



Australian Government

Department of Education, Employment and Workplace Relations

CHC30108 Certificate III in Community Services Work

Release: 1

CHC30108 Certificate III in Community Services Work

Modification History

Not Applicable

Description

This qualification applies to community work delivered through a broad range of services which provide support to individuals and groups.

This level is appropriate for support workers, case workers and client contact officers and generally, these positions:

- Have direct contact with clients
- Identify presenting needs
- Refer to appropriate services and support.

At this level support workers and case workers may provide day-to-day support in community settings and/or provide assistance with entitlements and benefits under the broad direction of others.

Emotional and practical support may be provided face to face or over the telephone to assist the client and enable an accurate referral to be achieved.

This qualification is available as a broad-based qualification or with a focus on either community services or community development work.

Occupational titles may include:

- Aboriginal or Torres Strait Islander community development worker
- Client contact
- Community care worker
- Assistant community workers (focusing on community health primarily in an Indigenous community)
- Indigenous youth worker
- Intake and referral worker (Aboriginal)
- Juvenile justice court officer
- Juvenile justice officer
- Juvenile justice officer (community)
- Neighbourhood centre worker
- Recreational activities officer (weekend)
- Residential support worker
- Support worker (community based with an orientation toward any or a number of the following: youth, women, families, domestic violence, child protection)
- Tenants working in a range of areas
- Youth case worker (community health service setting - non residential)
- Youth housing support worker
- Youth worker

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

13 units are required for award of this qualification including:

- 8 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A electives, recommended as a foundation for community services work
- Group B electives, recommended as a foundation for community development work
- 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 the NTIS or other public listing

Core units

CHCADMIN305E Work within the administration protocols of the organisation

CHCCD412B Work within a community development framework

CHCCOM302C Communicate appropriately with clients and colleagues

CHCCS308B Provide first point of contact

CHCCS411B Work effectively in the community sector

CHCNET301D Participate in networks

CHCORG303B Participate effectively in the work environment

AND one only of the following units:

CHCOHS312B Follow safety procedures for direct care work

OR

HLTOHS300B Contribute to OHS processes

The importance of culturally aware and respectful practice

All workers undertaking work in community services 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.

Relevant electives

Electives are to be selected in line with specified Packaging Rules. Employers may specify that certain electives are required to address specific workplace needs.

CHC30108 Certificate III in Community Services Work enables selection of specific electives recommended for further work in community services or community development.

Group A - electives recommended for community services work

The following units of competency are recommended for community services work:

CHCCS401B Facilitate responsible behaviour

CHCCS422A Respond holistically to client issues and refer appropriately

Group B - electives recommended for community development work

The following units of competency are recommended for community development work:

CHCCD401D Support community participation

CHCCD404D Develop and implement community programs

CHCCS414A Provide education and support on parenting, health and well being

Other relevant electives

BSBINM201A Process and maintain workplace information

CHCAC318B Work effectively with older people

CHCAD401D Advocate for clients

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD406D Work with clients who are intoxicated

CHCAOD407D Provide needle and syringe services

CHCCD307C Support community resources

CHCCD401D Support community participation

CHCCD402A Develop and provide community education projects

CHCCD404D Develop and implement community programs

CHCCD413D Work within specific communities

CHCCHILD404A Support the rights and safety of children and young people

CHCCS419B Provide support services to clients

CHCCW301C Operate under a casework framework

CHCDFV301A Recognise and respond appropriately to domestic and family violence

CHCDIS301B Work effectively with people with a disability

CHCGROUP302D Support group activities

CHCINF302C Maintain the organisation's information systems

CHCINF408C Comply with information requirements of the aged care and community care sectors

CHCMH301B Work effectively in mental health

or

CHCMH411A Work with people with mental health issues

CHCYTH301E Work effectively with young people

CHCYTH401B Engage respectfully with young people

CHCYTH402B Work effectively with young people in the youth work context

HLTFA301C Apply first aid

HLTFA302B Provide first aid in remote situation (Note pre-requisite: HLTFA301C)

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

HLTHIR403C Work effectively with culturally diverse clients and co-workers

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

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

