



**Australian Government**

# **CHC52021 Diploma of Community Services**

**Release: 1**

# CHC52021 Diploma of Community Services

## Modification History

Not applicable.

## Qualification Description

This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

Workers support people to make change in their lives to improve personal and social wellbeing and may also have responsibility for the supervision of other workers and volunteers. They may also undertake case management and program coordination.

To achieve this qualification, the candidate must have completed at least 200 hours of work as detailed in the Assessment Requirements of units of competency.

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

20 units must be completed:

- 12 core units
- 8 elective units, consisting of:
  - at least 6 units from amongst the electives listed in Group A, B, C, D or E below
  - up to 2 units from the electives listed below, any endorsed Training Package or accredited course.

Where appropriate, electives may be packaged to provide a qualification with a specialisation.

Packaging for each specialisation:

- at least 4 Group A electives must be selected for the award of *Diploma of Community Services (Case Management)*
- at least 3 Group B electives must be selected for award of the *Diploma of Community Services (Social Housing)*

- at least 3 Group C electives must be selected for award of the *Diploma of Community Services (Child, Youth and Family Welfare)*
- at least 3 Group D electives must be selected for award of the *Diploma of Community Services (Responding to Family Violence)*.

Where two or more specialisations are completed, this should be noted on the testamur when awarding the qualification. For example, *Diploma of Community Services (Case Management, Social Housing and Child, Youth and Family Welfare)*.

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

### **Core Units**

CHCCCS004	Assess co-existing needs
CHCCCS007	Develop and implement service programs
CHCCCS019	Recognise and respond to crisis situations
CHCCSM013	Facilitate and review case management
CHCDEV005	Analyse impacts of sociological factors on people in community work and services
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS003	Maintain work health and safety

### **Elective Units**

#### **Group A – Case Management**

CHCCSM009	Facilitate goal-directed planning
CHCCSM010	Implement case management practice

- CHCCSM012 Coordinate complex case requirements
- CHCCSM014 Provide case management supervision
- CHCCSM015 Undertake case management in a child protection framework
- CHCCSM016 Undertake advanced assessments

### **Group B – Social Housing**

- CHCADV004 Represent organisation in court or tribunal
- CHCSOH013 Work with people experiencing or at risk of homelessness
- CHCSOH014 Manage and maintain tenancy agreements and services
- CHCSOH019 Manage head lease
- CHCSOH020 Develop quality systems in line with registration standards
- CHCSOH022 Develop social housing enterprise opportunities
- CHCSOH023 Acquire properties by purchase or transfer

### **Group C – Child, Youth and Family Welfare**

- CHCCSM015 Undertake case management in a child protection framework
- CHCMHS013 Implement trauma informed care
- CHCPRT025 Identify and report children and young people at risk
- CHCPRT027 Work collaboratively to maintain an environment safe for children and young people

### **Group D – Responding to Family Violence**

- CHCCCS033 Identify and report abuse
- CHCDFV002 Provide support to children affected by domestic and family violence
- CHCDFV004 Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities

- CHCDFV006 Counsel clients affected by domestic and family violence
- CHCDFV007 Work with users of violence to effect change
- CHCDFV009 Establish change promoting relationship with users of domestic and family violence
- CHCDFV012 Make safety plans with people who have been subjected to domestic and family violence
- CHCMHS007 Work effectively in trauma informed care
- CHCPOL003 Research and apply evidence to practice

### **Group E - General Electives**

- BSBPEF401 Manage personal health and wellbeing
- CHCADV002 Provide advocacy and representation services
- CHCADV003 Represent clients in court
- CHCADV005 Provide systems advocacy services
- CHCAOD004 Assess needs of client with alcohol and other drugs issues
- CHCAOD005 Provide alcohol and other drugs withdrawal services
- CHCAOD007 Develop strategies for alcohol and other drugs relapse prevention and management
- CHCAOD008 Provide advanced interventions to meet the needs of clients with alcohol and other drugs issues
- CHCAOD009 Develop and review individual alcohol and other drugs treatment plans
- CHCCCS003 Increase the safety of individuals at risk of suicide
- CHCCCS009 Facilitate responsible behaviour
- CHCCCS035 Support people with autism spectrum disorder
- CHCCCS038 Facilitate the empowerment of people receiving support
- CHCCDE023 Develop and deliver community projects

