

CADETSHIP PROGRAM 2026

Information Pack for Cadets

For people applying to do a cadetship in 2026

www.communityhousing.org.au/cadetship

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Homes NSW



CADETSHIP PROGRAM 2026

Community Housing Industry Association NSW

Earn and Learn with a Cadetship

Together with the NSW Government, the Community Housing Industry Association NSW (CHIA) is providing new training opportunities connected to jobs in the Community Housing Industry through a Cadetship.

This exciting program provides an opportunity for cadets to undertake paid employment and training across the operational areas of application/allocation, tenancy management and property management.

With 25 cadetships offered each year, cadets will enter a 12 month paid employment contract with a Community Housing Provider **and** study the CHC42221 Certificate IV in Housing <https://training.gov.au/training/details/CHC42221/qualdetails>.

This nationally recognised qualification will provide skills and knowledge in:

- understanding the community housing workplace
- working with tenants and applicants to understand their needs
- the main functions of housing assistance, including allocation and application, tenancy management and property management.

Scheduled during work hours, training is delivered by teaching experts with specialist knowledge and skills in the community housing sector. All trainers recently worked in the industry, and hold a diploma or higher-level qualification in their relevant field and a Certificate IV in Training and Assessment.

Both paid employment and training are for a 12 month period, with support provided in the workplace and throughout the course by dedicated Mentors, Trainers and Workplace Coordinators. Trainers will also work one-on-one with cadets who require extra assistance to ensure the concepts and knowledge required are understood.

CADETSHIP OVERVIEW



Develop frontline skills in application/allocation, tenancy and property management within the workplace and through formal training for 12 months.



Learn about the community housing sector and organisations that help people find stable housing.



Obtain a qualification - the CHC42221 Certificate IV in Housing.



Cadets earn an income while they are in the Cadetship Program.

I'm really really enjoying it, I'm learning lots and just love it and so grateful for the opportunity.

(cadet 2024)



APPLYING FOR A CADETSHIP

Eligibility & Application Submission

Determine Your Eligibility

The aim of the Cadetship Program is to provide pathways into employment and training to people who are likely to be unemployed and/or experiencing barriers to stable and ongoing employment.

The Cadetship Program is open to residents of NSW who belong to one or more of these groups:

- unemployed young people aged 20-24 years (as at 1 January 2026)
- adults (25+) who are social housing clients (tenants, waitlist, those receiving private rental assistance and those living in crisis/supported accommodation)
- people who are Aboriginal and/or Torres Strait Islander
- people living with disability
- refugees and migrants.

CHIA NSW will prioritise people who can undertake both fulltime study and employment, able to study at the Certificate IV level and are looking to re-enter or gain secure ongoing employment in community housing.

How to Apply

The Cadetship Program is limited to 25 places each year. Please read the information in this booklet (2026 Information Pack for Cadets), and go to our website <https://www.communityhousing.org.au/cadetship> and watch the videos. If the Cadetship program sounds right for you, please follow the steps below.

If you do not have access to a computer, head to your local library to use their resources. Please let us know if you need help with this process – email cadetship@communityhousing.org.au.

1

Complete an Online Application Form

Complete the online application form at <https://forms.office.com/r/xEXPEXA9a3> by **Thursday 4 December 2025**. Please note you must meet the eligibility criteria of the program to move to the next stage of the application process. CHIA NSW will assess if your application is eligible for the cadetship.

2

Phone or Teams Interview

Eligible applicants will be contacted for an interview. Interviews will be conducted by phone or Teams by **Friday 5 December 2025**. In the interview we will discuss your application and tell you more about the cadetship. After these interviews, CHIA NSW will pass on selected applications to participating Community Housing Providers.

3

Attend a Face-to-face Interview

If a community housing organisation in your area is interested in your application, they will invite you to an interview to discuss the cadetship and your suitability. Interviews will occur from **10 December 2025 to 30 January 2026**.

4

Cadetship Offer

If your application is successful, you will receive an offer of 12 months full time employment as a Cadet. You will start employment from **Monday 16 February 2026**.

5

Attend Induction

Your training program with CHIA NSW will commence in Sydney on **Monday 2 to Friday 6 March 2026**. CHIA NSW will pay all necessary travel and accommodation expenses for regional cadets.



IMPORTANT INFORMATION

About the Cadetship Program

Your privacy

CHIA NSW will keep your personal information confidential. Generally, we won't share it outside our organisation, except:

- If we are required by law;
- If your application progresses past the phone/Teams interview, we will pass on your information to community housing providers in your area. You can tell us to exclude particular housing providers, if you don't want your information shared with them.

You can read our full privacy policy at <https://communityhousing.org.au/privacy-policy>. If your application is unsuccessful, CHIA NSW will delete your personal information after 4 months.

Cadet Selection

25 cadets will be selected according to the application process and eligibility criteria. Any applicants who attend a face-to-face interview and are unsuccessful will be provided with feedback.

Applying for Future Years

If you apply for the 2026 cadetship and are unsuccessful, you may apply in a following year. If you request, we will keep you on our contact list and advise you of the next application dates.

Training and Work Requirements

Cadets will undertake a combination of paid work and study throughout the contracted 12 month cadetship period. Training will include blended delivery (face-to-face and online), with learning materials and workplace assessments. Training will be delivered in blocks of 2-3 consecutive days throughout the 12 months. Cadets will be employed by a participating Community Housing Provider and required to sign an employment and training contract.

Work Hours & Rates of Pay

The 12 months of employment is full time. The Community Housing Provider will decide on the weekly full time work hours and the rate of pay, and should inform you of this during the interview process.

Ongoing Employment

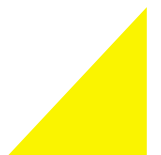
Training and paid employment under this Cadetship Program is for a period of 12 months from 16 February 2026. As part of the training, CHIA NSW will prepare cadets for seeking ongoing employment with a resume and interview skills.



IMPORTANT INFORMATION

Key steps & dates

Key steps	Dates
Cadet applications open	Wednesday 15 October 2025
Cadet applications close	Thursday 4 December 2025
Phone/Teams interviews	by Friday 5 December 2025
Face-to-face interviews	from Wednesday 10 December 2025 to Friday 30 January 2026
Offers of employment	by Monday 2 February 2026
Full time employment starts	Monday 16 February 2026
Induction & training starts	Monday 2 – Friday 6 March 2026 in Sydney



IMPORTANT INFORMATION

About the Cadetship Program

Course Progression

Study in the cadetship is tied to successfully attending work, maintaining a satisfactory work performance, attending training, and completing assessment tasks. We want to ensure all our cadets are on track to finish their qualifications within the 12 month employment and learning contract. If cadets do not complete work or attend class, we will follow up with them and their employer. If students do not progress due to unforeseen circumstances, they will be contacted by the CHIA NSW Workplace Coordinator.

Completion of Training

Completion of training is expected within the 12 month period. If a cadet is experiencing difficulty in their home life or at work, an individual training plan will be developed with the cadet and additional time to complete their study may be approved. This will be discussed with the organisation's mentor and workplace coordinator.

Benefits of the Cadetship Program

Through this program cadets will:

- Develop application/allocation, tenancy and property management skills, working in an office environment, visiting people at their homes, or checking their properties.
- Learn about the Community Housing Industry and organisations that help people find stable housing.
- Obtain a nationally recognised qualification by undertaking the CHC42221 Certificate IV in Housing.
- Earn an income while learning.

Commitment to Meeting Cadets' Learning Needs

We will support cadets' learning and working journey through the cadetship with a team of specialists, including:

- a Mentor who will be available to discuss issues which may arise in the workplace
- a Workplace Coordinator, along with the trainer will be available to assist with assessments in the workplace.

Recognising Prior Learning

Recognition of Prior Learning (RPL) is a process of assessment that acknowledges any previously acquired knowledge, experience, or skills to count towards the requirements for the CHC42221 Certificate IV in Housing. This may include skills obtained through training (informal or formal), work experience, or life experience. Further information will be provided during the training induction.



COURSE OVERVIEW

CHC42221 Certificate IV in Housing

About the Course

This qualification reflects the role of staff who are engaged in delivering services and support to applicants and residents of social housing. The elective units are specifically directed at learning skills and knowledge to understand clients living in community housing, the work environment, and all aspects of frontline work within a Community Housing Provider.

The CHC42221 Certificate IV in Housing is streamlined and delivered in fourteen blocks of learning. Each block will take between two to three days to complete and be delivered sequentially throughout the twelve-month cadetship.

Course Summary	
Course Duration	12 months
Course Structure	14 x Blocks of Training across 12 months (approx. 44 days in total) Weekly 2-hour tutorials + 3 hours of study time per week
Units of Study	8 Core Units & 7 Elective Units
Delivery Method	Face-to-face classes in Sydney, online classes, online learning materials & workplace assessments
Selection Requirements	<ul style="list-style-type: none">• Application• Resume• Interviews• Satisfactory Police Check
Training starts	Monday 2 March 2026



COURSE OVERVIEW

CHC42221 Certificate IV in Housing

Delivery Methods

CHC42221 Certificate IV in Housing is delivered using several methods:

- **Face-to-Face** - each face-to-face training session will allow cadets to learn from others in similar jobs, practice skills, and demonstrate competence in the required abilities. Face-to-face training will take place in Sydney.
- **Online Classes** - conducted in an online classroom environment using the Zoom platform.
- **Weekly Online Meetings** - for 2 hours each week with all cadets and Workplace Coordinators.
- **Online Learning Materials** - students will also have access to learning materials in our online learning management system called 'Moodle'. During orientation cadets will be introduced to Moodle and undertake exercises to familiarise themselves with the material and assessments.

Location of Face-to-Face Training

All face-to-face training will occur in Sydney within walking distance of Sydney Central Railway Station. CHIA NSW will pay necessary travel and accommodation expenses for regional cadets attending face-to-face training.



COURSE STRUCTURE

CHC42221 Certificate IV in Housing

Study in 14 Learning Blocks

The CHC42221 Certificate IV in Housing is streamlined and delivered in nine blocks of learning. These will be completed sequentially throughout the 12 month cadetship.

1	Induction & Working in Industry (5 days)	
	Get acquainted with your training program, community housing industry and meet your fellow cadets. It is a chance to share stories, learn from others and develop a greater understanding of the cadetship. This is compulsory and details will be provided upon your successful appointment to the cadetship. You'll learn about ways to organise personal work schedules, monitor and receive feedback on your work performance and identify your own skill development plan. You will begin learning about the value of reflection to develop skills and knowledge and applying your learning to the workplace.	
	Induction	Welcome to the cadetship (2 days)
	Elective Unit	BSBPEF301 Organise personal work priorities (3 days)
	Elective Unit	CHCPRP003 Reflect & improve on professional practice
2	Working in Industry (2 days)	
	You will learn to apply written and verbal communication techniques to establish build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust.	
	Core Unit	CHCCOM002 Use communication to build relationships
3	Working in Industry (2 days)	
	Building on the learning from Block 1 you will use the communication skills and knowledge and explore ways to work respectfully with people from diverse social and cultural groups and situations.	
	Core Unit	CHCDIV001 Work with diverse people
	Workplace Visit	Individual appointments with all students



