



# CHWC Framework | Induction Program

Tenancy Industry Induction + Other Targeted Induction Training



## COMMENCE | ONBOARD

### CHIA NSW 2-DAY INDUCTION

### OTHER TARGETED INDUCTION TRAINING FOR TENANCY

| DAY 1                                   |   |  | DAY 2   |  |                                 | FRONTLINE STAFF                         |                          |                                 | TEAM LEADERS & MANAGERS         |   |                              | SPECIALISTS                         |   |                                    |
|---|---|--|---|--|---------------------------------|---|--------------------------|---------------------------------|---------------------------------|---|------------------------------|-------------------------------------|---|------------------------------------|
| Sector Context & History                | Introduction to Housing Policies        | Introduction to Social Responsibility  | Introduction to Cultural Safety                 | Introduction to Strengths Based Practice | Introduction to Mental Health   | Self Care & Boundaries                  | Conflict Resolution      | Workplace Boundaries & Bullying | Self Care & Boundaries          | Conflict Resolution                     | Managing Difficult Behaviour | Self Care & Boundaries              | Conflict Resolution                     | Managing Difficult Behaviour       |
| Introduction to Residential Tenancy Act | Understand Tenants, Clients & Customers | Introduction to Self Care & Boundaries | Introduction to Trauma Informed Care & Practice | Introduction to Reflective Practice      | Introduction to Time Management | Antisocial Behaviour                    | Challenging Behaviour    | Child Protection                | Workplace Boundaries & Bullying | Antisocial Behaviour                    | Challenging Behaviour        | Workplace Boundaries & Bullying     | Antisocial Behaviour                    | Challenging Behaviour              |
|   |   |  |   |  |                                 | Contract Management                     | Contractors & Tenants    | Emergency Preparedness          | Child Protection                | Complex Needs & Vulnerable Clients      | Emergency Preparedness       | Child Protection                    | Community Engagement                    | Complex Needs & Vulnerable Clients |
|   |   |  |   |  |                                 | Housing Policies                        | Income Assessment        | Mental Health                   | Engagement                      | Hoarding & Squalor                      | Housing Policies             | Contractors & Tenants               | Emergency Preparedness                  | Engagement                         |
|   |   |  |   |  |                                 | Rent Assessment & Calculation           | Residential Tenancy Act  | Risk & Compliance               | Mental Health                   | Residential Tenancy Act                 | Sector Context & History     | Hoarding & Squalor                  | Housing Policies                        | Mental Health                      |
|   |   |  |   |  |                                 | Sector Context & History                | Strengths Based Practice | Tenancy Management              | Strengths Based Practice        | Tenancy Management                      | Time Management              | NSW Civil & Administrative Tribunal | Residential Tenancy Act                 | Sector Context & History           |
|   |   |  |   |  |                                 | Understand Tenants, Clients & Customers | Work Health & Safety     |                                 | Trauma Informed Care & Practice | Understand Tenants, Clients & Customers | Work Health & Safety         | Strengths Based Practice            | Tenancy Management                      | Time Management                    |
|   |   |  |   |  |                                 |   |                          |                                 | Training Staff                  |   |                              | Trauma Informed Care & Practice     | Understand Tenants, Clients & Customers | Work Health & Safety               |