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Training Package Products Summary of Proposed Changes

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# Project background

Several Community Services qualifications and skill sets have not been reviewed since 2015. The review of these 5 qualifications provides the opportunity for alignment with current sector needs, regulatory requirements, safety and wellbeing outcomes for clients, while also creating clear and sustainable career pathways to support existing and future growth in the industry. There is now an opportunity to update the Community Services training products in line with contemporary skills and knowledge requirements.

# About the project

The Community Service Training Package components are currently undergoing a comprehensive update to ensure alignment with contemporary, person-centred, trauma-informed care and cultural competence.

We have undertaken in-depth functional research and analysis including interviews with stakeholders such as industry representatives from peak bodies, child, youth and family support services, disability service providers, community service workers and vocational educators. You can read the [functional analysis report on our webpage](https://humanability.com.au/projects/chc-community-services--qualification-review.aspx).

The current review draft documents are:

* *CHC22015 Certificate II in Community Services*
* *CHC32015 Certificate III in Community Services*
* *CHC42021 Certificate IV in Community Services*
* *CHC52121 Diploma of Community Services*
* *CHC62015 Advanced Diploma of Community Sector Management*
* *CHCSS00065 Workforce Planning Skill Set*
* *CHCSS00082 Lead and Mentor*
* *CHCSS00083 Lead Inclusion and Collaboration*
* *CHCSS00084 Lead and support colleagues*
* *CHCSSS00087 Risk Management*
* *CHCSS00086 Quality Management*
* *CHCSS00089 Service Coordination and Collaboration*
* *CHCSS00139 Team Leader*

# Proposed terminology changes

In response to information gathered during the functional analysis, terminology has been critically reviewed and updated to reflect respectful, inclusive, and current language.

# Directions on providing feedback

The below tables have an overview of the proposed changes. You can access the draft documents [on our website](https://humanability.com.au/projects/chc-community-services--qualification-review.aspx).

Please follow the [Jobs and Skills Councils – Code of Conduct](https://www.dewr.gov.au/skills-reform/resources/jobs-and-skills-councils-code-conduct) to provide constructive and respectful comments.

# Document Modification history

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Status** | **Release date** | **Summary of changes** |
| V1 | Archived | 28/04/2025 | Document published |
| V2 | Current | 28/05/2025 | Updates to superseded units in CHC22015 and CHC32015. Added information about CHCCSM016 and CHCDIS016. Updated CHCPOL003 elective status in CHC52021. Updated format for improved clarity. |

# Qualifications

Based on the Functional Analysis, we could not identify the need for a new qualification. Below, we identify some of the recommended changes for each training product.

Note: Proposed additions indicated in green. Proposed removals indicated in purple.

## CHC22015 - Certificate II in Community Services

**Description**

This qualification serves as a pathway for entry into the community services workforce assisting progression into early childhood education and care, aged and disability support, service administration and other support-based roles. At this level, work takes place under direct, regular supervision within clearly defined guidelines.

**Packaging rules:**

Total number of units = 10 (up from 9)

* 6 core units (up from 5)
* 4 elective units (2 units from electives list + any 2 others)

|  |  |  |  |
| --- | --- | --- | --- |
| **Core units** | | **Change** | **Rationale** |
| *CHCCOM001* | *Provide first point of contact* | Remains in qualification |  |
| *CHCCOM005* | *Communicate and work in health or community services* | Remains in qualification |  |
| *CHCDIV001* | *Work with diverse people* | Remains in qualification |  |
| *HLTWHS001* | *Participate in workplace health and safety* | Remains in qualification |  |
| *BSBWOR202* | *Organise and complete daily work activities* | Remove | ⇩ Superseded |
| *BSBPEF202* | *Plan and apply time management* | Add | ⇧ Superseding |
| *HLTWHS006* | *Manage personal stressors in the work environment* | Add | Identified as essential for new workers  Imported elective with highest enrolment numbers |
| **Elective units** | | **Change** | **Rationale** |
| *BSBWOR201* | *Manage personal stress in the workplace* | Remove | Superseded and moved to core units (*HLTWHS006 Manage personal stressors in the work environment*) |
| *CHCDIV002* | *Promote Aboriginal and/or Torres Strait Islander cultural safety* | Remains in qualification |  |
| *CHCVOL001* | *Be an effective volunteer* | Remains in qualification |  |
| *CHCLEG001* | *Work legally and ethically* | Add | Identified as required for new workers by employers |
| *HLTINF006* | *Apply basic principles and practices of infection prevention and control* | Remove | ⇩ Replace with *BSBWHS332X* *Apply infection prevention and control procedures to own work activities*  , identified by RTO's delivering in schools as easier to deliver to the student cohort |
| *BSBWHS332X* | *Apply infection prevention and control procedures to own work activities* | Add | ⇧ Replacing *HLTINF006* *Apply basic principles and practices of infection prevention and control* |
| *CHCECE004* | *Promote and provide healthy food and drinks* | Remove | ⇩ Replaced by *SITXFSA006 Participate in safe food handling practices* |
| *SITXFSA006* | *Participate in safe food handling practices* | Add | ⇧ Identified as required by industry |
| *CHCECE015* | *Attend to daily functions in home based child care* | Remove | ⇩ Superseded |
| *CHCECE040* | *Attend to daily functions in home-based childcare* | Add | ⇧ Superseding  Fix title grammar |
| *CHCECE002* | *Ensure the health and safety of children* | Remove | ⇩ Superseded |
| *CHCECE031* | *Support children's health, safety and wellbeing* | Add | ⇧ Superseding |
| *CHCPRT001* | *Identify and respond to children and young people at risk* | Remove | ⇩ Superseded |
| *CHCPRT025* | *Identify and report children and young people at risk* | Add | ⇧ Superseding |
| *CHCCDE003* | *Work within a community development framework* | Remove | ⇩ Superseded |
| *CHCCDE019* | *Work within a community development framework* | Add | ⇧ Superseding |
| *FSKDIG03* | *Use digital technology for routine workplace tasks* | Remove | ⇩ Superseded |
| *FSKDIG003* | *Use digital technology for non-routine workplace tasks* | Add | ⇧ Superseding |
| *FSKLRG09* | *Use strategies to respond to routine workplace problems* | Remove | ⇩ Superseded |
| *FSKLRG009* | *Use strategies to respond to routine workplace problems* | Add | ⇧ Superseding |
| *FSKLRG11* | *Use routine strategies for work-related learning* | Remove | ⇩ Superseded |
| *FSKLRG011* | *Use routine strategies for work-related learning* | Add | ⇧ Superseding |
| *FSKNUM14* | *Calculate with whole numbers and familiar fractions, decimals and percentages for work* | Remove | ⇩ Superseded |
| *FSKNUM014* | *Calculate with whole numbers and familiar fractions, decimals and percentages for work* | Add | ⇧ Superseding |
| *FSKOCM07* | *Interact effectively with others at work* | Remove | ⇩ Superseded |
| *FSKOCM007* | *Interact effectively with others at work* | Add | ⇧ Superseding |
| *FSKRDG10* | *Read and respond to routine workplace information* | Remove | ⇩ Superseded |
| *FSKRDG010* | *Read and respond to routine workplace information* | Add | ⇧ Superseding |
| *FSKWTG09* | *Write routine workplace texts* | Remove | ⇩ Superseded |
| *FSKWTG009* | *Write routine workplace texts* | Add | ⇧ Superseding |
| **First Aid elective group** | | **Change** | **Rationale** |
| *HLTAID010* | *Provide basic emergency life support* | Remains in qualification |  |
| *HLTAID011* | *Provide first aid* | Add | First aid group added to allow a choice of which unit is required for the pathway of the students (e.g., ECEC pathway = *HLTAID012 Provide first aid in an education and care setting*) |
| *HLTAID012* | *Provide first aid in an education and care setting* | Add |
| *HLTAID013* | *Provide first aid in remote or isolated site* | Add |

## CHC32015 - Certificate III in Community Service

**Description**

This qualification reflects the role of entry-level community services workers who support individuals through the provision of person-centred services. Work may include day-to-day support of individuals in community settings or support the implementation of specific community-based programs.

At this level, work takes place under direct or indirect supervision. Work may take place in a range of community services organisations.

**Packaging rules**

Total number of units = 12

* 6 core units (up from 5)
* 6 elective units (3 units from electives list + any 2 others) (down from 7)