4	Working in Industry (2 Days)	Learn about the importance of Organisational Policies and Procedures and gain an understanding of the legal and ethical issues in the workplace and when working with a applicants and tenants.
	Core Unit	CHCLEG001 Work legally & ethically
5	Working in Industry (2 Days)	Learn the key features of a safe working environment for yourself, staff, and applicants and tenants.
	Core Unit	HLTWHS001 Participate in workplace health & safety
	Review	Progress review day
6	Understanding Social Housing (3 Days)	This unit develops your understanding of the industry and its many roles within an organisation that support applicants and tenants.
	Elective	CHCSOH021 Work with clients in the social housing system
7	Understanding Our Applicants & Tenants (5 Days Face to Face)	Learn how to identify Aboriginal and Torres Strait Islander cultural safety issues in the workplace, model cultural safety in your own work practice and canvas strategies to enhance cultural safety. In the second unit you will learn how to identify and respond to the needs of tenants and applicants who may be experiencing domestic and family violence.
	Core Unit	CHCDIV002 Aboriginal & Torres Strait Islander cultural safety
	Core Unit	CHCDFV001 Recognise & respond appropriately to domestic & family violence
8	Property Management (2 Days)	Learn how to handle maintenance enquiries in your organisation and accurately assess the tenant's property needs
	Elective	CHCSOH018 Respond to property maintenance enquiries
9	Tenancy Management (3 Days)	Learn how to manage tenancy agreements and associated housing services. This will include completing a tenancy agreement, providing information to new tenants about their Resident Tenancy Agreement, identifying tenants who may need support and/or referrals, and using the organisation's policies and processes in managing the tenancy.
	Core Unit	CHCSOH014 Manage & maintain tenancy agreements & services



10	Tenancy Management (2 Days)	This unit describes the performance outcomes, knowledge and skills required to manage all aspects of tenancy rent and rental arrears.
	Elective	CHCSOH016 Manage tenancy rent and rental arrears
11	Tenancy Support (2 Days)	Learn the key features of a safe working environment for yourself, staff, and clients, when working with a client at their home.
	Elective Unit	CHCCCS037 Visit client residence
12	Tenancy Support (2 Days)	Learn how to manage and communicate with tenants who have diverse and multi-faceted needs to assist them maintain a sustainable tenancy. You will explore how to mitigate risks regarding a tenant's tenancy, how to work with other agencies to support tenants and develop plans with tenants to avoid eviction.
	Core Unit	CHCSOH024 Support sustainable tenancies
12	Understanding Our Clients (2 Days)	Learn about the issues confronting people who become homeless, in need of housing or trying to maintain their tenancy. It prepares you to work in or add to your understanding of tenancy and non-tenancy services in community housing.
	Core Unit	CHCSOH013 Work with people experiencing or at risk of homelessness
	Workplace Visit	Individual appointments with all students
14	Reflective Practice (Sessions Throughout the 12 Months and 5 days)	Throughout the course students will attend weekly tutorials to reflect on their practical experience and training and build their skills, knowledge, and professional practice. You will be able to reflect on your learning journey in the cadetship and develop skills for job seeking, writing resumes, and interview skills.
	Elective Unit	CHCPRP003 Reflect & improve on professional practice



UNIT DESCRIPTIONS

CHC42221 Certificate IV in Housing

Unit	Description
BSBPEF301	ORGANISE PERSONAL WORK PRIORITIES This unit describes the skills and knowledge required to organise personal work schedules, to monitor and obtain feedback on work performance and to maintain required levels of work competence.
CHCCOM002	USE COMMUNICATION TO BUILD RELATIONSHIPS This unit describes the skills and knowledge to apply specific communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust. This unit applies to work across a range of workplace contexts where workers at all levels may communicate with individuals and/or groups both in person and in writing.
CHCDIV001	WORK WITH DIVERSE PEOPLE This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people. This unit applies to all workers.
HLTWHS001	PARTICIPATE IN WORKPLACE HEALTH AND SAFETY This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others. The unit applies to all workers who require knowledge of workplace health and safety (WHS) to carry out their own work, either under direct supervision or with some individual responsibility.
CHCSOH037	VISIT CLIENT RESIDENCE This unit describes the skills and knowledge required to make visits to clients to assess needs and/or deliver services in their place of residence. It will cover the tasks of preparing for a visit, undertaking the visit and communicating appropriately with the tenant.
CHCLEG001	WORK LEGALLY AND ETHICALLY This unit describes the skills and knowledge required to identify and work within the legal and ethical frameworks that apply to an individual job role. This unit applies to community services and health workers who play a proactive role in identifying and meeting their legal and ethical responsibilities.



