



**Australian Government**

# **CHC42021 Certificate IV in Community Services**

**Release: 1**

# CHC42021 Certificate IV in Community Services

## Modification History

Not applicable.

## Qualification Description

This qualification reflects the role of community service workers who deliver and support person-centred services to individuals and groups. Workers may provide support, advocacy or interventions to individual persons, groups or communities across a range of services.

At this level, workers may be autonomous with limited responsibility within established parameters and may supervise others. Work may take place in a range of community service, case work or case management contexts.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

*No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.*

## Entry Requirements

There are no entry requirements for this qualification.

## Packaging Rules

15 units must be completed:

- 7 core units
- 8 elective units, consisting of:
  - at least 6 units from the electives listed below
  - up to 2 units from the list below or any endorsed Training Package or accredited course.

All electives chosen must contribute to a valid, industry-supported vocational outcome.

### Core Units

CHCADV001 Facilitate the interests and rights of clients

CHCCOM002 Use communication to build relationships

CHCDFV001 Recognise and respond appropriately to domestic and family violence

CHCDIV001 Work with diverse people

CHCLEG001 Work legally and ethically

- CHCPRP001 Develop and maintain networks and collaborative partnerships
- HLTWHS002 Follow safe work practices for direct client care

**Elective Units**

- CHCADV002 Provide advocacy and representation services
- CHCADV003 Represent clients in court
- CHCAOD001 Work in an alcohol and other drugs context
- CHCAOD002 Work with clients who are intoxicated
- CHCAOD003 Provide needle and syringe services
- CHCAOD004 Assess needs of clients with alcohol and other drugs issues
- CHCAOD005 Provide alcohol and other drugs withdrawal services
- CHCCCS001 Address the needs of people with chronic disease
- CHCCCS003 Increase the safety of individuals at risk of suicide
- CHCCCS004 Assess co-existing needs
- CHCCCS006 Facilitate individual service planning and delivery
- CHCCCS008 Develop strategies to address unmet needs
- CHCCCS009 Facilitate responsible behaviour
- CHCCCS010 Maintain a high standard of service
- CHCCCS014 Provide brief interventions
- CHCCCS017 Provide loss and grief support
- CHCCCS018 Provide suicide bereavement support
- CHCCCS019 Recognise and respond to crisis situations

CHCCCS020	Respond effectively to behaviours of concern
CHCCCS028	Provide client-centred support to people in crisis
CHCCCS030	Determine and respond to carer needs
CHCCCS031	Provide individualised support
CHCCCS033	Identify and report abuse
CHCCCS037	Visit client residence
CHCCCS038	Facilitate the empowerment of people receiving support
CHCCDE019	Work within a community development framework
CHCCDE020	Implement participation and engagement strategies
CHCCDE021	Develop and support community resources
CHCCDE022	Work to empower Aboriginal and/or Torres Strait Islander communities
CHCCDE023	Develop and provide community projects
CHCCOM001	Provide first point of contact
CHCCSM009	Facilitate goal-directed planning
CHCCSM010	Implement case management practice
CHCCSM013	Facilitate and review case management
CHCDEV004	Confirm developmental status
CHCDFV002	Provide support to children affected by domestic and family violence
CHCDFV003	Promote community awareness of domestic and family violence
CHCDFV004	Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities
CHCDFV005	Provide domestic and family violence support

	in non-English speaking background communities
CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
CHCDIS014	Develop and use strategies for communication with augmentative and alternative communication systems
CHCDIS017	Facilitate community participation and social inclusion
CHCDIS019	Provide person-centred services to people with disability with complex needs
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCEDU003	Provide sexual and reproductive health information to clients
CHCEDU005	Work with clients to identify financial literacy education needs
CHCEDU006	Improve clients' fundamental financial literacy skills
CHCEDU007	Provide group education on consumer credit and debt
CHCEDU009	Provide parenting, health and well-being education
CHCEDU010	Prepare and evaluate relationship education programs
CHCEDU011	Work with parents or carers of very young children
CHCEDU012	Facilitate couple processes in group work
CHCFAM001	Operate in a family law environment
CHCFAM003	Support people to improve relationships
CHCFAM004	Facilitate changeovers

CHCFAM005	Facilitate and monitor contact
CHCFAM006	Assist families to self-manage contact
CHCFAM009	Facilitate family intervention strategies
CHCFAM010	Provide intervention support to families
CHCGMB001	Assess the needs of clients with problem gambling issues
CHCGRP002	Plan and conduct group activities
CHCGRP003	Plan, facilitate and review psycho-educational groups
CHCGRP004	Deliver structured programs
CHCINM002	Meet community information needs
CHCLEG002	Interpret and use legal information
CHCLLN001	Respond to client language, literacy and numeracy needs
CHCMED004	Prepare for mediation
CHCMED005	Facilitate mediation
CHCMED006	Consolidate and conclude mediation
CHCMGT005	Facilitate workplace debriefing and support processes
CHCMGT006	Coordinate client directed services
CHCMHS001	Work with people with mental health issues
CHCMHS003	Provide recovery oriented mental health services
CHCMHS011	Assess and promote social, emotional and physical wellbeing
CHCPAL003	Deliver care services using a palliative approach
CHCPAL004	Contribute to planning and implementation of care services using a palliative approach

CHCPAS003	Plan for the provision of pastoral and spiritual care
CHCPAS004	Provide pastoral and spiritual care
CHCPOL001	Contribute to the review and development of policies
CHCPRP003	Reflect on and improve own professional practice
CHCPRP005	Engage with health professionals and the health system
CHCPRT025	Identify and report children and young people at risk
CHCPRT026	Support the rights and safety of children and young people
CHCPRT027	Work collaboratively to maintain an environment safe for children and young people
CHCSET003	Work with forced migrants
CHCSET004	Undertake bicultural work with forced migrants in Australia
CHCSOH013	Work with people experiencing or at risk of homelessness
CHCSOH014	Manage and maintain tenancy agreements and services
CHCSOH021	Work with clients within the social housing system
CHCVOL002	Lead volunteer teams
CHCVOL003	Recruit, induct and support volunteers
CHCVOL004	Manage volunteer workforce development
CHCYTH013	Engage respectfully with young people
CHCYTH014	Work effectively with young people in the youth work context
CHCYTH015	Support young people to create opportunities

in their lives

HLTAID011 Provide First Aid

HLTWHS006 Manage personal stressors in the work environment

## Qualification Mapping Information

Supersedes and is not equivalent to CHC42015 Certificate IV in Community Services.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>