CHCCDE024	Support community action
CHCCDE025	Develop and support community leadership
CHCCDE026	Develop and lead community engagement strategies to enhance participation
CHCCDE027	Implement community development strategies
CHCCDE028	Work within organisation and government structures to enable community development outcomes
CHCCDE031	Develop and implement a community renewal plan
CHCCOM003	Develop workplace communication strategies
CHCCOM004	Present information to stakeholder groups
CHCCSL001	Establish and confirm the counselling relationship
CHCCSL002	Apply specialist interpersonal and counselling interview skills
CHCCSL003	Facilitate the counselling relationship and process
CHCCSL007	Support counselling clients in decision-making processes
CHCDEV004	Confirm developmental status
CHCDEV006	Analyse information for service planning and delivery
CHCDFV007	Work with users of violence to effect change
CHCDIS015	Develop and provide person-centred service responses
CHCDIS016	Develop and promote positive person-centred behaviour supports
CHCDIS017	Facilitate community participation and social inclusion
CHCDIS019	Provide person-centred services to people with disability with complex needs
CHCDIV003	Manage and promote diversity
CHCEDU002	Plan health promotion and community intervention

CHCEDU003	Provide sexual and reproductive health information to clients
CHCEDU004	Develop, implement and review sexual and reproductive health education programs
CHCEDU009	Provide parenting, health and well-being education
CHCFAM001	Operate in a family law environment
CHCFAM003	Support people to improve relationship
CHCFAM004	Facilitate changeovers
CHCFAM005	Facilitate and monitor contact
CHCFAM006	Assist families to self-manage contact
CHCGRP002	Plan and conduct group activities
CHCINM001	Meet statutory and organisation information requirements
CHCLLN001	Respond to client language, literacy and numeracy needs
CHCMGT001	Develop, implement and review quality framework
CHCMGT002	Manage partnership agreements with service providers
CHCMGT003	Lead the work team
CHCMGT004	Secure and manage funding
CHCMGT006	Coordinate client directed services
CHCMHS001	Work with people with mental health issues
CHCMHS002	Establish self-directed recovery relationships
CHCMHS003	Provide recovery oriented mental health services
CHCMHS004	Work collaboratively with the care network and other services
CHCMHS005	Provide services to people with co-existing mental health and alcohol and other drugs issues
CHCMHS006	Facilitate the recovery process with the person,

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	family and carers
CHCMHS008	Promote and facilitate self advocacy
CHCMHS011	Assess and promote social, emotional and physical wellbeing
CHCPOL002	Develop and implement policy
CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCPRP004	Promote and represent the service
CHCPRP005	Engage with health professionals and the health system
CHCPRT026	Support the rights and safety of children and young people
CHCPRT029	Work within a practice framework
CHCPRT032	Provide supervision in a secure system
CHCPRT033	Provide support to children and youth in out-of-home care
CHCPRT034	Work with children and young people with complex trauma and attachment issues and needs
CHCSET003	Work with forced migrants
CHCSET004	Undertake bicultural work with forced migrants in Australia
CHCSOH021	Work with clients within the social housing system
CHCYTH013	Engage respectfully with young people
CHCYTH016	Respond to critical situations
CHCYTH017	Develop and implement procedures to enable young people to address their needs
CHCYTH022	Provide services for the needs and circumstances of young people
CHCYTH024	Manage service response to young people in crisis
HLTAID014	Provide Advanced First Aid



HLTAHW031 Provide information/strategies to enhance capacities of Aboriginal/Torres Strait Islander families

## **Qualification Mapping Information**

Supersedes and is not equivalent to CHC52015 Diploma of Community Services.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>