|  |  |  |  |
| --- | --- | --- | --- |
| **Core units** | | **Change** | **Rationale** |
| *CHCCCS016* | *Respond to client needs* | Remains in qualification |  |
| *CHCCOM005* | *Communicate and work in health or community services* | Remains in qualification |  |
| *CHCDIV001* | *Work with diverse people* | Remains in qualification |  |
| *HLTWHS002* | *Follow safe work practices for direct client care* | Remains in qualification |  |
| *HLTWHS006* | *Manage personal stressors in the work environment* | Remains in qualification |  |
| *CHCLEG001* | *Work legally and ethically* | Add | Essential skill and knowledge identified by industry. |
| **Elective units** | | **Change** | **Rationale** |
| *CHCADV001* | *Facilitate the interests and rights of clients* | Remains in qualification |  |
| *CHCAOD001* | *Work in an alcohol and drugs context* | Remains in qualification |  |
| *CHCAOD002* | *Work with clients who are intoxicated* | Remains in qualification |  |
| *CHCAOD003* | *Provide needle and syringe services* | Remains in qualification |  |
| *CHCCCS005* | *Conduct individual assessments* | Remains in qualification |  |
| *CHCCCS017* | *Provide loss and grief support* | Remains in qualification |  |
| *CHCCCS019* | *Recognise and respond to crisis situations* | Remains in qualification |  |
| *CHCCCS028* | *Provide client-centred support to people in crisis* | Remains in qualification |  |
| *CHCCOM001* | *Provide first point of contact* | Remains in qualification |  |
| *CHCDIV002* | *Promote Aboriginal and/or Torres Strait Islander cultural safety* | Remains in qualification |  |
| *CHCEDU003* | *Provide sexual and reproductive health information to clients* | Remains in qualification |  |
| *CHCEDU005* | *Work with clients to identify financial literacy education needs* | Remains in qualification |  |
| *CHCEDU009* | *Provide parenting, health and well-being education* | Remains in qualification |  |
| *CHCGRP001* | *Support group activities* | Remains in qualification |  |
| *CHCMHS001* | *Work with people with mental health issues* | Remains in qualification |  |
| *CHCPRP001* | *Develop and maintain networks and collaborative partnerships* | Remains in qualification |  |
| *CHCVOL001* | *Be an effective volunteer* | Remains in qualification |  |
| *CHCMHS007* | *Work effectively in trauma-informed care* | Add | Essential skill and knowledge identified by industry. But too complicated at this AQF level to be a core. |
| *BSBTEC201* | *Use business software applications* | Add | Identified as important by employers |
| *BSBLDR301* | *Support effective workplace relationships* | Add | Identified as important by employers |
| *BSBOPS101* | *Use business resources* | Add | Identified as important by employers |
| *TLIC0031* | *Apply low risk car driving behaviours* | Add | Driving indicated as an essential skill by employers |
| *CHCCCS026* | *Transport individuals* | Add | Driving indicated as an essential skill by employers |
| *SITXFSA006* | *Participate in safe food handling practices* | Add | Identified in some industries as performed in the role |
| *CHCCCS003* | *Increase the safety of individuals at risk of suicide* | Add | Identified in some industries as performed in the role |
| *CHCSOH013* | *Work with people experiencing or at risk of homelessness* | Add | Identified in some industries as performed in the role |
| *FSKLRG006* | *Participate in work placement* | Add | Very commonly imported unit – NCVER data |
| *HLTHPS006* | *Assist clients with medication* | Add | Very commonly imported unit – NCVER data |
| *CHCDFV001* | *Recognise and respond appropriately to domestic and family violence* | Remains in qualification |  |
| *CHCCCS009* | *Facilitate responsible behaviour* | Remains in qualification |  |
| *CHCPOL001* | *Contribute to the review and development of policies* | Remove | ⇩ This unit touches on a subject too advanced for frontline workers (i.e., frontline workers will not develop policies). However, they will contribute to workplace improvements |
| *BSBSTR301* | *Contribute to continuous improvement* | Add | ⇧ Replaces *CHCPOL001 Contribute to the review and development of policies* as a more appropriate unit for the job outcome of this qualification |
| *CHCAGE001* | *Facilitate the empowerment of older people* | Remove | ⇩ Superseded |
| *CHCDIS007* | *Facilitate the empowerment of people with disability* | Remove | ⇩ Superseded |
| *CHCCCS038* | *Facilitate the empowerment of people receiving support* | Add | ⇧ Superseding |
| *CHCCCS015* | *Provide individualised support* | Remove | ⇩ Superseded |
| *CHCCCS031* | *Provide individualised support* | Add | ⇧ Superseding |
| *CHCCCS023* | *Support independence and wellbeing* | Remove | ⇩ Superseded |
| *CHCCCS040* | *Support independence and wellbeing* | Add | ⇧ Superseding |
| *CHCCDE001* | *Support participative planning processes* | Remove | ⇩ Superseded |
| *CHCCDE017* | *Support collaborative planning processes* | Add | ⇧ Superseding |
| *CHCCDE003* | *Work within a community development framework* | Remove | ⇩ Superseded |
| *CHCCDE019* | *Work within a community development framework* | Add | ⇧ Superseding |
| *CHCCDE004* | *Implement participation and engagement strategies* | Remove | ⇩ Superseded |
| *CHCCDE020* | *Implement participation and engagement strategies* | Add | ⇧ Superseding |
| *CHCPRT001* | *Identify and respond to children and young people at risk* | Remove | ⇩ Superseded |
| *CHCPRT025* | *Identify and report children and young people at risk* | Add | ⇧ Superseding |
| *CHCSET001* | *Work with forced migrants* | Remove | ⇩ Superseded |
| *CHCSET003* | *Work with forced migrants* | Add | ⇧ Superseding |
| *CHCSET002* | *Undertake bicultural work with forced migrants in Australia* | Remove | ⇩ Superseded |
| *CHCSET004* | *Undertake bicultural work with forced migrants in Australia* | Add | ⇧ Superseding |
| *CHCSOH001* | *Work with people experiencing or at risk of homelessness* | Remove | ⇩ Superseded |
| *CHCSOH013* | *Work with people experiencing or at risk of homelessness* | Add | ⇧ Superseding |
| *CHCYTH001* | *Engage respectfully with young people* | Remove | ⇩ Superseded |
| *CHCYTH013* | *Engage respectfully with young people* | Add | ⇧ Superseding |
| *CHCYTH003* | *Support young people to create opportunities in their lives* | Remove | ⇩ Superseded |
| *CHCYTH015* | *Support young people to create opportunities in their lives* | Add | ⇧ Superseding |
| *BSBINM301* | *Organise workplace information* | Remove | ⇩ Superseded |
| *BSBINS302* | *Organise workplace information* | Add | ⇧ Superseding |
| *BSBWOR301* | *Organise personal work priorities and development* | Remove | ⇩ Superseded |
| *BSBPEF301* | *Organise personal work priorities* | Add | ⇧ Superseding |
| *TAEDEL301A* | *Provide work skill instruction* | Remove | ⇩ Superseded |
| *PSPGEN124* | *Provide workplace coaching* | Add | ⇧ Closest similar unit to *TAEDEL301A Provide work skill instruction* |
| *CUECOR01C* | *Manage own work and learning* | Remove | Deleted unit |
| **First Aid elective group** | | **Change** | **Rationale** |
| *HLTAID010* | *Provide basic emergency life support* | Remains in qualification |  |
| *HLTAID013* | *Provide first aid in remote or isolated site* | Remains in qualification |  |
| *HLTAID011* | *Provide first aid* | Add | First aid group added to allow a choice of which unit is required for the work environment (e.g., Remote services = HLTAID013 *Provide first aid in remote or isolated site*) |
| *HLTAID012* | *Provide first aid in an education and care setting* | Add |

## CHC42021 - Certificate IV in Community Services

**Description**

This qualification reflects the role of community service workers who deliver and support person-centred services to individuals and groups. Workers may provide support, advocacy or interventions to individual persons, groups or communities across a range of services.

At this level, workers may be autonomous with limited responsibility within established parameters and may supervise others. Work may take place in a range of community service, case work or case management contexts.

**Packaging rules:**

Total number of units = 15

* 8 core units (up from 7)
* 7 elective units (5 units from electives list + any 2 others) (down from 8)

