CHC30112 Certificate III in Community Services Work

Modification History

<table>
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<tr>
<th>CHC08 Version 4.0</th>
<th>CHC08 Version 4.2</th>
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<td>CHC30108 Certificate III in Community Work</td>
<td>CHC30112 Certificate III in Community Work</td>
<td>Corrections to errors and minor changes to formatting to improve readability. No change to qualification outcome.</td>
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Description

This qualification applies to community work delivered through a broad range of services which provide support to individuals and groups.

This level is appropriate for support workers, case workers and client contact officers and generally, these positions:

- Have direct contact with clients
- Identify presenting needs
- Refer to appropriate services and support.

At this level support workers and case workers may provide day-to-day support in community settings and/or provide assistance with entitlements and benefits under the broad direction of others.

Emotional and practical support may be provided face to face or over the telephone to assist the client and enable an accurate referral to be achieved.

This qualification is available as a broad-based qualification or with a focus on either community services or community development work.

Occupational titles may include:

- Aboriginal or Torres Strait Islander community development worker
- Client contact
- Community care worker
- Assistant community workers (focusing on community health primarily in an Indigenous community)
- Indigenous youth worker
- Intake and referral worker (Aboriginal)
- Juvenile justice court officer
- Juvenile justice officer
- Juvenile justice officer (community)
- Neighbourhood centre worker
- Recreational activities officer (weekend)
- Residential support worker
- Support worker (community based with an orientation toward any or a number of the following: youth, women, families, domestic violence, child protection)
- Tenants working in a range of areas
- Youth case worker (community health service setting - non residential)
- Youth housing support worker
- Youth 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 are required for award of this qualification including:

- 8 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives, recommended as a foundation for community services work
- Group B electives, recommended as a foundation for community development work
- 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 TGA or other public listing

Core units
CHCADMIN305F Work within the administration protocols of the organisation
CHCCD412B Work within a community development framework
CHCCOM302D Communicate appropriately with clients and colleagues
CHCCS308B Provide first point of contact
CHCCS411C Work effectively in the community sector
CHCNET301D Participate in networks
CHCORG303C Participate effectively in the work environment
AND one only of the following units:
CHCWHS312A Follow WHS safety procedures for direct care work
OR
HLTWHS300A Contribute to WHS processes

The importance of culturally aware and respectful practice
All workers undertaking work in community services 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.

Relevant electives
Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.
**CHC30108 Certificate III in Community Services Work** enables selection of specific electives recommended for further work in community services or community development.

**Group A - electives recommended for community services work**

The following units of competency are recommended for community services work:
- CHCCS401C Facilitate responsible behaviour
- CHCCS422B Respond holistically to client issues and refer appropriately

**Group B - electives recommended for community development work**

The following units of competency are recommended for community development work:
- CHCCD401E Support community participation
- CHCCD404E Develop and implement community programs
- CHCCS414A Provide education and support on parenting, health and well being

Other relevant electives
- BSBINM201A Process and maintain workplace information
- CHCAC318B Work effectively with older people
- CHCAD401D Advocate for clients
- CHCAOD402B Work effectively in the alcohol and other drugs sector
- CHCAOD406E Work with clients who are intoxicated
- CHCAOD407E Provide needle and syringe services
- CHCCD307D Support community resources
- CHCCD401E Support community participation
- CHCCD402B Develop and provide community education projects
- CHCCD404E Develop and implement community programs
- CHCCD413E Work within specific communities
- CHCHILD404B Support the rights and safety of children and young people
- CHCCS419C Provide support services to clients
- CHCCW301C Operate under a casework framework
- CHCDFV301A Recognise and respond appropriately to domestic and family violence
- CHCDIS301C Work effectively with people with a disability
- CHCGROUP302D Support group activities
- CHCINF302D Maintain the organisation's information systems
- CHCINF408C Comply with information requirements of the aged care and community care sectors
- CHCMH301C Work effectively in mental health
- or
- CHCMH411A Work with people with mental health issues
- CHCYTH301E Work effectively with young people
- CHCYTH401B Engage respectfully with young people
- CHCYTH402C Work effectively with young people in the youth work context
- HLTFA311A Apply first aid
- HLTFA302C Provide first aid in remote situation (Note pre-requisite: HLTFA301C)
- HLTFA412A Apply advanced first aid (Note pre-requisite: HLTFA301C)
- HLTHIR403C Work effectively with culturally diverse clients and co-workers
- HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people
- Financial literacy education electives
- CHCFLE301A Work with clients needing financial literacy education
- CHCFLE302A Educate clients in fundamental financial literacy skills
- CHCFLE303A Educate clients to understand debt and consumer credit