style="list-style-type: none"> • Ability to understand, interpret and apply standards, legislation, policy and guidelines in the provision of services to clients • Ability to take initiative and work autonomously

<i>SELECTION CRITERIA</i>	
<i>CAPABILITY AREA</i>	<i>LEVEL OF COMPETENCE REQUIRED</i>
VALUES	
Personal values	<ul style="list-style-type: none"> • Commitment to social housing principles • A proven commitment to providing high quality client service and treating clients with fairness and respect • A commitment to the ethos of public services and accountability for the effective and efficient use of government resources to deliver services to the community • A commitment to working with other government agencies and non-government organisations as partners in service delivery • Willingness to undertake relevant training
Valuing the work of the role	<ul style="list-style-type: none"> • Willingness to travel to and work with tenants in their own home • Willingness to participate in community events and internal reference groups • A commitment to accept personal responsibility for the outcomes of own work • A commitment to continuous improvement in the delivery of quality services to Departmental clients • A commitment to keeping up-to-date with policy changes and initiatives • Ability to commit to the Department's core values.

<i>ROLE AUTHORITIES</i>
<p>In consultation with the Line Manager this role has the authority to provide guidance, coaching, mentoring and on-the-job training to Client Service staff to ensure they are effectively and safely performing their roles.</p> <p>In the absence of the Line Manager this role may perform some additional leadership functions.</p> <p>This role does not have the authority however to undertake performance management counselling, approve leave or undertake staff appraisals.</p>

<i>SPECIFIC AUTHORITIES</i>	
<i>Role</i>	<i>Authority to act</i>
Functional	Refer to relevant Departmental Delegations Manual
Financial	Refer to relevant Departmental Delegations Manual
Other	Refer to relevant Departmental Delegations Manual

<i>ROLE RELATIONSHIPS</i>	
<i>How this role will exercise authority</i>	
<i>With</i>	<i>Scope</i>
Line Manager	<ul style="list-style-type: none"> • Coordinate workflow • Undertake internal review • Represent the Department at Consumer, Trade and Tenancy Tribunal
Client Service Officer	<ul style="list-style-type: none"> • Provide advice and support on managing clients, including those with complex needs • Provide case coordination of non standard and complex cases • Coach, mentor and guide skills development in dealing with clients with complex needs

How this role will influence internally:	
With	Scope
Technical Officer	<ul style="list-style-type: none"> • Provide information and advice to support achievement of asset management accountabilities • Negotiate and liaise on behalf of tenant with complex needs to achieve necessary asset modifications

How this role will recognise others, internally exercising their authority:	
With	Scope
Line Manager	<p><i>this role recognises the authority of others to:</i></p> <ul style="list-style-type: none"> • Establish work priorities, develop workplans, provide management and feedback on performance
Internal Specialists	<ul style="list-style-type: none"> • Share and exchange knowledge and specialty expertise re clients with complex needs • Monitor continuity of service for clients identified as having ongoing high support needs • Provide advice and support on technical issues impacting on service delivery • Direct staff to apply departmental procedures/processes relating to the management of clients and assets

Externally is accountable for achieving stakeholder relationship outcomes:	
With	Scope - Has authority to:
Departmental Clients	<ul style="list-style-type: none"> • Delivery of direct client services to clients with complex needs, including provision of information about products and services, client intake, tenancy and property management and referral • Identify and resolve non-standard or complex tenancy problems • Participate in and contribute to tenant and community participation meetings, events and programs
Other human service agencies and service organisations	<ul style="list-style-type: none"> • Work in partnership to establish and sustain tenancies • Share knowledge of client issues and develop and implement culturally appropriate strategies to achieve improved client outcomes

ROLE AUTHORISATIONS	
I authorise the establishment of this role as described in this role description:	Signed & dated by
I confirm that this role description accurately describes the work of the role	Signed & dated by
I accept that this role description accurately describes the work of the role for which I am accountable:	Signed & dated by Occupant

NSW DEPARTMENT OF HOUSING

ROLE DESCRIPTION

Title	Client Service Officer	Grade	Clerk 2/4
Occupant			

Location	Various
Division	Housing Services
Work group	

Purpose
To deliver a broad range of applicant, tenancy and property management services and advice to clients, including those with complex needs.

Outcome
A range of housing products and support services are effectively matched to client needs and efficiently delivered

Context in which the role operates

Vision: *Helping build a stronger community by providing housing solutions for people in need.*

Objectives:

- Maintain a strong and fair public housing system for people most in need
- Support a robust and diverse community housing system
- Drive innovative solutions to meet a range of housing needs
- Work in partnership to strengthen the capacity of individuals, families and communities
- Create a supportive work environment that encourages excellence.

Core Values:

- We make a difference
- We help
- We work together
- We are part of the community

Organisational Context:

Housing Services is the primary service delivery arm of the Department with responsibility for the delivery of housing assistance solutions and tenancy management.

Housing Services Divisions are grouped into client service delivery teams. These teams may be further grouped into Access and Tenancy Management teams:

- **Access** – provide comprehensive "front end" services to clients seeking housing assistance, assess need, manage the application and match clients to appropriate housing solutions.
- **Tenancy Management** – deliver housing solutions and maintain properties; supporting sustainable tenancies or arranging other housing options.

Client Service staff work with clients with complex needs. Client service roles are not desk based; significant face-to-face contact and fieldwork are essential components of the job.

Client Service staff operate in partnership with other human service agencies in order to assist clients establish or sustain social housing tenancies.

Type, emphasis and impact of the role

The position provides critical front-line client services and general housing information to applicants, tenants and stakeholders.

The position works collaboratively with internal and external service providers to deliver improved client outcomes and overcome barriers to access.

Reporting Relationships

Reporting variances occur across the Department. Refer to the relevant organisational chart.

Key Accountability Areas	Task of this role	Performance Indicators (under development)
Advice, Referrals and Information Management	<ul style="list-style-type: none">• Provide appropriate detailed information, explanations and advice on housing options and assistance to clients• In accordance with privacy legislation obtain information from, and share information with, community groups and other agencies to support clients and contribute to building stronger communities• Clarify and/or verify client circumstances and make appropriate referrals for clients, including those with complex needs, to access services provided by support services and agencies• Provide outreach services to clients from various locations to enhance service delivery• Research and prepare reports and briefing notes for Line Manager advice and prepare correspondence• Ensure accuracy of information and document management systems and integrity of data and files• Maintain an up-to-date knowledge of relevant legislation, policy and procedure	
Assessment and Matching	<ul style="list-style-type: none">• Receive applications and undertake initial screening and assessment to determine clients needs• Conduct assessment of eligibility for housing assistance• Match and allocate appropriate properties to eligible applicants• Assess household income, determine rent and other	

Key Accountability Areas	Task of this role	Performance Indicators (under development)
	charges and process applications for rental subsidies	
Tenancy Management	<ul style="list-style-type: none"> • Conduct sign up interviews; fully informing clients of their obligations under the Residential Tenancies Act • Manage client accounts • Establish and maintain communication with tenants and their support agencies • Undertake client visits to clarify client needs, resolve tenancy problems and maximise tenancy sustainability • Initiate and contribute to case co-ordination as appropriate • Identify clients with specific needs and apply early intervention and problem solving strategies, including internal and external referrals, to assist clients resolve complex tenancy issues, neighbourhood disputes and sustain tenancies • Manage client relocations • Investigate and action complaints in relation to breaches of the Residential Tenancies Agreement • Critically analyse and investigate alleged fraud matters including interviewing clients and preparing reports • Undertake mandatory reporting obligations as required 	
Property Management	<ul style="list-style-type: none"> • Undertake property condition inspections, complete associated documentation, enter data, issue works orders or make recommendations; escalating issues where appropriate • Facilitate minor modifications to property to meet client needs • Provide input into asset planning 	

Key Accountability Areas	Task of this role	Performance Indicators
Relationship Management	<ul style="list-style-type: none"> • Work in partnership with clients and the community to enable clients to access sustainable housing • Ensure clients are treated fairly and respectfully and are fully informed of all decisions affecting them • Manage client expectations and apply discretion in dealing with sensitive issues and environments • Work collaboratively with internal specialists to meet client needs, seeking guidance or escalating issues where necessary • Initiate and build relationships and programs with other service providers to better meet client service needs • Communicate effectively and sensitively with people from diverse social and cultural backgrounds to develop and foster quality relationships • Support tenancy and community participation initiatives • Work collaboratively within team, office and field environments and contribute to team development and outcomes 	
Coaching and Guiding	<ul style="list-style-type: none"> • Coach and guide team members and provide on-the-job training to improve operational knowledge and skills 	

SELECTION CRITERIA	
CAPABILITY AREA	LEVEL OF COMPETENCE REQUIRED
KNOW-HOW	
Knowledge & experience	<ul style="list-style-type: none"> • Understanding of and capacity to relate to people from a diverse range of social and cultural backgrounds, including those with complex needs • Understanding of and capacity to implement quality customer service standards • Experience in delivering quality client service in a high volume work environment • Awareness of the principles in the NSW Housing legislation, Departmental policies and practices in the provision of social housing • Knowledge of, and commitment to Equal Employment Opportunity principles and practices, Occupational Health Safety and