|  |  |  |  |
| --- | --- | --- | --- |
| **Core units** | | **Change** | **Rationale** |
| *CHCADV001* | *Facilitate the interests and rights of clients* | Remains in qualification |  |
| *CHCCOM002* | *Use communication to build relationships* | Remains in qualification |  |
| *CHCDIV001* | *Work with diverse people* | Remains in qualification |  |
| *CHCLEG001* | *Work legally and ethically* | Remains in qualification |  |
| *CHCPRP001* | *Develop and maintain networks and collaborative partnerships* | Remains in qualification |  |
| *HLTWHS002* | *Follow safe work practices for direct client care* | Remains in qualification |  |
| *CHCDFV001* | *Recognise and respond appropriately to domestic and family violence* | Remains in qualification |  |
| *CHCMHS007* | *Work effectively in trauma-informed care* | Add | Essential skill and knowledge identified by industry. |
| **Elective units** | | **Change** | **Rationale** |
| *CHCADV002* | *Provide advocacy and representation services* | Remains in qualification |  |
| *CHCADV003* | *Represent clients in court* | Remains in qualification |  |
| *CHCAOD001* | *Work in an alcohol and other drugs context* | Remains in qualification |  |
| *CHCAOD002* | *Work with clients who are intoxicated* | Remains in qualification |  |
| *CHCAOD003* | *Provide needle and syringe services* | Remains in qualification |  |
| *CHCAOD004* | *Assess needs of clients with alcohol and other drugs issues* | Remains in qualification |  |
| *CHCAOD005* | *Provide alcohol and other drugs withdrawal services* | Remains in qualification |  |
| *CHCCCS001* | *Address the needs of people with chronic disease* | Remains in qualification |  |
| *CHCCCS003* | *Increase the safety of individuals at risk of suicide* | Remains in qualification |  |
| *CHCCCS004* | *Assess co-existing needs* | Remains in qualification |  |
| *CHCCCS006* | *Facilitate individual service planning and delivery* | Remains in qualification |  |
| *CHCCCS010* | *Maintain a high standard of service* | Remains in qualification |  |
| *CHCCCS014* | *Provide brief interventions* | Remains in qualification |  |
| *CHCCCS017* | *Provide loss and grief support* | Remains in qualification |  |
| *CHCCCS018* | *Provide suicide bereavement support* | Remains in qualification |  |
| *CHCCCS019* | *Recognise and respond to crisis situations* | Remains in qualification |  |
| *CHCCCS028* | *Provide client-centred support to people in crisis* | Remains in qualification |  |
| *CHCCCS030* | *Determine and respond to carer needs* | Remains in qualification |  |
| *CHCCCS031* | *Provide individualised support* | Remains in qualification |  |
| *CHCCCS033* | *Identify and report abuse* | Remains in qualification |  |
| *CHCCCS037* | *Visit client residence* | Remains in qualification |  |
| *CHCCCS038* | *Facilitate the empowerment of people receiving support* | Remains in qualification |  |
| *CHCCDE019* | *Work within a community development framework* | Remains in qualification |  |
| *CHCCDE020* | *Implement participation and engagement strategies* | Remains in qualification |  |
| *CHCCDE021* | *Develop and support community resources* | Remains in qualification |  |
| *CHCCDE022* | *Work to empower Aboriginal and/or Torres Strait Islander communities* | Remains in qualification |  |
| *CHCCDE023* | *Develop and provide community projects* | Remains in qualification |  |
| *CHCCOM001* | *Provide first point of contact* | Remains in qualification |  |
| *CHCCSM009* | *Facilitate goal-directed planning* | Remains in qualification |  |
| *CHCCSM010* | *Implement case management practice* | Remains in qualification |  |
| *CHCCSM013* | *Facilitate and review case management* | Remains in qualification |  |
| *CHCDEV004* | *Confirm developmental status* | Remains in qualification |  |
| *CHCDFV002* | *Provide support to children affected by domestic and family violence* | Remains in qualification |  |
| *CHCDFV003* | *Promote community awareness of domestic and family violence* | Remains in qualification |  |
| *CHCDFV004* | *Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities* | Remove | ⇩ replaced by new unit – CHCDFVXXX *Provide family, domestic and sexual violence support to communities* |
| *CHCDFV005* | *Provide domestic and family violence support in non-English speaking background communities* | Remove | ⇩ replaced by new unit – CHCDFVXXX *Provide family, domestic and sexual violence support to communities* |
| *CHCDFVXXX* | *Provide family, domestic and sexual violence support to communities* | Add | ⇧ As per qualification reform, CHCDFV004 and CHCDFV005 have been combined to create a new unit of competency |
| *CHCDIS011* | *Contribute to ongoing skills development using a strengths-based approach* | Remains in qualification |  |
| *CHCDIS014* | *Develop and use strategies for communication with augmentative and alternative communication systems* | Remains in qualification |  |
| *CHCDIS017* | *Facilitate community participation and social inclusion* | Remains in qualification |  |
| *CHCDIS019* | *Provide person-centred services to people with disability with complex needs* | Remains in qualification |  |
| *CHCDIV002* | *Promote Aboriginal and/or Torres Strait Islander cultural safety* | Remains in qualification |  |
| *CHCEDU003* | *Provide sexual and reproductive health information to clients* | Remains in qualification |  |
| *CHCEDU005* | *Work with clients to identify financial literacy education needs* | Remains in qualification |  |
| *CHCEDU006* | *Improve clients’ fundamental financial literacy skills* | Remains in qualification |  |
| *CHCEDU007* | *Provide group education on consumer credit and debt* | Remains in qualification |  |
| *CHCEDU009* | *Provide parenting, health and well-being education* | Remains in qualification |  |
| *CHCEDU010* | *Prepare and evaluate relationship education programs* | Remains in qualification |  |
| *CHCEDU011* | *Work with parents or carers of very young children* | Remains in qualification |  |
| *CHCEDU012* | *Facilitate couple processes in group work* | Remains in qualification |  |
| *CHCFAM001* | *Operate in a family law environment* | Remains in qualification |  |
| *CHCFAM003* | *Support people to improve relationships* | Remains in qualification |  |
| *CHCFAM004* | *Facilitate changeovers* | Remains in qualification |  |
| *CHCFAM005* | *Facilitate and monitor contact* | Remains in qualification |  |
| *CHCFAM006* | *Assist families to self-manage contact* | Remains in qualification |  |
| *CHCFAM009* | *Facilitate family intervention strategies* | Remains in qualification |  |
| *CHCFAM010* | *Provide intervention support to families* | Remains in qualification |  |
| *CHCGMB001* | *Assess the needs of clients with problem gambling issues* | Remains in qualification |  |
| *CHCGRP002* | *Plan and conduct group activities* | Remains in qualification |  |
| *CHCGRP003* | *Plan, facilitate and review psycho-educational groups* | Remains in qualification |  |
| *CHCGRP004* | *Deliver structured programs* | Remains in qualification |  |
| *CHCINM002* | *Meet community information needs* | Remains in qualification |  |
| *CHCLEG002* | *Interpret and use legal information* | Remains in qualification |  |
| *CHCLLN001* | *Respond to client language, literacy and numeracy needs* | Remains in qualification |  |
| *CHCMED004* | *Prepare for mediation* | Remains in qualification |  |
| *CHCMED005* | *Facilitate mediation* | Remains in qualification |  |
| *CHCMED006* | *Consolidate and conclude mediation* | Remains in qualification |  |
| *CHCMGT005* | *Facilitate workplace debriefing and support processes* | Remains in qualification |  |
| *CHCMGT006* | *Coordinate client directed services* | Remains in qualification |  |
| *CHCMHS001* | *Work with people with mental health issues* | Remains in qualification |  |
| *CHCMHS003* | *Provide recovery oriented mental health services* | Remains in qualification |  |
| *CHCMHS011* | *Assess and promote social, emotional and physical wellbeing* | Remains in qualification |  |
| *CHCPAL003* | *Deliver care services using a palliative approach* | Remains in qualification |  |
| *CHCPAL004* | *Contribute to planning and implementation of care services using a palliative approach* | Remains in qualification |  |
| *CHCPAS003* | *Plan for the provision of pastoral and spiritual care* | Remains in qualification |  |
| *CHCPAS004* | *Provide pastoral and spiritual care* | Remains in qualification |  |
| *CHCPRP003* | *Reflect on and improve own professional practice* | Remains in qualification |  |
| *CHCPRP005* | *Engage with health professionals and the health system* | Remains in qualification |  |
| *CHCPRT025* | *Identify and report children and young people at risk* | Remains in qualification |  |
| *CHCPRT026* | *Support the rights and safety of children and young people* | Remains in qualification |  |
| *CHCPRT027* | *Work collaboratively to maintain an environment safe for children and young people* | Remains in qualification |  |
| *CHCSET003* | *Work with forced migrants* | Remains in qualification |  |
| *CHCSET004* | *Undertake bicultural work with forced migrants in Australia* | Remains in qualification |  |
| *CHCSOH013* | *Work with people experiencing or at risk of homelessness* | Remains in qualification |  |
| *CHCSOH014* | *Manage and maintain tenancy agreements and services* | Remains in qualification |  |
| *CHCSOH021* | *Work with clients within the social housing system* | Remains in qualification |  |
| *CHCVOL002* | *Lead volunteer teams* | Remains in qualification |  |
| *CHCVOL003* | *Recruit, induct and support volunteers* | Remains in qualification |  |
| *CHCVOL004* | *Manage volunteer workforce development* | Remains in qualification |  |
| *CHCYTH013* | *Engage respectfully with young people* | Remains in qualification |  |
| *CHCYTH014* | *Work effectively with young people in the youth work context* | Remains in qualification |  |
| *CHCYTH015* | *Support young people to create opportunities in their lives* | Remains in qualification |  |
| *HLTWHS006* | *Manage personal stressors in the work environment* | Remains in qualification |  |
| *BSBLDR301* | *Support effective workplace relationships* | Remains in qualification |  |
| *CHCCCS008* | *Develop strategies to address unmet needs* | Remove | Content covered in other units: *CHCCCS004 Assess co-existing needs,* *CHCCCS005 Conduct individual assessments*, *CHCCCS006 Facilitate individual service planning and delivery* |
| *CHCCCS009* | *Facilitate responsible behaviour* | Remains in qualification |  |
| *CHCCCS020* | *Respond effectively to behaviours of concern* | Remains in qualification |  |
| *TLIC0031* | *Apply low risk car driving behaviours* | Add | Driving indicated as an essential skill by employers |
| *CHCCCS026* | *Transport individuals* | Add | Driving indicated as an essential skill by employers |
| *HLTHPS006* | *Assist clients with medication* | Add | Industry feedback: persons involved in direct care roles may assist with medication |
| *TAEDEL311* | *Provide work skill instruction* | Remove | ⇩ Application of *TAEDEL311 Provide work skill instruction* prevents community services workers from taking this unit |
| *PSPGEN124* | *Provide workplace coaching* | Add | ⇧ Closest similar unit to *TAEDEL301A Provide work skill instruction* |
| *CHCPOL001* | *Contribute to the review and development of policies* | Remove | ⇩ This unit touches on a subject too advanced for frontline workers (i.e., frontline workers will not develop policies). However, they will contribute to workplace improvements |
| *BSBSTR301* | *Contribute to continuous improvement* | Add | ⇧ Replaces CHCPOL001 *Contribute to the review and development of policies* as a more appropriate unit for the job outcome of this qualification |
| **First Aid elective group** | | **Change** | **Rationale** |
| *HLTAID010* | *Provide basic emergency life support* | Add | First aid group added to allow a choice of which unit is required for the work environment (e.g., Remote services = *HLTAID013 Provide first aid in remote or isolated site*) |
| *HLTAID013* | *Provide first aid in remote or isolated site* | Add |
| *HLTAID011* | *Provide first aid* | Add |
| *HLTAID012* | *Provide first aid in an education and care setting* | Add |

## CHC52021 - Diploma of Community Services

**Description**

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

To achieve this qualification, the candidate must have completed at least 100 hours (down from 200 hours, decided as part of another project at HumanAbility) of work as detailed in the Assessment Requirements of units of competency.

