



Australian Government

Department of Education, Employment and Workplace Relations

CHC41308 Certificate IV in Children's Contact Services Work

Release: 1

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Modification History

Not Applicable

Description

This qualification covers workers who are employed in children's contact services and are responsible for the facilitation and/or changeover of contact visits and associated tasks as outlined in contact orders or defined by voluntary clients to the service. Work at this level would occur under the direction of a senior staff member, team leader or coordinator and have limited autonomy.

Occupational titles for these workers may include:

- Children's contact worker
- Children's contact support worker
- Children's contact facilitator
- Sessional contact worker

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

13 units of competency are required for this qualification, including:

- 9 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A OHS electives from which one unit **must** be selected
- Group B electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

Core units

<u>CHCAOD510A</u>	<u>Work effectively with clients with complex alcohol and/or other drugs issues</u>
<u>CHCCHILD401A</u>	<u>Identify and respond to children and young people at risk</u>
<u>CHCCOM302C</u>	<u>Communicate appropriately with clients and colleagues</u>
<u>CHCCONS401B</u>	<u>Facilitate changeover</u>
<u>CHCCONS402B</u>	<u>Facilitate and monitor contact</u>
<u>CHCCONS403B</u>	<u>Support families to develop relationships</u>
<u>CHCDFV301A</u>	<u>Recognise and respond appropriately to domestic and family violence</u>
<u>CHCFAM503B</u>	<u>Work with a child focused approach</u>
<u>CHCFAM518B</u>	<u>Work with involuntary and mandated clients</u>

Group A OHS electives - one unit must be selected

One of the following OHS units **must** be selected for this qualification

<u>HLTOHS300B</u>	<u>Contribute to OHS processes</u>
<u>HLTOHS401A</u>	<u>Maintain workplace OHS processes</u>

The importance of culturally aware and respectful practice

All workers undertaking children's contact services work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Group B electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

Electives are to be selected in line with specified Packaging Rules. The following list of electives is intended to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

CHCCS400B Work within a relevant legal and ethical framework

CHCCS411B Work effectively in the community sector

CHCCS416A Assess and provide services for clients with complex needs

CHCDFV402C Manage own professional development in responding to domestic and family violence

CHCDFV408C Provide support to children affected by domestic and family violence

CHCFAM504B Respond to and contain critical incidents

CHCFAM505B Operate in a family law environment

CHCORG303B Participate effectively in the work environment

CHCRF511A Work in partnership with families to provide appropriate care for children

CHCRF624C Support parents in their parenting role (Note pre-requisite: CHCRF511A)

CHCTC301B Deliver a service consistent with the organisation's mission and values

CHCTC302A Provide client-centred telephone counselling

CHCTC403A Provide telephone counselling in crisis situations

One only of the following units:

CHCCS514A Recognise and respond to individuals at risk

OR

CHCCS521A Assess and respond to individuals at risk of suicide

OR

CHCTC404A Provide competent suicide intervention in a telephone counselling context

HLTFA201B Provide basic emergency life support

Oral health

CHCOHC303A Use basic oral health screening tools

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support and encourage clients and groups to learn practical aspects of oral health care

CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues