



Australian Government

CHCSS00066 Client-oriented service delivery skill set

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in CHC Community Services Training Package release 1.0 and meets the requirements of the New Standards for Training Packages.

Skill Set Description

CHCCOM403A Use targeted communication skills to build relationships

CHCORG423C Maintain quality service delivery

CHCCS314B Deliver services to meet personal needs of clients

CHCICS304B Work effectively with carers

Pathways Information

These units provide credit towards a range of qualifications at Certificate III and Certificate IV.

Licensing/Regulatory Information

Not applicable.

Skill Set Requirements

Not applicable.

Target Group

This skill set has been endorsed by industry as appropriate for people, employed as support or care workers, who provide direct client care in a range of contexts, including aged care, home and community care and disability.

It provides a set of skills for engaging in direct client care work in sectors undergoing significant reform.

Suggest words for Statement of Attainment

This skill set meets the industry requirements for direct client care work in the aged care, home and community care, and disability industries.