



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHC42508 Certificate IV in Community Services (Information, advice and referral)**

**Release: 1**

## **CHC42508 Certificate IV in Community Services (Information, advice and referral)**

### **Modification History**

Not Applicable

### **Description**

This qualification applies to personal advisers who work with a broad range of people, working, for example, in citizen advice bureaus and information referral services.

The work involves assisting clients in economic and social participation through accurate referrals to service providers and to other resources within the community, monitoring their progress and maintaining relevant records.

**Occupational titles** may include:

- Community advisory worker
- Information worker
- Personal adviser
- Referrals manager

### **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

15 units are required for award of this qualification including:

- 9 core units
- 6 elective units

A wide range of elective units is available, including:

- Group A electives of which one must be selected for this qualification
- Group B elective which is 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 3 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

BSBINM201A Process and maintain workplace information

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400B Work within a relevant legal and ethical framework

CHCCS407B Operate referral procedures

CHCCS411B Work effectively in the community sector

CHCCS416A Assess and provide services for clients with complex needs

CHCCS422A Respond holistically to client issues and refer appropriately

CHCLD415A Confirm client developmental status

CHCORG405D Maintain an effective work environment

#### Group A electives - one unit must be selected

One of the following units must be selected for this qualification

HLTHIR403C Work effectively with culturally diverse clients and co-workers

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

#### The importance of culturally aware and respectful practice

All workers undertaking community 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 elective - recommended for culturally aware and respectful practice

This qualification has been structured to provide a specific focus on either Aboriginal and/or Torres Strait Islander or culturally diverse clients. Where work involves a specific focus on both Aboriginal and/or Torres Strait Islander and culturally diverse clients or communities, candidates are recommended to select whichever of the following units is not selected from Group A.

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 grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

#### **Networking and information electives**

CHCINF403D Coordinate information systems

CHCINF407D Meet information needs of the community

CHCNET402A Establish and maintain effective networks

CHCNET404A Facilitate links with other services

CHCNET501B Work effectively with other services and networks

CHCNET503C Develop new networks

CHCPOL403B Undertake research activities

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

#### **Working with older people**

CHCAC416A Facilitate support responsive to the specific nature of dementia

CHCAC417A Implement interventions with older people at risk of falls

CHCPA402B Plan for and provide care services using a palliative approach

#### **Working with people with disabilities**

CHCCS413A Support individuals with autism spectrum disorder

CHCDIS301B Work effectively with people with a disability

CHCDIS410A Facilitate community participation and inclusion

CHCDIS411A Communicate using augmentative and alternative communication strategies

#### **Working with people with mental health issues**

CHCMH301B Work effectively in mental health

CHCMH402A Apply understanding of mental health issues and recovery processes

CHCMH411A Work with people with mental health issues

#### **Working with people with alcohol and other drug issues**

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD407D Provide needle and syringe services

CHCAOD408A Assess needs of clients with alcohol and/or other drugs issues

CHCAOD409D Provide alcohol and/or other drug withdrawal services

HLTFA301C Apply first aid

HLTFA402C Apply advanced first aid (Note pre-requisite HLTFA301C)

#### **Working with children and young people**

CHCCHILD404A Support the rights and safety of children and young people

CHCCS401B Facilitate responsible behaviour

CHCYTH301E Work effectively with young people

- CHCYTH402B Work effectively with young people in the youth work context  
CHCYTH404D Support young people in crisis (Note pre-requisite: CHCYTH301E)  
CHCYTH511B Work effectively with young people and their families

**Work in community development**

- CHCCD412B Work within a community development framework  
CHCCD413D Work within specific communities

**Team coordination and supervision**

- CHCCS505A Provide supervision support to community sector workers  
CHCCS513B Maintain an effective community sector work environment  
CHCINF403D Coordinate information systems  
CHCINF505C Meet statutory and organisation information requirements  
CHCORG406B Supervise work  
CHCORG423B Maintain quality service delivery  
CHCORG506D Coordinate the work environment  
HLTOHS401A Maintain workplace OHS processes

**Case work and case management**

- CHCCM401D Undertake case management  
CHCCM503C Develop, facilitate and monitor all aspects of case management  
CHCCS401B Facilitate responsible behaviour

**Client service electives**

- CHCAD402D Support the interests, rights and needs of clients within duty of care requirements  
CHCCH301B Work effectively in social housing  
CHCCH427A Work effectively with people experiencing or at risk of homelessness  
CHCCS314B Deliver services to meet personal needs of clients  
CHCCS408B Establish and monitor participation plans  
CHCCS503A Develop, implement and review services and programs to meet client needs  
CHCDFV301A Recognise and respond appropriately to domestic and family violence  
CHCLD515A Analyse client information for service planning and delivery (Note pre-requisite CHCLD415A)  
CHCLEG411A Use relevant legislation in response to client needs  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCRF402B Provide intervention support to children and families  
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  
CHCTC404A Provide competent suicide intervention in a telephone counselling context

**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

**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  
health issues

Recognise and respond to signs and symptoms that may indicate oral