**Packaging rules:**

Total number of units = 20

* 13 core units (up from 12)
* 7 elective units (6 units from electives list + any 2 others) (down from 8)

Where appropriate, electives may be packaged to provide a qualification with a specialisation. Packaging for each specialisation:

* at least 4 Group A electives must be selected for the award of *Diploma of Community Services* *(Case Management)*
* at least 3 Group B electives must be selected for award of the *Diploma of Community Services* (*Social Housing)*
* at least 3 Group C electives must be selected for award of the *Diploma of Community Services (Child, Youth and Family Welfare)*
* at least 3 Group D electives must be selected for award of the *Diploma of Community Services (Responding to Family, Domestic and Sexual Violence).*

|  |  |  |  |
| --- | --- | --- | --- |
| **Core units** | | **Change** | **Rationale** |
| *CHCCCS004* | *Assess co-existing needs* | Remains in qualification |  |
| *CHCCCS007* | *Develop and implement service programs* | Remains in qualification |  |
| *CHCCCS019* | *Recognise and respond to crisis situations* | Remains in qualification |  |
| *CHCDEV005* | *Analyse impacts of sociological factors on people in community work and services* | Remains in qualification |  |
| *CHCDFV001* | *Recognise and respond appropriately to domestic and family violence* | Remains in qualification |  |
| *CHCDIV001* | *Work with diverse people* | Remains in qualification |  |
| *CHCDIV002* | *Promote Aboriginal and/or Torres Strait Islander cultural safety* | Remains in qualification |  |
| *CHCLEG003* | *Manage legal and ethical compliance* | Remains in qualification |  |
| *CHCMGT005* | *Facilitate workplace debriefing and support processes* | Remains in qualification |  |
| *CHCPRP003* | *Reflect on and improve own professional practice* | Remains in qualification |  |
| *HLTWHS003* | *Maintain work health and safety* | Remains in qualification |  |
| *CHCCSM013* | *Facilitate and review case management* | Remove | ⇩ Replaced with new unit as per project 25-007 |
| *CHCCSMXXX* | *Facilitate and review case management* | Add | ⇧ Replaced with new unit as per project 25-007 |
| *CHCMHS007* | *Work effectively in trauma-informed care* | Add | Essential skill and knowledge identified by industry. |
| **Elective units** | | **Change** | **Rationale** |
| **Group A – Case Management** | | | |
| *CHCCSM009* | *Facilitate goal-directed planning* | Remains in qualification |  |
| *CHCCSM010* | *Implement case management practice* | Remains in qualification |  |
| *CHCCSM012* | *Coordinate complex case requirements* | Remains in qualification |  |
| *CHCCSM014* | *Provide case management supervision* | Remains in qualification |  |
| *CHCCSM015* | *Undertake case management in a child protection framework* | Remains in qualification |  |
| *CHCCSM016* | *Undertake advanced assessments* | Remains in qualification |  |
| Group B – Social Housing | | | |
| *CHCADV004* | *Represent organisation in court or tribunal* | Remains in qualification |  |
| *CHCSOH013* | *Work with people experiencing or at risk of homelessness* | Remains in qualification |  |
| *CHCSOH014* | *Manage and maintain tenancy agreements and services* | Remains in qualification |  |
| *CHCSOH019* | *Manage head lease* | Remains in qualification |  |
| *CHCSOH020* | *Develop quality systems in line with registration standards* | Remains in qualification |  |
| *CHCSOH022* | *Develop social housing enterprise opportunities* | Remains in qualification |  |
| *CHCSOH023* | *Acquire properties by purchase or transfer* | Remains in qualification |  |
| Group C – Child, Youth and Family Welfare | | | |
| *CHCCSM015* | *Undertake case management in a child protection framework* | Remains in qualification |  |
| *CHCMHS013* | *Implement trauma informed care* | Remains in qualification |  |
| *CHCPRT025* | *Identify and report children and young people at risk* | Remains in qualification |  |
| *CHCPRT027* | *Work collaboratively to maintain an environment safe for children and young people* | Remains in qualification |  |
| **Group D – Responding to Family, Domestic and Sexual Violence** | | | |
| *CHCCCS033* | *Identify and report abuse* | Remains in qualification |  |
| *CHCDFV002* | *Provide support to children affected by domestic and family violence* | Remains in qualification |  |
| *CHCDFV006* | *Counsel clients affected by domestic and family violence* | Remains in qualification |  |
| *CHCDFV007* | *Work with users of violence to effect change* | Remains in qualification |  |
| *CHCDFV009* | *Establish change promoting relationship with users of domestic and family violence* | Remains in qualification |  |
| *CHCDFV012* | *Make safety plans with people who have been subjected to domestic and family violence* | Remains in qualification |  |
| *CHCPOL003* | *Research and apply evidence to practice* | Remove | Unrelated to the specialisation |
| *CHCDFV004* | *Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities* | Remove | ⇩ replaced by new unit – CHCDFVXXX *Provide family, domestic and sexual violence support to communities* |
| *CHCDFVXXX* | *Provide family, domestic and sexual violence support to communities* | Add | ⇧ As per qualification reform, CHCDFV004 and CHCDFV005 have been combined to create a new unit of competency |
| *CHCMHS007* | *Work effectively in trauma informed care* | Remove | Added to core |
| **Group E - General Electives** | | | |
| *CHCPOL003* | *Research and apply evidence to practice* | Add | Removed from specialisation |
| *CHCADV002* | *Provide advocacy and representation services* | Remains in qualification |  |
| *CHCADV003* | *Represent clients in court* | Remains in qualification |  |
| *CHCADV005* | *Provide systems advocacy services* | Remains in qualification |  |
| *CHCAOD004* | *Assess needs of client with alcohol and other drugs issues* | Remains in qualification |  |
| *CHCAOD005* | *Provide alcohol and other drugs withdrawal services* | Remains in qualification |  |
| *CHCAOD007* | *Develop strategies for alcohol and other drugs relapse prevention and management* | Remains in qualification |  |
| *CHCAOD008* | *Provide advanced interventions to meet the needs of clients with alcohol and other drugs issues* | Remains in qualification |  |
| *CHCAOD009* | *Develop and review individual alcohol and other drugs treatment plans* | Remains in qualification |  |
| *CHCCCS003* | *Increase the safety of individuals at risk of suicide* | Remains in qualification |  |
| *CHCCCS035* | *Support people with autism spectrum disorder* | Remains in qualification |  |
| *CHCCCS038* | *Facilitate the empowerment of people receiving support* | Remains in qualification |  |
| *CHCCDE023* | *Develop and deliver community projects* | Remains in qualification |  |
| *CHCCDE024* | *Support community action* | Remains in qualification |  |
| *CHCCDE025* | *Develop and support community leadership* | Remains in qualification |  |
| *CHCCDE026* | *Develop and lead community engagement strategies to enhance participation* | Remains in qualification |  |
| *CHCCDE027* | *Implement community development strategies* | Remains in qualification |  |
| *CHCCDE028* | *Work within organisation and government structures to enable community development outcomes* | Remains in qualification |  |
| *CHCCDE031* | *Develop and implement a community renewal plan* | Remains in qualification |  |
| *CHCCOM003* | *Develop workplace communication strategies* | Remains in qualification |  |
| *CHCCOM004* | *Present information to stakeholder groups* | Remains in qualification |  |
| *CHCCSL001* | *Establish and confirm the counselling relationship* | Remains in qualification |  |
| *CHCCSL002* | *Apply specialist interpersonal and counselling interview skills* | Remains in qualification |  |
| *CHCCSL003* | *Facilitate the counselling relationship and process* | Remains in qualification |  |
| *CHCCSL007* | *Support counselling clients in decision-making processes* | Remains in qualification |  |
| *CHCDEV004* | *Confirm developmental status* | Remains in qualification |  |
| *CHCDEV006* | *Analyse information for service planning and delivery* | Remains in qualification |  |
| *CHCDFV007* | *Work with users of violence to effect change* | Remains in qualification |  |
| *CHCDIS015* | *Develop and provide person-centred service responses* | Remains in qualification |  |
| *CHCDIS016* | *Develop and promote positive person-centred behaviour supports* | Remains in qualification |  |
| *CHCDIS017* | *Facilitate community participation and social inclusion* | Remains in qualification |  |
| *CHCDIS019* | *Provide person-centred services to people with disability with complex needs* | Remains in qualification |  |
| *CHCDIV003* | *Manage and promote diversity* | Remains in qualification |  |
| *CHCEDU002* | *Plan health promotion and community intervention* | Remains in qualification |  |
| *CHCEDU003* | *Provide sexual and reproductive health information to clients* | Remains in qualification |  |
| *CHCEDU004* | *Develop, implement and review sexual and reproductive health education programs* | Remains in qualification |  |
| *CHCEDU009* | *Provide parenting, health and well-being education* | Remains in qualification |  |
| *CHCFAM001* | *Operate in a family law environment* | Remains in qualification |  |
| *CHCFAM003* | *Support people to improve relationship* | Remains in qualification |  |
| *CHCFAM004* | *Facilitate changeovers* | Remains in qualification |  |
| *CHCFAM005* | *Facilitate and monitor contact* | Remains in qualification |  |
| *CHCFAM006* | *Assist families to self-manage contact* | Remains in qualification |  |
| *CHCGRP002* | *Plan and conduct group activities* | Remains in qualification |  |
| *CHCINM001* | *Meet statutory and organisation information requirements* | Remains in qualification |  |
| *CHCLLN001* | *Respond to client language, literacy and numeracy needs* | Remains in qualification |  |
| *CHCMGT001* | *Develop, implement and review quality framework* | Remains in qualification |  |
| *CHCMGT002* | *Manage partnership agreements with service providers* | Remains in qualification |  |
| *CHCMGT004* | *Secure and manage funding* | Remains in qualification |  |
| *CHCMGT006* | *Coordinate client directed services* | Remains in qualification |  |
| *CHCMHS001* | *Work with people with mental health issues* | Remains in qualification |  |
| *CHCMHS002* | *Establish self-directed recovery relationships* | Remains in qualification |  |
| *CHCMHS003* | *Provide recovery oriented mental health services* | Remains in qualification |  |
| *CHCMHS004* | *Work collaboratively with the care network and other services* | Remains in qualification |  |
| *CHCMHS005* | *Provide services to people with co-existing mental health and alcohol and other drugs issues* | Remains in qualification |  |
| *CHCMHS006* | *Facilitate the recovery process with the person, family and carers* | Remains in qualification |  |
| *CHCMHS011* | *Assess and promote social, emotional and physical wellbeing* | Remains in qualification |  |
| *CHCPRP001* | *Develop and maintain networks and collaborative partnerships* | Remains in qualification |  |
| *CHCPRP004* | *Promote and represent the service* | Remains in qualification |  |
| *CHCPRP005* | *Engage with health professionals and the health system* | Remains in qualification |  |
| *CHCPRT026* | *Support the rights and safety of children and young people* | Remains in qualification |  |
| *CHCPRT029* | *Work within a practice framework* | Remains in qualification |  |
| *CHCPRT032* | *Provide supervision in a secure system* | Remains in qualification |  |
| *CHCPRT033* | *Provide support to children and youth in out-of-home care* | Remains in qualification |  |
| *CHCPRT034* | *Work with children and young people with complex trauma and attachment issues and needs* | Remains in qualification |  |
| *CHCSET003* | *Work with forced migrants* | Remains in qualification |  |
| *CHCSET004* | *Undertake bicultural work with forced migrants in Australia* | Remains in qualification |  |
| *CHCSOH021* | *Work with clients within the social housing system* | Remains in qualification |  |
| *CHCYTH013* | *Engage respectfully with young people* | Remains in qualification |  |
| *CHCYTH016* | *Respond to critical situations* | Remains in qualification |  |
| *CHCYTH017* | *Develop and implement procedures to enable young people to address their needs* | Remains in qualification |  |
| *CHCYTH022* | *Provide services for the needs and circumstances of young people* | Remains in qualification |  |
| *CHCYTH024* | *Manage service response to young people in crisis* | Remains in qualification |  |
| *HLTAHW031* | *Provide information/strategies to enhance capacities of Aboriginal/Torres Strait Islander families* | Remains in qualification |  |
| *CHCPOL002* | *Develop and implement policy* | Remove | ⇩ As per qualification reform, replacing with closely matched unit |
| *BSBSTR503* | *Develop organisational policy* | Add | ⇧ |
| *CHCMGT003* | *Lead the work team* | Remove | ⇩ As per qualification reform, replacing with closely matched unit |
| *BSBLDR522* | *Manage people performance* | Add | ⇧ or; |
| *BSBLDR523* | *Lead and manage effective workplace relationships* | Add | ⇧ or; |
| *BSBHRM415* | *Coordinate recruitment and onboarding* | Add | ⇧ or; |
| *CHCCCS009* | *Facilitate responsible behaviour* | Remains in qualification |  |
| *CHCMHS008* | *Promote and facilitate self-advocacy* | Remains in qualification |  |
| *CHCCCS031* | *Provide individualised support* | Add | Workers are still required to provide individualised support to clients |
| *BSBINS401* | *Analyse and present research information* | Add | Managers and team leaders are required to research and present information to staff, managers, clients and communities |
| *BSBPEF401* | *Manage personal health and wellbeing* | Add | Identified area of focus for managers and team leaders to provide and monitor support to workers |
| *BSBPMG430* | *Undertake project work* | Add | Identified as potentially necessary for team leaders to develop and manage community projects |
| *BSBHRM415* | *Coordinate recruitment and onboarding* | Add | Leadership skill required for team leader role |
| *BSBHRM531* | *Coordinate health and wellness programs* | Add | Leadership skill required for team leader role |
| *BSBTWK502* | *Manage team effectiveness* | Add | Leadership skill required for team leader role |
| *BSBWRT411* | *Write complex documents* | Add | Leadership skill required for team leader role |
| *HLTWHS004* | *Manage work health and safety* | Add | Leadership skill required for team leader role |
| *TLIC0031* | *Apply low risk car driving behaviours* | Add | Driving indicated as an essential skill by employers |
| *CHCCCS026* | *Transport individuals* | Add | Driving indicated as an essential skill by employers |
| **First Aid elective group** | | **Change** | **Rationale** |
| *HLTAID014* | *Provide advanced first aid* | Remains in qualification |  |
| *HLTAID010* | *Provide basic emergency life support* | Add | First aid group added to allow a choice of which unit is required for the pathway of the students (e.g., ECEC pathway = *HLTAID012 Provide first aid in an education and care setting* ) |
| *HLTAID013* | *Provide first aid in remote or isolated site* | Add |
| *HLTAID012* | *Provide first aid in an education and care setting* | Add |
| *HLTAID011* | *Provide first aid* | Add |