SELECTION CRITERIA	
CAPABILITY AREA	LEVEL OF COMPETENCE REQUIRED
	Rehabilitation, cultural diversity and ethical practices
Technical skills & qualifications	<ul style="list-style-type: none"> • Computer literacy and knowledge of Microsoft Office applications • Current drivers licence
HUMAN RELATIONS SKILLS	
Leadership and Team Membership	<ul style="list-style-type: none"> • Demonstrated capacity to work as an effective team member in a high volume client service environment • Active listening, communication, interpersonal and interviewing skills • Capacity to prepare routine and complex documents for varied audiences • Proficient in negotiation and conflict resolution • Ability to establish and maintain effective working relationships with a wide range of human service groups, organisations and stakeholders
PROBLEM SOLVING SKILLS	
Thinking challenge	<ul style="list-style-type: none"> • Skilled in managing customer expectations and applying discretion in dealing with sensitive issues and environments • Assessment and decision making skills • Demonstrated capacity to identify and analyse problems and propose effective solutions to meet client needs • Ability to prioritise and manage competing tasks, meet deadlines and targets
Thinking environment or freedom to act	<ul style="list-style-type: none"> • Ability to understand, interpret and apply standards, legislation, policy and guidelines in the provision of services to clients • Ability to take initiative and work autonomously
VALUES	
Personal values	<ul style="list-style-type: none"> • Commitment to social housing principles • A proven commitment to providing quality client service and treating clients with fairness and respect • A commitment to the ethos of public services and accountability for the effective and efficient use of government resources to deliver services to the community • A commitment to working with other government agencies and non-government organisations as partners in service delivery • Willingness to undertake relevant training
Valuing the work of the role	<ul style="list-style-type: none"> • Willingness to travel to and work with tenants in their own home • Willingness to participate in community events • A commitment to accept personal responsibility for the outcomes of own work • A commitment to continuous improvement in the delivery of quality services to Departmental clients • Ability to commit to the Department's core

SELECTION CRITERIA	
CAPABILITY AREA	LEVEL OF COMPETENCE REQUIRED
	values.

ROLE AUTHORITIES
This role does not supervise any staff

SPECIFIC AUTHORITIES	
Role	Authority to act
Functional	Refer to relevant Departmental Delegations Manual
Financial	Refer to relevant Departmental Delegations Manual
Other	Refer to relevant Departmental Delegations Manual

ROLE RELATIONSHIPS	
How this role will exercise authority:	
With	Scope
Line Manager	<ul style="list-style-type: none"> Deliver applicant, tenant and property management services Manage client and stakeholder expectations Maintain the integrity and validity of client information and document management systems
Various Senior Client Service Officers	<ul style="list-style-type: none"> Referral of clients and issues for specialist case development and co-ordination
How this role will influence internally:	
With	Scope
Various Senior Client Service Officers	<ul style="list-style-type: none"> Share knowledge of clients needs and property availability Provide information and advice and/or escalate issues to support achievement of client and asset management accountabilities
How this role will recognise others, internally exercising their authority:	
With	Scope
	<i>this role recognises the authority of others to:</i>
Line Manager	<ul style="list-style-type: none"> Establish work priorities, develop workplans, provide management and feedback on performance Approvals of eligibility for housing assistance Determine out of guideline approvals
Various Senior Client Service Officers	<ul style="list-style-type: none"> Share and exchange knowledge and specialty expertise re clients with non-standard or complex needs Monitor continuity of service for clients identified as having ongoing high support needs Provide advice and support on technical issues impacting on service delivery Direct staff to apply departmental procedures/processes relating to the management of clients and assets Discuss and negotiate suitable properties for relocation
Externally is accountable for achieving stakeholder relationship outcomes:	
With	Scope - Has authority to:
Departmental Clients	<ul style="list-style-type: none"> Delivery of direct client services including information about products and services, client intake, tenancy and property management and referral Identify and resolve client related problems Participate in and contribute to tenant participation meetings, events and programs
Other human service agencies and service organisations	<ul style="list-style-type: none"> Collaborate to increase knowledge of client issues and needs and to maximise improvement in client outcomes

ROLE AUTHORISATIONS

I authorise the establishment of this role as described in this role description:	Signed & dated by
I confirm that this role description accurately describes the work of the role	Signed & dated by
I accept that this role description accurately describes the work of the role for which I am accountable:	Signed & dated by Occupant

Appendix 2



Home » Job Search

Job Description

Senior Client Service Officer - 0000313V

Senior Client Service Officer (Generalist)
Clerk Grade 5/6
Department of Family & Community Services
Housing NSW

- Housing Services
- Location : Northern Sydney District (West Ryde & Dee Why)
- Salary range \$ 73,882 pa - \$ 81,520 pa PLUS employers' contribution and annual leave loading

The primary purpose of the Senior Client Service Officer (Generalist) is to deliver a broad range of applicant, tenancy and property management services and advice to clients, including those with complex needs.

Job Notes:

- There are no selection criteria to be address.
- Your application should consist of a (1) page covering letter which includes a short statement in response to the (2) targeted questions and an up-to-date resume which clearly details your skills and experience as relevant to this role.
- You must hold a current NSW drivers licence and be willing to travel. You must also be willing to work with tenants in their own home.
- Part of the assessment process may include additional online capability testing in accordance with the new Government Sector Employment Act, therefore you may be contacted to participate.
- There is several ongoing and temporary full time roles in accordance with the Government Sector Employment Act 2013 and an eligibility list may be created to fill future vacancies.

Aboriginal and Torres Strait Islanders are encouraged to apply, please contact Christopher McBride, Aboriginal Employment Officer if you would like assistance, christopher.mcbride@facss.nsw.gov.au, (02) 9407 1926

[Click here](#) to view this Position Description.

Closing date: 6th August 2014

Learn more: More information is available [here](#)

For enquiries: Tara George on (02) 9809 8425

Thank you for your interest in this position (0000313V).

Location Sydney Region-Sydney - North/North West

Other Locations Sydney Region-Sydney - North/North West

Work Type Full-time

Total Remuneration Package: Salary range \$73,882 pa - \$81,520 pa PLUS employers' contribution and annual



Home » Job Search

Job Description

Client Service Officer (Identified) - 00002YYN

Client Service Officer (Identified)
Clerk Grade 2/4
Department of Family & Community Services
Housing NSW

- Housing Services
- Location - Tamworth, Hunter New England District
- Total remuneration package valued up to \$75,795 per annum (Salary: \$59,237 pa - \$68,531 pa) includes employer's contribution to superannuation and annual leave loading.

Client Service staff are the public face of our business, providing critical services and quality housing advice to applicants, tenants and stakeholders, including those with complex needs.

Job Notes: This is an Ongoing Full-Time role and applicants must address the full selection criteria and provide a resume. Aboriginality is a genuine occupational qualification and is authorised under Section 14 (d) of the Anti-Discrimination Act, 1977. The successful applicant will be required to demonstrate proof of Aboriginality. Please note that the successful applicants must be willing to work with clients in their homes.

A talent pool may be created to fill any future vacancies that may occur over the next twelve (12) months.

Click here to view this Position Description. <http://files.jobs.nsw.gov.au/yej8ss>

Closing date: 1 August 2014

Learn more: More information is available [here](#)

For enquiries: Bruce Etheridge - (02) 6752 9880

Thank you for your interest in this position.

Location Regional NSW-Tamworth & North West NSW

Work Type Full-time

Total Remuneration Package: \$75,795. Package includes salary (\$59,237 - \$68,531), employer's contribution to superannuation and annual leave loading.

Job Category Social Housing

Organisation Housing Services

Contact Bruce Etheridge - 02 6752 9880

Responsibilities

Selection Criteria

The following selection criteria form a part of the selection process, so candidates for this role must address each of



Appendix 3

Client Service Officer- Housing Officer- Tenancy Officer

- 3 Month Temporary Contracts with possibility for extension
- Multiple positions - Burwood and Sydney City
- \$27 per hour + super

This NSW Government Department works to maintain affordable public housing options. If you have experience in customer service and private or public housing and want to be in a role that is not just a desk job then this role is for you.

We are seeking a kind but firm individual to manage a portfolio of clients placed within public housing. This role involves fieldwork, home inspections, determining livability standards of properties and report writing. As part of the role you may assist applicants through the entire application process, support them and provide them with all the information required to achieve a successful application, conduct pre interview's and assess eligibility.

The successful candidate will be experienced in a face to face role, be motivated and professional at all times and be interested in a role that will involve both office based work and work out in the field. Experience in welfare, youth work, assessing applications against criteria, property, housing or real estate would be advantageous but is not essential.

