



**Australian Government**

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

# **CHC42512 Certificate IV in Community Services (Information, advice and referral)**

**Release: 1**

## CHC42512 Certificate IV in Community Services (Information, advice and referral)

### Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC42508 Certificate IV in Community Services (Information, advice and referral)	CHC42512 Certificate IV in Community Services (Information, advice and referral)	Updated unit codes and imported units. Addition of 'Assessment, carer support and respite coordination electives'. No change to qualification outcome.

### 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 TGA or other public listing

#### Core units

BSBINM201A Process and maintain workplace information

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS407C Operate referral procedures

CHCCS411C Work effectively in the community sector

CHCCS416B Assess and provide services for clients with complex needs

CHCCS422B Respond holistically to client issues and refer appropriately

CHCLD415A Confirm client developmental status

CHCORG405E 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**

CHCINF403E Coordinate information systems

CHCINF407D Meet information needs of the community

CHCNET402B Establish and maintain effective networks

CHCNET404B Facilitate links with other services

CHCNET501C Work effectively with other services and networks

CHCNET503D Develop new networks

CHCPOL403C 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**

CHCCS413B Support individuals with autism spectrum disorder

CHCDIS301C 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**

CHCMH301C Work effectively in mental health

CHCMH402B 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

CHCAOD407E Provide needle and syringe services

CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues

CHCAOD409E Provide alcohol and/or other drug withdrawal services

HLTFA311A Apply first aid

HLTFA412A Apply advanced first aid (*Note pre-requisite HLTFA311A*)

**Working with children and young people**

CHCCHILD404B Support the rights and safety of children and young people

CHCCS401C Facilitate responsible behaviour

CHCYTH301E Work effectively with young people

CHCYTH402C Work effectively with young people in the youth work context

CHCYTH404E 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

CHCCD413E Work within specific communities

**Team coordination and supervision**

CHCCS505B Provide supervision support to community sector workers

CHCCS513C Maintain an effective community sector work environment

CHCINF403E Coordinate information systems

CHCINF505D Meet statutory and organisation information requirements

CHCORG406C Supervise work

CHCORG423C Maintain quality service delivery

CHCORG506E Coordinate the work environment

HLTWHS401A Maintain workplace WHS processes

**Case work and case management**

CHCCM401D Undertake case management

CHCCM503C Develop, facilitate and monitor all aspects of case management

CHCCS401C Facilitate responsible behaviour

**Client service electives**

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

CHCCH301C Work effectively in social housing

CHCCH427B 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

CHCCS503B 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

CHCTC301C Deliver a service consistent with the organisation's mission and values

CHCTC302B Provide client-centred telephone counselling

CHCTC403B Provide telephone counselling in crisis situations

CHCTC404B 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**

CHCOHC303B Use basic oral health screening tools  
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health  
CHCOHC402A Support 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

**Assessment, carer support and respite coordination electives**

CHCRCP401A Use telephone communication skills to assess caller's needs  
CHCRCP402A Conduct assessment of carer's needs  
CHCRCP403A Support carers to access information and services