## CHC62015 - Advanced Diploma of Community Sector Management

**Description**

This qualification reflects the role of workers who are middle managers or managers across a range of community sector organisations.  These people work independently and report to executive management, directors or boards of management. They undertake a range of functions requiring the application of knowledge and skills to achieve results in line with the organisation's goals and strategic directions.

At this level, workers have responsibility for planning and monitoring service delivery, recruitment and performance management of other paid or unpaid workers, managing risk and contributing to continuous improvement within the scope of their specific role. This may include management of a specific programs or project, or broader management of a community-based organisation, early childhood education service, not-for-profit organisation or community centre.

**Packaging rules**

Total number of units = 13

* 8 core units
* 5 elective units (2 units from electives list + any 3 others)

|  |  |  |  |
| --- | --- | --- | --- |
| **Core units** | | **Change** | **Rationale** |
| *CHCDIV003* | *Manage and promote diversity* | Remains in qualification |  |
| *CHCLEG003* | *Manage legal and ethical compliance* | Remains in qualification |  |
| *CHCMGT001* | *Develop, implement and review quality framework* | Remains in qualification |  |
| *CHCMGT003* | *Lead the work team* | Remove | ⇩ As per qualification reform, replacing with closely matched unit |
| *BSBLDR522* | *Manage people performance* | Add | ⇧ or; |
| *BSBLDR523* | *Lead and manage effective workplace relationships* | Add | ⇧ or; |
| *BSBHRM415* | *Coordinate recruitment and onboarding* | Add | ⇧ or; |
| *BSBFIM601* | *Manage finances* | Remove | ⇩ Superseded |
| *BSBFIN601* | *Manage organisational finances* | Add | ⇧ Superseding |
| *BSBINN601* | *Lead and manage organisational change* | Remove | ⇩ Superseded |
| *BSBLDR601* | *Lead and manage organisational change* | Add | ⇧ Superseding |
| *BSBMGT608* | *Manage innovation and continuous improvement* | Remove | ⇩ Superseded |
| *BSBSTR601* | *Manage innovation and continuous improvement* | Add | ⇧ Superseding |
| *BSBRSK501* | *Manage risk* | Remove | ⇩ Superseded |
| *BSBOPS504* | *Manage business risk* | Add | ⇧ Superseding |
| **Elective units** | | **Change** | **Rationale** |
| *CHCADV005* | *Provide systems advocacy services* | Remains in qualification |  |
| *CHCCCS007* | *Develop and implement service programs* | Remains in qualification |  |
| *CHCCOM003* | *Develop workplace communication strategies* | Remains in qualification |  |
| *CHCDIV002* | *Promote Aboriginal and/or Torres Strait Islander cultural safety* | Remains in qualification |  |
| *CHCFAM003* | *Support people to improve relationships* | Remains in qualification |  |
| *CHCFAM009* | *Facilitate family intervention strategies* | Remains in qualification |  |
| *CHCMGT002* | *Manage partnership agreements with service providers* | Remains in qualification |  |
| *CHCMGT004* | *Secure and manage funding* | Remains in qualification |  |
| *CHCMGT005* | *Facilitate workplace debriefing and support processes* | Remains in qualification |  |
| *CHCMGT006* | *Coordinate client directed services* | Remains in qualification |  |
| *CHCMGT007* | *Work effectively with the Board of an organisation* | Remains in qualification |  |
| *CHCPRP003* | *Reflect on and improve own professional practice* | Remains in qualification |  |
| *CHCPRP004* | *Promote and represent the service* | Remains in qualification |  |
| *CHCVOL003* | *Recruit, induct and support volunteers* | Remains in qualification |  |
| *CHCVOL004* | *Manage volunteer workforce development* | Remains in qualification |  |
| *BSBMGT615* | *Contribute to organisation development* | Remains in qualification |  |
| *BSBWHS603* | *Implement WHS risk management* | Remains in qualification |  |
| *CHCMHS010* | *Implement recovery-oriented approaches to complexity* | Remains in qualification |  |
| *CHCADV004* | *Represent organisation in court or tribunal* | Add | Unit added due to industry feedback regarding team leaders and managers potentially having to represent organisations in court |
| *BSBHRM531* | *Coordinate health and wellness programs* | Add | Unit added due to industry feedback highlighting the importance of the management of mental health and wellbeing of workers |
| *HLTAID011* | *Provide First Aid* | Remove | Problem on TGA where this unit appears on the Unit List page but not on the Qualification Details |
| *CHCPOL002* | *Develop and implement policy* | Remove | ⇩ As per qualification reform, replacing with closely matched unit *BSBSRT503 Develop organisational policy* |
| *BSBSTR503* | *Develop organisational policy* | Add | ⇧ |
| *CHCPOL003* | *Research and apply evidence to practice* | Remove | ⇩ As per qualification reform, replacing with closely matched unit *BSBINS401 Analyse and present research information* |
| *BSBINS401* | *Analyse and present research information* | Add | ⇧ |
| *CHCCDE012* | *Work within organisation and government structures to enable community development outcomes* | Remove | ⇩ Superseded |
| *CHCCDE028* | *Work within organisation and government structures to enable community development outcomes* | Add | ⇧ Superseding |
| *CHCCDE013* | *Establish and develop community organisations or social enterprise* | Remove | ⇩ Superseded |
| *CHCCDE029* | *Establish and develop community organisations or social enterprise* | Add | ⇧ Superseding |
| *CHCCSM004* | *Coordinate complex case requirements* | Remove | ⇩ Superseded |
| *CHCCSM012* | *Coordinate complex case requirements* | Add | ⇧ Superseding |
| *CHCCSM006* | *Provide case management supervision* | Remove | ⇩ Superseded |
| *CHCCSM014* | *Provide case management supervision* | Add | ⇧ Superseding |
| *CHCECE027* | *Promote equity in access to the service* | Remove | ⇩ Superseded |
| *CHCECE051* | *Promote equity in access to the service* | Add | ⇧ Superseding |
| *CHCECE028* | *Collaborate with families to plan service and supports* | Remove | ⇩ Superseded |
| *CHCECE052* | *Plan service and supports for children and families* | Add | ⇧ Superseding |
| *CHCECE029* | *Respond to problems and complaints about the service* | Remove | ⇩ Superseded |
| *CHCECE053* | *Respond to grievances and complaints about the service* | Add | ⇧ Superseding |
| *BSBHRM512* | *Develop and manage performance-management processes* | Remove | ⇩ Superseded |
| *BSBHRM521* | *Facilitate performance development processes* | Add | ⇧ Superseding |
| *BSBHRM602* | *Manage human resources strategic planning* | Remove | ⇩ Superseded |
| *BSBHRM614* | *Contribute to strategic workforce planning* | Add | ⇧ Superseding |
| *BSBINM601* | *Manage knowledge and information* | Remove | ⇩ Superseded |
| *BSBINS601* | *Manage knowledge and information* | Add | ⇧ Superseding |
| *BSBMGT605* | *Provide leadership across the organisation* | Remove | ⇩ Superseded |
| *BSBLDR602* | *Provide leadership across the organisation* | Add | ⇧ Superseding |
| *BSBMGT616* | *Develop and implement strategic plans* | Remove | ⇩ Superseded |
| *BSBSTR602* | *Develop organisational strategies* | Add | ⇧ Superseding |
| *BSBMGT617* | *Develop and implement a business plan* | Remove | ⇩ Superseded |
| *BSBOPS601* | *Develop and implement business plans* | Add | ⇧ Superseding |
| *BSBMKG514* | *Implement and monitor marketing activities* | Remove | ⇩ Superseded |
| *BSBMKG542* | *Establish and monitor the marketing mix* | Add | ⇧ Superseding |
| *BSBMKG610* | *Develop, implement and monitor a marketing campaign* | Remove | ⇩ Superseded |
| *BSBMKG623* | *Develop, implement and monitor a marketing campaign* | Add | ⇧ Superseding |
| *BSBPMG601* | *Direct the integration of projects* | Remove | ⇩ Superseded |
| *BSBPMG540* | *Manage project integration* | Add | ⇧ Superseding |
| *BSBPMG602* | *Direct the scope of a project program* | Remove | ⇩ Superseded |
| *BSBPMG530* | *Manage project scope* | Add | ⇧ Superseding |
| *BSBSUS501* | *Develop workplace policy and procedures for sustainability* | Remove | ⇩ Superseded |
| *BSBSUS511* | *Develop workplace policies and procedures for sustainability* | Add | ⇧ Superseding |
| *FNSACC604* | *Monitor corporate governance activities* | Remove | ⇩ Superseded |
| *FNSACC634* | *Monitor corporate governance activities* | Add | ⇧ Superseding |
| *PSPGOV506A* | *Support workplace coaching and mentoring* | Remove | ⇩ Superseded |
| *PSPGEN125* | *Support workplace coaching and mentoring* | Add | ⇧ Superseding |
| *TAEDEL404A14* | *Mentor in the workplace* | Remove | ⇩ Superseded |
| *TAEDEL414* | *Mentor in the workplace* | Add | ⇧ Superseding |

