



Australian Government

CHC42021 Certificate IV in Community Services

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Modification History

Release	Comments
2	Minor change to update superseded equivalent unit of competency.
1	This qualification was first released in CHC Community Services Release 8.0.

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.

Licensing/Regulatory Information

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

Entry Requirements

This qualification has no entry requirements.

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

CHCADV0 01	Facilitate the interests and rights of clients
CHCCOM0 02	Use communication to build relationships
CHCDFV00 1	Recognise and respond appropriately to domestic and family violence
CHCDIV00 1	Work with diverse people
CHCLEG00 1	Work legally and ethically
CHCPRP00 1	Develop and maintain networks and collaborative partnerships
HLTWHS0 02	Follow safe work practices for direct client care
Elective Units	
CHCADV0 02	Provide advocacy and representation services
CHCADV0 03	Represent clients in court
CHCAOD0 01	Work in an alcohol and other drugs context
CHCAOD0 02	Work with clients who are intoxicated
CHCAOD0 03	Provide needle and syringe services
CHCAOD0 04	Assess needs of clients with alcohol and other drugs issues
CHCAOD0 05	Provide alcohol and other drugs withdrawal services
CHCCCS00 1	Address the needs of people with chronic disease
CHCCCS00 3	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 deliver community projects
CHCCOM001	Provide first point of contact
CHCCSM009	Facilitate goal directed planning
CHCCSM010	Implement case management practice
CHCCSM017	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

CHCDIS01 7	Facilitate community participation and social inclusion
CHCDIS01 9	Provide person-centred services to people with disability with complex needs
CHCDIV00 2	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCEDU0 03	Provide sexual and reproductive health information to clients
CHCEDU0 05	Work with clients to identify financial literacy education needs
CHCEDU0 06	Improve clients' fundamental financial literacy skills
CHCEDU0 07	Provide group education on consumer credit and debt
CHCEDU0 09	Provide parenting, health and well-being education
CHCEDU0 10	Prepare and evaluate relationship education programs
CHCEDU0 11	Work with parents or carers of very young children
CHCEDU0 12	Facilitate couple processes in group work
CHCFAM0 01	Operate in a family law environment
CHCFAM0 03	Support people to improve relationships
CHCFAM0 04	Facilitate changeovers
CHCFAM0 05	Facilitate and monitor contact
CHCFAM0 06	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

Pre-requisite Requirements

Unit of competency	Prerequisite requirement
CHCPAL004 Contribute to planning and implementation of care services using a palliative approach	CHCPAL003 Deliver care services using a palliative approach

Qualification Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
CHC42021 Certificate IV in Community Services	CHC42015 Certificate IV in Community Services	Non equivalent. Qualification Code changed. Changes to Packaging Rules. Deletions and additions to core and elective units.	Not-Equivalent

Links

Companion volumes, including implementation guides, are found on the national training register - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>.