Please apply by submitting your CV via the "APPLY" link below or emailing your application to ekaraky@charterhouse.com.au (<mailto:ekaraky@charterhouse.com.au>). Otherwise for a confidential discussion please call Elissa Karaky on 96412455.

 [Apply now](#)

To be eligible to apply for this position you must have an appropriate Australian or New Zealand work visa.

CHARTERHOUSE

www.charterhouse.jobs

Job Summary

Sector & Subsector

Government and Defence: State Government

Reference number

EKA240101_64270chart

Salary

\$27 - \$28/hr

Work type

1 of 2

28/01/14 11:13 AM



Listed 28 Jul 2014
Advertiser: Chandler Macleod Group

CHANDLER MACLEOD

BUSINESS SUPPORT & CALL CENTRE

Client Service Officer

- Government Organisations
- Customer service experience essential
- \$27/hour plus super

This NSW Government Department works to maintain affordable public housing options, building a stable and stronger community, providing solutions for the people most in need. They work with departments and other organisations to address the homeless in NSW. And they play a key role in developing a policy and maintaining relationships to increase the supply and affordability of housing across NSW.

Primary Purpose

To improve service delivery through good communication and the timely resolution of issues based around tenancy and property management.

What's in it for you?

- An opportunity to work for a government agency
- Able to assist with helping people most in need
- Great team environment
- A foot in the door with an iconic government agency

You will be responsible for:

- Face to Face customer service
- Going through applications with customers over the counter
- Collections
- Monitor vacant property turnaround times
- Monitor contract inspections and escalate non compliance issues
- Escalate client issues for fast resolution
- Direct contact with clients to resolve issues and communicate planned maintenance
- Ensuring issues are resolved within a suitable timeframe
- Manage tenant enquiries and report Client needs
- Issue tenancy letters
- Recommend actions consistent with stakeholder expectations.
- Ensure that communication is collaborative, non-judgemental, pro-active, timely and responsive
- Ensure clarity in all communications to reduce the risk of misunderstanding and conflict
- Fieldwork, home inspections
- Determining livability Report writing
- standard of properties
- Assist applicants through the entire application process
- Provide clients with all the information required to achieve a successful application
- Conduct pre interview's and assess eligibility
- Provide information about services and access to alternative services

To be successful for these roles you will have;

- Strong face to face customer service experience
- Experience in dealing with a diverse range of clients
- Experience in handling complaints
- Exposure to collections
- Strong negotiation skills
- Active listening skills
- Patient
- Personable personality
- Excellent customer service skills
- Empathetic

If you match the above criteria, please submit your resume by clicking on the 'APPLY' button below or call Brooke Hunter on 02 8256 0000 for more information

Contact name: Brooke Hunter

Ref No. 89504a

Phone number: 61 2 8256 0000

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Apply for the Job (90M0136788)

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No

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All submitted information is confidential and will not be distributed to potential employers without your approval.

*

Client Service Officer - Temporary Contract - Bankstown Location



Thursday, 30 January 2014

Job Reference : 90M0136788
Position Type : Temporary
Market Sector : Government & Policy
Location : Bankstown, New South Wales
Salary : AU\$30 - AU\$35 per hour
Residency : Yes
Contact : Randstad - Business Support - Hurstville

Description

This NSW Government Department has a new opportunity for a client service officer to start immediately. You will be responsible for overseeing the application process for housing applicants and the data entry of these applications. Additionally, you will work in the tenancy team and may be responsible to visit tenants in their homes. This opportunity will allow you to utilise your previous experience in a similar role and ensure the smooth running of this office. The role is currently for three months with a view of extension at the end of the contract.

Some of your responsibilities will include:

- Assessing housing applications
- Strong office support functions
- Interviewing with clients
- Delivery of information
- Visiting tenants in their homes
- Data entry of applications into system
- Other general ad hoc duties

To be successful in these roles you will have:

Apply for the Job

<http://www.randstad.com.au/jobseekers/apply-for-the-job-mfron...>

- Strong verbal and written communication skills
- Demonstrated experience in a similar role
- An ability to hit the ground running
- Customer service skills
- Proactive nature and willing to take initiative
- Exceptional attention to detail
- Flexibility to travel between different locations
- TRIM experience highly regarded
- Availability to start immediately

Benefits:

- Competitive hourly rate
- Good team culture and safe working environment
- Ability to work close to home
- Temporary contract

If this sounds like an opportunity you would be interested in, please click on the appropriate link to apply. Alternatively, please contact Chelsea Ciffo on 9504 3405 for a confidential discussion.

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