# Skillsets

## CHCSS00065 Workforce Planning Skill Set

|  |  |  |  |
| --- | --- | --- | --- |
| **Units** | | **Change** | **Rationale** |
| *BSBRSK501* | *Manage risk* | Remove | ⇩ Superseded |
| *BSBOPS504* | *Manage business risk* | Add | ⇧ Superseding |
| *CHCECD001* | *Analyse and apply information that supports employment and career development* | Remains in skill set |  |

## CHCSS00082 Lead and Mentor

|  |  |  |  |
| --- | --- | --- | --- |
| **Units** | | **Change** | **Rationale** |
| *CHCPRP003* | *Reflect and improve own professional practice* | Remains in skill set |  |
| *TAEDEL404* | *Mentor in the workplace* | Remove | ⇩ Superseded |
| *TAEDEL414* | *Mentor in the workplace* | Add | ⇧ Superseding |
| *CHCMGT003* | *Lead the work team* | Remove | ⇩ As per qualification reform, replacing with closely matched unit |
| *BSBLDR522* | *Manage people performance* | Add | ⇧ or; |
| *BSBLDR523* | *Lead and manage effective workplace relationships* | Add | ⇧ or; |
| *BSBHRM415* | *Coordinate recruitment and onboarding* | Add | ⇧ or; |

## CHCSS00083 Lead Inclusion and Collaboration

|  |  |  |  |
| --- | --- | --- | --- |
| **Units** | | **Change** | **Rationale** |
| *BSBMGT605* | *Provide leadership across the organisation* | Remove | ⇩ Superseded |
| *BSBLDR602* | *Provide leadership across the organisation* | Add | ⇧ Superseding |
| *CHCPRP003* | *Reflect and improve own professional practice* | Remains in skill set |  |
| *CHCDIV002* | *Promote Aboriginal and/or Torres Strait Islander cultural safety* | Remains in skill set |  |
| *CHCDIV003* | *Manage and promote diversity* | Remains in skill set |  |

## CHCSS00084 Lead and support colleagues

|  |  |  |  |
| --- | --- | --- | --- |
| **Units** | | **Change** | **Rationale** |
| *CHCMGT003* | *Lead the work team* | Remove | ⇩ As per qualification reform, replacing with closely matched unit |
| *BSBLDR522* | *Manage people performance* | Add | ⇧ or; |
| *BSBLDR523* | *Lead and manage effective workplace relationships* | Add | ⇧ or; |
| *BSBHRM415* | *Coordinate recruitment and onboarding* | Add | ⇧ or; |
| *CHCMGT005* | *Facilitate workplace debriefing and support processes* | Remains in skill set |  |
| *CHCPRP003* | *Reflect on and improve own professional practice* | Remains in skill set |  |

## CHCSS00086 Quality Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Units** | | **Change** | **Rationale** |
| *BSBMGT608* | *Manage innovation and continuous improvement* | Remove | ⇩ Superseded |
| *BSBSTR601* | *Manage innovation and continuous improvement* | Add | ⇧ Superseding |
| *BSBINN601* | *Lead and manage organisational change* | Remove | ⇩ Superseded |
| *BSBLDR601* | *Lead and manage organisational change* | Add | ⇧ Superseding |
| *CHCMGT001* | *Develop, implement and review quality framework* | Remains in skill set |  |
| *CHCLEG003* | *Manage legal and ethical compliance* | Remains in skill set |  |

## CHCSS00087 Risk Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Units** | **Change** | **Rationale** | **Units** |
| *BSBRSK501* | *Manage risk* | Remove | ⇩ Superseded |
| *BSBOPS504* | *Manage business risk* | Add | ⇧ Superseding |
| *CHCLEG003* | *Manage legal and ethical compliance* | Remains in skill set |  |
| *BSBHRM415* | *Coordinate recruitment and onboarding* | Remains in skill set |  |

## CHCSS00089 Service Coordination and Collaboration

|  |  |  |  |
| --- | --- | --- | --- |
| **Units** | | **Change** | **Rationale** |
| *CHCMGT003* | *Lead the work team* | Remove | ⇩ As per qualification reform, replacing with closely matched unit |
| *BSBLDR522* | *Manage people performance* | Add | ⇧ or; |
| *BSBLDR523* | *Lead and manage effective workplace relationships* | Add | ⇧ or; |
| *BSBHRM415* | *Coordinate recruitment and onboarding* | Add | ⇧ or; |
| *CHCPRP001* | *Develop and maintain networks and collaborative partnerships* | Remains in skill set |  |
| *CHCMGT002* | *Manage partnership agreements with service providers* | Remains in skill set |  |

## CHCSS00139 Team Leader

|  |  |  |  |
| --- | --- | --- | --- |
| **Units** | | **Change** | **Rationale** |
| *CHCMGT003* | *Lead the work team* | Remove | ⇩ As per qualification reform, replacing with closely matched unit |
| *BSBLDR522* | *Manage people performance* | Add | ⇧ or; |
| *BSBLDR523* | *Lead and manage effective workplace relationships* | Add | ⇧ or; |
| *BSBHRM415* | *Coordinate recruitment and onboarding* | Add | ⇧ or; |
| *PSPGEN124* | *Provide workplace coaching* | Remains in skill set |  |
| *CHCPRP003* | *Reflect on and improve own professional practice* | Remains in skill set |  |