UNIT DESCRIPTIONS

CHC42221 Certificate IV in Housing

Unit	Description
CHCSOH013	WORK WITH PEOPLE EXPERIENCING OR AT RISK OF HOMELESSNESS This unit describes the skills and knowledge required to work with people who are experiencing homelessness or at risk of becoming homeless, including women and children experiencing family violence.
CHCSOH021	WORK WITH CLIENTS WITHIN THE SOCIAL HOUSING SYSTEM This unit describes the performance outcomes, skills and knowledge required to assist people who are looking for or need assistance with housing and accommodation. This unit applies to individuals who work in tenancy and non-tenancy services in a social housing context. Workers exercise judgement and sensitivity when working with clients within clearly defined processes and procedures.
CHCDIV002	ABORIGINAL AND TORRES STRAIT ISLANDER CULTURAL SAFETY The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety. This unit applies to people working in a broad range of roles including those involved in direct client service, program planning, development and evaluation contexts.
CHCDFV001	RECOGNISE AND RESPOND APPROPRIATELY TO DOMESTIC AND FAMILY VIOLENCE This unit describes the knowledge and skills required to identify and respond to the needs of clients who may be experiencing domestic and family violence, including responding to immediate intervention and support needs. This unit applies to health and community service workers providing services according to established organisation procedures. These workers may not be specialised family violence workers.
CHCSOH014	MANAGE AND MAINTAIN TENANCY AGREEMENTS AND SERVICES This unit describes the skills and knowledge required to manage tenancy agreements and associated housing services. This unit applies to work in a social housing context in agencies responsible for sustainable tenancy management.
CHCSOH024	SUPPORT SUSTAINABLE TENANCIES This unit describes the performance outcomes, skills and knowledge required to assist tenants to maintain a sustainable tenancy. This unit applies to individuals who work in a social housing context. Workers exercise judgement and sensitivity when working with tenants within clearly defined processes and procedures.



UNIT DESCRIPTIONS

CHC42221 Certificate IV in Housing

Unit	Description
CHCSOH018	RESPOND TO PROPERTY MAINTENANCE ENQUIRIES This unit describes the skills and knowledge required where housing staff are required to respond to maintenance enquiries relating to social housing properties. This unit applies to property found in a range of locations, including urban, semi urban and non-urban environments, as well as low, medium and high-density housing estates and body corporate arrangements. It also applies to both publicly owned and managed properties and privately owned and leased properties.
CHCCCS037	VISIT CLIENT RESIDENCE This unit describes the skills and knowledge required to make visits to clients to assess needs and/or deliver services in their place of residence. This unit applies to workers who are required to deliver services to people in their home or in any temporary or permanent community residence. Work may be directed under regular (direct, indirect or remote) supervision.
CHCPRP003	REFLECT AND IMPROVE ON PROFESSIONAL PRACTICE This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development. This unit applies to workers in all industry sectors who take pro-active responsibility for their own professional development.
CHCSOH016	MANAGE TENANCY RENT AND RENTAL ARREARS This unit describes the performance outcomes, knowledge and skills required to manage all aspects of tenancy rent and rental arrears. This unit applies to individuals who work in a social housing context. Workers exercise judgement and sensitivity when working with clients within clearly defined processes and procedures. The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.



CONTACT US

For more information about the Cadetship Program, email cadetship@communityhousing.org.au

CENTRE FOR TRAINING IN SOCIAL HOUSING

Centre for Training in Social Housing is the RTO of Community Housing Industry Association NSW – RTO: 90400. Go to: www.communityhousing.org.au/learning-development

COVERING ARTWORK | BUNDYI/YALBILINYA

In Wiradjuri language, this means SHARE/LEARN and was created by **NATHAN PECKHAM, Yurana Creative.**

This piece depicts a gathering of hunters at a yuriyaw (water hole) on the river. They have travelled a long way from different parts of the land to come together to share and learn from each other.

These birra-man (travellers) are young and old, innocent and wise but they all share the same desire to grow together. The lesson is growth through learning.

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