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CHC520XX Diploma of Community Services

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# Modification History

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| Release | Comments |
| Release 1 | Supersedes and is not equivalent to CHC52021 Diploma of Community Services. Major additions to core and elective units of competency. |

# Qualification 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 200 hours of work as detailed in the Assessment Requirements of units of competency.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

# Entry Requirements

There are no entry requirements for this qualification.

# Packaging Rules

20 units must be completed:

* 13 core units
* 8 elective units, consisting of:
* at least 6 units from amongst the electives listed in Group A, B, C, D or E below
* up to 2 units from the electives listed below, any endorsed Training Package or accredited course.

Where appropriate, electives may be packaged to provide a qualification with a specialisation.

#### Packaging for each specialisation:

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* 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 Violence).

Where two or more specialisations are completed, this should be noted on the testamur when awarding the qualification. For example, Diploma of Community Services (Case Management, Social Housing and Child, Youth and Family Welfare).

All electives chosen must contribute to a valid, industry-supported vocational outcome.

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| Core Units | |
| CHCCCS004 | Assess co-existing needs |
| CHCCCS007 | Develop and implement service programs |
| CHCCCS019 | Recognise and respond to crisis situations |
| CHCCSM013 | Facilitate and review case management |
| CHCDEV005 | Analyse impacts of sociological factors on people in community work and services |
| 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 |
| CHCLEG003 | Manage legal and ethical compliance |
| CHCMGT005 | Facilitate workplace debriefing and support processes |
| CHCMHS007 | Work effectively in trauma-informed care |
| CHCPRP003 | Reflect on and improve own professional practice |
| HLTWHS003 | Maintain work health and safety |

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| Elective Units | | |
| Group A – Case Management  **DRAFT** | | |
| CHCCSM009 | Facilitate goal-directed planning | |
| CHCCSM010 | Implement case management practice | |
| CHCCSM012 | Coordinate complex case requirements | |
| CHCCSM014 | Provide case management supervision | |
| CHCCSM015 | Undertake case management in a child protection framework | |
| CHCCSM016 | Undertake advanced assessments | |
| Group B – Social Housing | | |
| CHCADV004 | Represent organisation in court or tribunal | |
| 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 | |
| CHCSOH022 | Develop social housing enterprise opportunities | |
| CHCSOH023 | Acquire properties by purchase or transfer | |
| Group C – Child, Youth and Family Welfare | | |
| CHCCSM015 | | Undertake case management in a child protection framework |
| CHCMHS013 | | Implement trauma-informed care |
| CHCPRT025 | | Identify and report children and young people at risk |
| CHCPRT027 | | Work collaboratively to maintain an environment safe for children and young people |
| Group D – Responding to Family, Domestic and Sexual Violence | | |
| CHCCCS033 | | Identify and report abuse |
| CHCDFV002 | | Provide support to children affected by domestic and family violence |
| CHCDFV004 | | Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities |
| CHCDFV006  **DRAFT** | | Counsel clients affected by domestic and family violence |
| CHCDFV007 | | Work with users of violence to effect change |
| 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 |
| CHCMHS007 | | Work effectively in trauma-informed care |
| BSBINS401 | | Analyse and present research information |
| Group E - General Electives | | |
| BSBPEF401 | | Manage personal health and wellbeing |
| BSBHRM415 | | Coordinate recruitment and onboarding |
| BSBHRM531 | | Coordinate health and wellness programs |
| BSBPMG430 | | Undertake project work |
| BSBTWK502 | | Manage team effectiveness |
| BSBWRT411 | | Write complex documents |
| CHCADV002 | | Provide advocacy and representation services |
| CHCADV003 | | Represent clients in court |
| CHCADV005 | | Provide systems advocacy services |
| CHCAOD004 | | Assess needs of people with alcohol and other drugs challenges |
| 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 people with alcohol and other drugs challenges |
| CHCAOD009 | | Develop and review individual alcohol and other drugs support plans |
| CHCCCS003 | | Increase the safety of people at risk of suicide |
| CHCCCS009 | | Facilitate responsible behaviour |
| CHCCCS031  **DRAFT** | | Provide individualised support |
| CHCCCS035 | | Support people with autism spectrum disorder |
| CHCCCS038 | | Facilitate the empowerment of people receiving support |
| 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 |
| CHCCDE028 | | Work within organisation and government structures to enable community development outcomes |
| CHCCDE031 | | Develop and implement a community renewal plan |
| CHCCOM003 | | Develop workplace communication strategies |
| CHCCOM004 | | Present information to stakeholder groups |
| CHCCSL001 | | Establish and confirm the counselling relationship |
| CHCCSL002 | | Apply specialist interpersonal and counselling interview skills |
| CHCCSL003 | | Facilitate the counselling relationship and process |
| CHCCSL007 | | Support counselling clients in decision-making processes |
| CHCDEV004 | | Confirm developmental status |
| CHCDEV006 | | Analyse information for service planning and delivery |
| CHCDFV007 | | Work with users of violence to effect change |
| 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 |
| CHCDIV003 | | Manage and promote diversity |
| CHCEDU002  **DRAFT** | | 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 |
| CHCEDU009 | | Provide parenting, health and well-being education |
| CHCFAM001 | | Operate in a family law environment |
| CHCFAM003 | | Support people to improve relationship |
| CHCFAM004 | | Facilitate changeovers |
| CHCFAM005 | | Facilitate and monitor contact |
| CHCFAM006 | | Assist families to self-manage contact |
| CHCGRP002 | | Plan and conduct group activities |
| CHCINM001 | | Meet statutory and organisation information requirements |
| CHCLLN001 | | Respond to client language, literacy and numeracy needs |
| CHCMGT001 | | Develop, implement and review quality framework |
| CHCMGT002 | | Manage partnership agreements with service providers |
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| CHCMGT004 | | Secure and manage funding |
| CHCMGT006 | | Coordinate client directed services |
| CHCMHS001 | | Work with people with mental health challenges |
| 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-occurring mental health and alcohol and other drugs challenges |
| CHCMHS006 | | Facilitate the recovery process with the person, their support network and carers |
| CHCMHS008 | | Promote and facilitate self-advocacy |
| CHCMHS011  **DRAFT** | | Assess and promote social, emotional and physical wellbeing |
| CHCPOL002 | | Develop and implement policy |
| CHCPRP001 | | Develop and maintain networks and collaborative partnerships |
| 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 |
| CHCPRT029 | | Work within a practice framework |
| CHCPRT032 | | Provide supervision in a secure system |
| CHCPRT033 | | Provide support to children and youth in out-of-home care |
| 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 |
| CHCSOH021 | | Work with clients within the social housing system |
| CHCYTH013 | | Engage respectfully with young people |
| 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 |
| CHCYTH024 | | Manage service response to young people in crisis |
| HLTAHW031 | | Provide information/strategies to enhance capacities of Aboriginal/Torres Strait Islander families |
| HLTWHS004 | | Manage work health and safety |
| TLIC0031 | | Apply low risk car driving behaviours |
| CHCCCS026 | | Transport individuals |

First aid units – Only one first aid unit may be delivered as an elective in this qualification

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| HLTAID010  **DRAFT** | Provide basic emergency life support |
| HLTAID011 | Provide first aid |
| HLTAID012 | Provide first aid in an education and care setting |
| HLTAID013 | Provide first aid in remote or isolated site |
| HLTAID014 | Provide advanced first aid |

# Qualification Mapping Information

Supersedes and is not equivalent to CHC52021 Diploma of Community Services.

# Links

Companion Volume implementation guides are found in VETNet -