# Units of competency

## Deletions

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit** | **Appears in Qualification** | **Replacement** | **Notes** |
| ***CHCCCS008*** *Develop strategies to address unmet needs* | ***CHC42021*** *Certificate IV in Community Services (Elective)*  ***CHC43121*** *Certificate IV in Disability Support (Elective)*  ***CHC43415*** *Certificate IV in Leisure and Health (Elective)* | ***CHCCCS006****Facilitate individual service planning and delivery* | Suggested deletion as most criteria covered in CHCCCS006 *Facilitate individual service planning and delivery* which will require minimal strengthening to cover the criteria.  *CHC42021 Certificate IV in Community Services* has *CHCCCS006 Facilitate individual service planning and delivery*.  *CHC43121 Certificate IV in Disability Support* has *CHCCCS006 Facilitate individual service planning and delivery* and *CHCCCS007 Develop and implement service programs*.  *CHC43415 Certificate IV in Leisure and Health* doesn't have any replacement but being a 2015-released qualification, it should be up for review in the immediate future and *CHCCCS006 Facilitate individual service planning and delivery* could be added to address those needs. |
| ***CHCMGT003****Lead the work team* | ***CHC50121*** *Diploma of Early Childhood Education and Care (Elective)*  ***CHC52021*** *Diploma of Community Services (Elective)*  ***CHC62015*** *Advanced Diploma of Community Sector Management (Core)*  ***HLT46015*** *Certificate IV in Population Health (Elective)*  ***HLT46115*** *Certificate IV in Indigenous Environmental Health (Elective)*  ***HLT47515*** *Certificate IV in Operating Theatre Technical Support (Elective)*  ***HLT50221*** *Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Management (Elective)*  ***HLT64121*** *Advanced Diploma of Nursing (Elective)* | ***BSBLDR522*** *Manage people performance*  ***BSBLDR523*** *Lead and manage effective workplace relationships*  ***BSBHRM415*** *Coordinate recruitment and onboarding* | Each potential replacement covers one aspect of *CHCMGT003 Lead the work team,* therefore, the replacement unit should be chosen depending on the aspect needed in the qualification. |
| ***CHCPOL001****Contribute to the review and development of policies* | ***CHC32015*** *Certificate III in Community Services (Elective)*  ***CHC34015*** *Certificate III in Active Volunteering (Elective)*  ***CHC42021*** *Certificate IV in Community Services (Elective)*  ***CHC42221*** *Certificate IV in Housing (Elective)*  ***CHC43315*** *Certificate IV in Mental Health (Elective)*  ***CHC43515*** *Certificate IV in Mental Health Peer Work (Elective)*  ***CHC44015*** *Certificate IV in Coordination of Volunteer Programs (Elective)*  ***CPP40821*** *Certificate IV in Access Consulting (Elective)*  ***HLT46015*** *Certificate IV in Population Health (Elective)*  ***HLT46115*** *Certificate IV in Indigenous Environmental Health (Elective)*  ***HLT50221*** *Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Management (Elective)* | ***BSBSTR301*** *Contribute to continuous improvement*  ***BSBSTR503*** *Develop organisational policy*  *(*and/or***PSPPCY001*** *Contribute to policy development)* | Depending on the level of the qualification and the intent behind including *CHCPOL001 Contribute to the review and development of policies*, either of the BSB units could be used. |
| ***CHCPOL002*** *Develop and implement policy* | ***CHC44015*** *Certificate IV in Coordination of Volunteer Programs (Elective)*  ***CHC50121*** *Diploma of Early Childhood Education and Care (Elective)*  ***CHC50221*** *Diploma of School Age Education and Care (Elective)*  ***CHC50421*** *Diploma of Youth Work (Elective)*  ***CHC52021*** *Diploma of Community Services (Elective)*  ***CHC53415*** *Diploma of Leisure and Health (Elective)*  ***CHC62015*** *Advanced Diploma of Community Sector Management (Elective)*  ***CHC81015*** *Graduate Diploma of Relationship Counselling (Elective)*  ***CHC81215*** *Graduate Certificate in Statutory Child Protection (Elective)*  ***CPP50721*** *Diploma of Access Consulting (Elective)*  ***HLT57715*** *Diploma of Practice Management (Elective)*  ***HLT60121*** *Advanced Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Management (Elective)* | ***BSBSTR503*** *Develop organisational policy*  (and/or) ***PSPPCY001*** *Contribute to policy development* (and/or) ***PUAFIR601*** *Develop and administer organisational policies, procedures and practices* |  |
| ***CHCPOL003*** *Research and apply evidence to practice* | ***CHC50121*** *Diploma of Early Childhood Education and Care (Elective)*  ***CHC50221*** *Diploma of School Age Education and Care (Elective)*  ***CHC52021*** *Diploma of Community Services (Elective)*  ***CHC53215*** *Diploma of Alcohol and Other Drugs (Core)*  ***CHC53315*** *Diploma of Mental Health (Core)*  ***CHC53415*** *Diploma of Leisure and Health (Core)*  ***CHC62015*** *Advanced Diploma of Community Sector Management (Elective)*  ***HLT42021*** *Certificate IV in Massage Therapy (Elective)*  ***HLT52021*** *Diploma of Remedial Massage (Core)*  ***HLT52115*** *Diploma of Traditional Chinese Medicine (TCM) Remedial Massage (Elective)*  ***HLT52215*** *Diploma of Shiatsu and Oriental Therapies (Elective)*  ***HLT52315*** *Diploma of Clinical Aromatherapy (Elective)*  ***HLT52415*** *Diploma of Kinesiology (Elective)*  ***HLT52515*** *Diploma of Reflexology (Core)*  ***HLT52615*** *Diploma of Ayurvedic Lifestyle Consultation (Elective)*  ***HLT54121*** *Diploma of Nursing (Elective)*  ***HLT57415*** *Diploma of Audiometry (Elective)*  ***HLT62615*** *Advanced Diploma of Ayurveda (Elective)*  ***HLT65015*** *Advanced Diploma of Dental Prosthetics (Core)* | ***BSBINS401*** *Analyse and present research information*  ***CHCPRT029****Work within a practice framework*  (and/or)***PSPGEN106*** *Conduct research and analysis)* | Depending on the focus of the unit (research vs improved practice), *BSBINS401 Analyse and present research information* or *CHCPRT029 Work within a practice framework* could be used. |
| **Covered in the next section** | | | |
| ***CHCDFV004*** *Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities* | | *Replaced by new unit:* ***CHCDFVXXX*** *Provide family, domestic and sexual violence support (see next section)* | |
| ***CHCDFV005*** *Provide domestic and family violence support in non-English speaking background communities* | | *Replaced by new unit:* ***CHCDFVXXX*** *Provide family, domestic and sexual violence support (see next section)* | |

## New units (merging units)

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit** | **Replaces** | **Appears in Qualification** | **Notes** |
| ***CHCDFVXXX*** *Provide family, domestic and sexual violence support in communities* | ***CHCDFV004*** *Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities* | ***CHC35021*** *Certificate III in Community Safety Services (Elective)*  ***CHC42021*** *Certificate IV in Community Services (Elective)*  ***CHC52021*** *Diploma of Community Services (Elective)*  ***CHC81015*** *Graduate Diploma of Relationship Counselling (Elective)*  ***CHC81115*** *Graduate Diploma of Family Dispute Resolution (Elective)*  ***CHC81215*** *Graduate Certificate in Statutory Child Protection (Elective)*  ***HLT40121*** *Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Elective)* | New unit created to replace ***CHCDFV004*** *Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities* and ***CHCDFV005*** *Provide domestic and family violence support in non-English speaking background communities* as the content was identical. KE and PE have been combined to provide a broader unit of competence to address FDSV in the community services and health sector specifically. |
| ***CHCDFV005*** *Provide domestic and family violence support in non-English speaking background communities* | ***CHC42021*** *Certificate IV in Community Services (Elective)*  ***CHC81015*** *Graduate Diploma of Relationship Counselling (Elective)*  *CHC81115 Graduate Diploma of Family Dispute Resolution (Elective)*  *CHC81215 Graduate Certificate in Statutory Child Protection (Elective)* |

## Other major changes (non-equivalent)

* ***CHCCOM001*** *Provide first point of contact*
* ***CHCCOM002*** *Use communication to build relationships*
* ***CHCCOM003*** *Develop workplace communication strategies*
* ***CHCCOM004*** *Present information to stakeholder groups*
* ***CHCCOM005*** *Communicate and work in health or community services*
* ***CHCDEV004*** *Confirm developmental status*
* ***CHCDFV001*** *Recognise and respond appropriately to domestic and family violence*
* ***CHCDIV001*** *Work with diverse people*
* ***CHCDIV002*** *Promote Aboriginal and/or Torres Strait Islander cultural safety*
* ***CHCDIV003*** *Manage and promote diversity*
* ***CHCVOL001*** *Be an effective volunteer*
* ***CHCVOL002*** *Lead volunteer teams*

## Other major changes (equivalent)

* ***CHCCCS010*** *Maintain a high standard of service*
* ***CHCCDE028*** *Work within organisation and government structures to enable community**development outcomes*
* ***CHCCDE029*** *Establish and develop community organisations or social enterprises*
* ***CHCCSM012*** *Coordinate complex case requirements*
* ***CHCDFV002*** *Provide support to children affected by domestic and family violence*
* ***CHCDFV003*** *Promote community awareness of domestic and family violence*
* ***CHCDFV006*** *Counsel clients affected by domestic and family violence*
* ***CHCDFV007*** *Work with users of violence to effect change*
* ***CHCEDU007*** *Provide group education on consumer credit and debt*
* ***CHCFAM009*** *Facilitate family intervention strategies*
* ***CHCMED006*** *Consolidate and conclude mediation*
* ***CHCMGT001*** *Develop, implement and review quality framework*
* ***CHCPRT029*** *Work within a practice framework*
* ***CHCPRT033*** *Provide support to children and youth in out-of-home care*
* ***CHCSOH021*** *Work with clients within the social housing system*
* ***CHCSOH022*** *Develop social housing enterprise opportunities*
* ***CHCVOL003*** *Recruit, induct and support volunteers*

## Work placements

The functional analysis recommended to review whether work placements are appropriate. We seek recommendations as to whether work placements are required in the following units of competency, and if so, whether the number of hours are appropriate.

|  |  |  |
| --- | --- | --- |
| **Unit** | **Appears in Qualification** | **Notes** |
| ***CHCCSM013*** *Facilitate and review case management (100 hours)* | ***CHC42021*** *Certificate IV in Community Services (Elective)*  ***CHC50321*** *Diploma of Child, Youth and Family Intervention (Core)*  ***CHC50421*** *Diploma of Youth Work (Core)*  ***CHC50521*** *Diploma of Youth Justice (Elective)*  ***CHC52021*** *Diploma of Community Services (Core)*  ***HLT50221*** *Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Management (Elective)* | Placement hours removed as part of 25-007 project |
| ***CHCDEV005*** *Analyse impacts of sociological factors on people in community work and services (100 hours)* | ***CHC42121*** *Certificate IV in Community Development (Elective)*  ***CHC50421*** *Diploma of Youth Work (Core)*  ***CHC52021*** *Diploma of Community Services (Core)* |  |
| ***CHCPAS004*** *Provide pastoral and spiritual care (100 hours)* | ***CHC42021*** *Certificate IV in Community Services (Elective)* |  |
| ***CHCPRT027*** *Work collaboratively to maintain an environment safe for children and young people (120 hours)* | ***CHC40321*** *Certificate IV in Child, Youth and Family Intervention (Core)*  ***CHC42021*** *Certificate IV in Community Services (Elective)*  ***CHC50521*** *Diploma of Youth Justice (Elective)*  ***CHC52021*** *Diploma of Community Services (Elective)*  ***HLT40121*** *Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Elective)*  ***HLT50121*** *Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice (Elective)* | Given a 38h workweek, would 114 hours be more appropriate to fit within a 3-week full-time placement? |
| ***CHCVOL001*** *Be an effective volunteer (20 hours)* | ***CHC14015*** *Certificate I in Active Volunteering (Core)*  ***CHC22015*** *Certificate II in Community Services (Elective)*  ***CHC24015*** *Certificate II in Active Volunteering (Core)*  ***CHC32015*** *Certificate III in Community Services (Elective)*  ***CHC34015*** *Certificate III in Active Volunteering (Core)*  ***CHC42315*** *Certificate IV in Chaplaincy and Pastoral Care (Elective)*  ***SIS20321*** *Certificate II in Sport Coaching (Elective)* |  |
| ***CHCVOL002*** *Lead volunteer teams (30 hours)* | ***CHC34015*** *Certificate III in Active Volunteering (Elective)*  ***CHC42021*** *Certificate IV in Community Services (Elective)*  ***CHC44015*** *Certificate IV in Coordination of Volunteer Programs (Elective)*  ***HLT36015*** *Certificate III in Population Health (Elective)*  ***HLT36115*** *Certificate III in Indigenous Environmental Health (Elective)* |  |

