



Australian Government

Department of Education, Employment and Workplace Relations

CHC51812 Diploma of Family Intake and Support Work

Release: 1

CHC51812 Diploma of Family Intake and Support Work

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC51808 Diploma of Family Intake and Support Work	CHC51812 Diploma of Family Intake and Support Work	upgrade core WHS units

Description

This qualification covers workers employed in services that provide relationship support and interventions for families and/or couples. Examples of the types of services provided include family relationship support programs, telephone advice, and family mediation and counselling services.

Workers in these roles may provide some non-therapeutic supports, such as provision of information, initial intake, referral, advocacy, administrative tasks and participation in case planning.

These workers generally undertake tasks with minimal direct supervision and may use elements of counselling and/or dispute resolution skills when working with clients. However, primary job functions do not involve higher level clinical or therapeutic interventions.

Occupational titles for these workers may include:

- Aboriginal family consultant
- Advocacy worker
- Case worker
- Client intake worker
- Client services officer
- Family assessment worker
- Family support worker
- Information and referral worker

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

To gain entry into *CHC51812 Diploma of Family Intake and Support Work* it is recommended that candidates have sufficient relevant work experience to indicate likely success at this level of qualification in a job role involving:

- The self-directed application of knowledge with substantial depth in some areas
- The exercise of independent judgement and decision-making
- The application of relevant technical and other skills.

Employability Skills Summary

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

Packaging Rules

PACKAGING RULES

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

- 8 core units
- 6 elective units

A wide range of elective units is available, including:

- Group A 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 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 TGA or other public listing

Core units

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS419C Provide support services to clients

CHCCS422B Respond holistically to client issues and refer appropriately

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCFAM505B Operate in a family law environment

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS501A Manage workplace WHS processes

The importance of culturally aware and respectful practice

All workers undertaking work with families 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 A elective - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

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 certain electives as required to address specific workplace needs.

Case management electives

CHCCM503C Develop, facilitate and monitor all aspects of case management

CHCCM504D Promote high quality case management

CHCCW301C Operate under a casework framework

Family relationship electives

CHCCHILD504C Assess risk of harm to children and young people

CHCFAM503B Work with a child focused approach

CHCFAM806B Assist clients to develop parenting arrangements

CHCORG428A Reflect on and improve own professional practice

CHCPROT502E Undertake and implement planning with at-risk children and young people and their families

Domestic and family violence electives

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

CHCDFV403C Provide crisis intervention and support to those experiencing domestic and family violence

CHCDFV404C Promote community awareness of domestic and family violence

CHCDFV406C Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities

CHCDFV407C Provide domestic and family violence support in non-English speaking background communities

CHCDFV408C Provide support to children affected by domestic and family violence

CHCDFV509D Work with users of violence to effect change

Information and referral electives

CHCAD504B Provide advocacy and representation services

CHCAD603B Provide systems advocacy services

CHCADMIN305F Work within the administration protocols of the organisation

CHCCS407C Operate referral procedures

CHCCS416B Assess and provide services for clients with complex needs

CHCINF505D Meet statutory and organisation information requirements

CHCINF606D Manage information strategically

CHCNET404B Facilitate links with other services

CHCORG303C Participate effectively in the work environment

CHCORG615D Promote the organisation

CHCORG621D Act as a resource to other services

CHCPOL301B Participate in policy development

Leadership and management electives

BSBR501A Manage risk

CHCCM605C Develop practice standards

CHCCS607E Coordinate in-service assessment and response to address client needs
CHCDFV510D Facilitate workplace debriefing and support processes
CHCFAM504C Respond to and contain critical incidents
CHCORG423C Maintain quality service delivery
CHCORG619D Manage quality of organisation's service delivery outcomes
CHCORG627B Provide mentoring support to colleagues
CHCPOL504B Develop and implement policy
PSPMNGT605B Manage diversity

Counselling electives

CHCCSL501A Work within a structured counselling framework
CHCCSL502A Apply specialist interpersonal and counselling interview skills
CHCCSL503B Facilitate the counselling relationship
CHCCSL507B Support clients in decision-making processes
CHCCSL509A Reflect and improve upon counselling skills (*Note pre-requisites CHCCSL501A, CHCCSL503B, CHCCSL507B*)
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

Mediation electives

CHCMED411B Conduct a sound assessment of a dispute in preparation for mediation
CHCMED412B Gather and clarify information for the mediation process
CHCMED413B Manage communication processes to define the dispute
CHCMED414A Facilitate mediation processes
CHCMED415A Facilitate interaction between parties in mediation
CHCMED416C Consolidate and conclude the mediation process
CHCMED417B Reflect and improve upon professional mediation practice
CHCMED418C Identify the need for alternative dispute resolution
CHCMED419C Facilitate alternative dispute resolution processes

Other electives

CHCAOD510B Work effectively with clients with complex alcohol and/or other drugs issues
CHCCH427B Work effectively with people experiencing or at risk of homelessness
CHCCS521B Assess and respond to individuals at risk of suicide
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively
CHCMH301C Work effectively in mental health
CHCMH411A Work with people with mental health issues
CHCYTH506B Provide services for young people appropriate to their needs and circumstances
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people
PSPMNGT605B Manage diversity
AHCCCF411A Develop approaches to include cultural and human diversity