## Minor changes

Minor changes to units are done when fixing grammar, clarifying terms, or other editing changes that do not impact the requirements of a unit but are beneficial to users (i.e., implementing best-practice guidelines without changing a unit’s content). The following units have minor changes:

* ***CHCADV001*** *Facilitate the interests and rights of clients*
* ***CHCADV002*** *Provide advocacy and representation services*
* ***CHCADV004*** *Represent organisation in court or tribunal*
* ***CHCCCS001*** *Address the needs of people with chronic disease*
* ***CHCCCS004*** *Assess co-existing needs*
* ***CHCCCS005*** *Conduct individual assessments*
* ***CHCCCS006*** *Facilitate individual service planning and delivery*
* ***CHCCCS007*** *Develop and implement service programs*
* ***CHCCCS009*** *Facilitate responsible behaviour*
* ***CHCCCS016*** *Respond to client needs*
* ***CHCCCS020*** *Respond effectively to behaviours of concern*
* ***CHCCCS030*** *Determine and respond to carer needs*
* ***CHCCCS031*** *Provide individualised support*
* ***CHCCCS033*** *Identify and report abuse*
* ***CHCCCS035*** *Support people with autism spectrum disorder*
* ***CHCCCS037*** *Visit client residence*
* ***CHCCCS038*** *Facilitate the empowerment of people receiving support*
* ***CHCCDE017*** *Support collaborative planning processes*
* ***CHCCDE018*** *Develop and implement community programs*
* ***CHCCDE019*** *Work within a community development framework*
* ***CHCCDE020*** *Implement participation and engagement strategies*
* ***CHCCDE021*** *Develop and support community resources*
* ***CHCCDE022*** *Work to empower Aboriginal and or Torres Strait Islander communities*
* ***CHCCDE023*** *Develop and deliver community projects*
* ***CHCCDE024*** *Support community action*
* ***CHCCDE025*** *Develop and support community leadership*
* ***CHCCDE026*** *Develop and lead community engagement strategies to enhance participation*
* ***CHCCDE027*** *Implement community development strategies*
* ***CHCCDE031*** *Develop and implement a community renewal plan*
* ***CHCCSL001*** *Establish and confirm the counselling relationship*
* ***CHCCSL002*** *Apply specialist interpersonal and counselling interview skills*
* ***CHCCSM009*** *Facilitate goal directed planning*
* ***CHCCSM010*** *Implement case management practice*
* ***CHCCSM011*** *Work with carers and families in complex situations*
* ***CHCCSM014*** *Provide case management supervision*
* ***CHCCSM015*** *Undertake case management in a child protection framework*
* ***CHCCSM016*** *Undertake advanced assessments*
* ***CHCDEV005*** *Analyse impacts of sociological factors on people in community work and services*
* ***CHCDEV006*** *Analyse information for service planning and delivery*
* ***CHCDFV009*** *Establish change promoting relationship with users of domestic and family violence*
* ***CHCDFV012*** *Make safety plans with people who have been subjected to domestic and family violence*
* ***CHCDIS011*** *Contribute to ongoing skills development using a strengths-based approach*
* ***CHCDIS014*** *Develop and use strategies for communication with augmentative and alternative communication systems*
* ***CHCDIS015*** *Develop and provide person-centred service responses*
* ***CHCDIS016*** *Develop and promote positive person-centred behaviour supports*
* ***CHCDIS017*** *Facilitate community participation and social inclusion*
* ***CHCDIS019*** *Provide person-centred services to people with disability with complex needs*
* ***CHCEDU002*** *Plan health promotion and community intervention*
* ***CHCEDU003*** *Provide sexual and reproductive health information to clients*
* ***CHCEDU004*** *Develop, implement and review sexual and reproductive health education programs*
* ***CHCEDU005*** *Work with clients to identify financial literacy education needs*
* ***CHCEDU006*** *Improve clients’ fundamental financial literacy skills*
* ***CHCEDU009*** *Provide parenting, health and well-being education*
* ***CHCEDU010*** *Prepare and evaluate relationship education programs*
* ***CHCEDU011*** *Work with parents or carers of very young children*
* ***CHCEDU012*** *Facilitate couple processes in group work*
* ***CHCFAM001*** *Operate in a family law environment*
* ***CHCFAM003*** *Support people to improve relationships*
* ***CHCFAM004*** *Facilitate changeovers*
* ***CHCFAM005*** *Facilitate and monitor contact*
* ***CHCFAM006*** *Assist families to self-manage contact*
* ***CHCFAM010*** *Provide intervention support to families*
* ***CHCGMB001*** *Assess the needs of clients with problem gambling issues*
* ***CHCGMB002*** *Provide counselling for clients with problem gambling issues*
* ***CHCGRP001*** *Support group activities*
* ***CHCGRP002*** *Plan and conduct group activities*
* ***CHCGRP003*** *Plan, facilitate and review psycho-educational groups*
* ***CHCGRP004*** *Deliver structured programs*
* ***CHCINM001*** *Meet statutory and organisation information requirements*
* ***CHCLEG001*** *Work legally and ethically*
* ***CHCLEG002*** *Interpret and use legal information*
* ***CHCLEG003*** *Manage legal and ethical compliance*
* ***CHCLLN001*** *Respond to client language, literacy and numeracy needs*
* ***CHCMED004*** *Prepare for mediation*
* ***CHCMED005*** *Facilitate mediation*
* ***CHCMGT002*** *Manage partnership agreements with service providers*
* ***CHCMGT004*** *Secure and manage funding*
* ***CHCMGT005*** *Facilitate workplace debriefing and support processes*
* ***CHCMGT006*** *Coordinate client directed services*
* ***CHCMGT007*** *Work effectively with the Board of an organisation*
* ***CHCPAL003*** *Deliver care services using a palliative approach*
* ***CHCPAL004*** *Contribute to planning and implementation of care services using a palliative approach*
* ***CHCPAS003*** *Plan for the provision of pastoral and spiritual care*
* ***CHCPAS004*** *Provide pastoral and spiritual care*
* ***CHCPRP001*** *Develop and maintain networks and collaborative partnerships*
* ***CHCPRP003*** *Reflect on and improve own professional practice*
* ***CHCPRP004*** *Promote and represent the service*
* ***CHCPRP005*** *Engage with health professionals and the health system*
* ***CHCPRT026*** *Support the rights and safety of children and young people*
* ***CHCPRT027*** *Work collaboratively to maintain an environment safe for children and young people*
* ***CHCPRT034*** *Work with children and young people with complex trauma and attachment issues and needs*
* ***CHCSET003*** *Work with forced migrants*
* ***CHCSET004*** *Undertake bicultural work with forced migrants in Australia*
* ***CHCSOH013*** *Work with people experiencing or at risk of homelessness*
* ***CHCSOH014*** *Manage and maintain tenancy agreements and services*
* ***CHCSOH019*** *Manage head lease*
* ***CHCSOH020*** *Develop quality systems in line with registration standards*
* ***CHCSOH023*** *Acquire properties by purchase or transfer*
* ***CHCYTH013*** *Engage respectfully with young people*
* ***CHCYTH014*** *Work effectively with young people in the youth work context*
* ***CHCYTH015*** *Support young people to create opportunities in their lives*
* ***CHCYTH016*** *Respond to critical situations*
* ***CHCYTH017*** *Develop and implement procedures to enable young people to address their needs*
* ***CHCYTH022*** *Provide services for the needs and circumstances of young people*
* ***CHCYTH023*** *Work effectively with young people and their nominated carer or families*
* ***CHCYTH024*** *Manage service response to young people in crisis*
* ***CHCINM002*** *Meet community information needs*

# Mental Health and Alcohol and other Drugs project

The following units have been addressed in the Mental Health and Alcohol and other Drugs training product review (project 25-005). You can access these documents and read proposed changes in the *Mental Health and Alcohol and other Drugs Summary of proposed changes document* via our website.

* ***CHCAOD001*** *Work in an alcohol and drugs context*
* ***CHCAOD002*** *Work with clients who are intoxicated*
* ***CHCAOD003*** *Provide needle and syringe services*
* ***CHCAOD004*** *Assess needs of clients with alcohol and other drugs issues*
* ***CHCAOD005*** *Provide alcohol and other drugs withdrawal services*
* ***CHCAOD007*** *Develop strategies for alcohol and other drugs relapse prevention and management*
* ***CHCAOD008*** *Provide advanced interventions to meet the needs of clients with alcohol and**other drugs issues*
* ***CHCAOD009*** *Develop and review individual alcohol and other drugs treatment plans*
* ***CHCCCS003*** *Increase the safety of individuals at risk of suicide*
* ***CHCCCS014*** *Provide brief interventions*
* ***CHCCCS017*** *Provide loss and grief support*
* ***CHCCCS018*** *Provide suicide bereavement support*
* ***CHCCCS019*** *Recognise and respond to crisis situations*
* ***CHCMHS001*** *Work with people with mental health issues*
* ***CHCMHS002*** *Establish self-directed recovery relationships*
* ***CHCMHS003*** *Provide recovery oriented mental health services*
* ***CHCMHS004*** *Work collaboratively with the care network and other services*
* ***CHCMHS005*** *Provide services to people with co-existing mental health and alcohol and other drugs issues*
* ***CHCMHS006*** *Facilitate the recovery process with the person, family and carers*
* ***CHCMHS007*** *Work effectively in trauma informed care*
* ***CHCMHS008*** *Promote and facilitate self advocacy*
* ***CHCMHS010*** *Implement recovery oriented approaches to complexity*
* ***CHCMHS011*** *Assess and promote social, emotional and physical wellbeing*
* ***CHCMHS013*** *Implement trauma informed care*