

CHC30408

Certificate III in Disability

Course information and vocational outcomes

This is a nationally accredited course. This qualification addresses work in the community and/or residential facilities under direct or regular supervision within clearly defined organisation guidelines and service plans. These workers:

- Carry out activities to maintain personal care and/or other activities of living for
- people with a disability
- Carry out activities related to an individualised plan
- Report directly to a supervisor and are not responsible for other workers.

This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.

To complete this course fourteen units must be must be selected and completed. They consist of:

- Nine core units
 - Five elective units
- A wide range of elective units is available, including:
- Group A OHS electives of which one unit must be selected for this qualification
 - Group B electives which are recommended for culturally aware and respectful practice
 - Group C elective which is recommended for special consideration
 - 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 two units of competency packaged at this level 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

The importance of culturally aware and respectful practice (Group A units):

All workers in the disability sector 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.

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

- HLTHIR403B - Work effectively with culturally diverse clients and co-workers
- HLTHIR404B - Work effectively with Aboriginal and/or Torres Strait Islander people

Units for special consideration (Group C elective)

The following elective, whilst not required in **all** disability work, is highly recommended to be considered for inclusion in this qualification:

- CHCDIS411A - Communicate using augmentative and alternative communication strategies

Employability Skills

The facets included in the framework are deemed to apply generally to work in the community services industry, with specific customisation required to address work at different levels and sectors of the industry. This Employability Skills Qualification Summary includes all facets listed in the Employability Skills Framework, but have been customised to reflect specific this qualifications requirements:

Communication

- Listening to and understanding *work instructions, directions and feedback*
- Speaking clearly/directly *to relay information*
- Reading and interpreting workplace related documentation, *such as safety requirements and work instructions*
- Writing to address audience needs, *such as forms, case notes and reports*
- Interpreting the needs of internal/ external clients *from clear information and feedback*
- Applying *basic numeracy skills* to workplace requirements *involving measuring and counting*
- Sharing information (*e.g. with other staff, working as part of an allied health team*)
- Negotiating responsively (*e.g. re own work role and/or conditions, possibly with clients*)
- Being appropriately assertive (*e.g. in relation to safe or ethical work practices and own work role*)
- Empathising (*e.g. in relation to others*)

Teamwork

- Working as an individual and a team member
- Working with diverse individuals and groups
- Applying knowledge of own role as part of a team
- Applying teamwork skills to a *limited* range of situations
- Identifying and utilising the strengths of other team members

Problem solving

- Developing practical solutions to workplace problems (*i.e. within scope of own role*)
- Showing independence and initiative in identifying problems (*i.e. within scope of own role*)
- Solving problems individually or in teams (*i.e. within scope of own role*)
- Using numeracy skills to solve problems (*e.g. time management, simple calculations, shift handover*)
- Testing assumptions and taking context into account (*i.e. with an awareness of assumptions made and work context*)
- Listening to and resolving concerns in relation to workplace issues
- Resolving client concerns relative to workplace responsibilities (*i.e. if role has direct client contact*)

Initiative and enterprise

- Adapting to new situations (*i.e. within scope of own role*)
- Being creative in response to workplace challenges (*i.e. within relevant guidelines and protocols*)
- Identifying opportunities that might not be obvious to others (*i.e. within a team or supervised work context*)
- Translating ideas into action (*i.e. within own work role*)
- Developing innovative solutions (*i.e. within a team or supervised work context and within established guidelines*)

Planning and organising

- Collecting, analysing and organising information (*i.e. within scope of own role*)
- Using basic systems for planning and organising (*i.e. if applicable to own role*)
- Being appropriately resourceful
- Taking limited initiative and making decisions within workplace role (*i.e. within authorised limits*)
- Participating in continuous improvement and planning processes (*i.e. within scope of own role*)
- Working within clear work goals and deliverables
- Determining or applying required resources (*i.e. within scope of own role*)
- Allocating people and other resources to tasks and workplace requirements (*only for team leader or leading hand roles*)
- Managing time and priorities (*i.e. in relation to tasks required for own role*)
- Adapting resource allocations to cope with contingencies (*i.e. if relevant to own role*)

Self management

- Being self-motivated (*i.e. in relation to requirements of own work role*)
- Articulating own ideas (*i.e. within a team or supervised work context*)
- Balancing own ideas and values with workplace values and requirements
- Monitoring and evaluating own performance (*i.e. within a team or supervised work context*)
- Taking responsibility at the appropriate level

Learning

- Being open to learning new ideas and techniques
- Learning in a range of settings including informal learning
- Participating in ongoing learning
- Learning in order to accommodate change
- Learning new skills and techniques
- Taking responsibility for own learning (*i.e. within scope of own work role*)
- Contributing to the learning of others (*e.g. by sharing information*)
- Applying a range of learning approaches (*i.e. as provided*)
- *Participating* in developing own learning plans (*e.g. as part of performance management*)

Technology

- Using technology and related workplace equipment (*i.e. if within scope of own role*)
- Using basic technology skills to organise data
- Adapting to new technology skill requirements (*i.e. within scope of own role*)
- Applying OHS knowledge when using technology

The nominal hours for this course are between 523 and 720 hours depending on the units selected.

Successful completion of this course carries with it a Nationally Recognised Certificate.

Course content

Core units

- **CHCCS411A - Work effectively in the community sector (40 nominal hours)**
(This unit of competency describes the skills and knowledge required to work effectively in a community work or service delivery setting with communities, clients, carers, staff, visitors, suppliers and others to meet established work requirements. This unit applies to work in a range of community work or service delivery settings such as: specific communities; community, regional or remote service provider; department of a large institution or organisation; specialised service or organisation; private provider; non government services. Application of this unit should be contextualised within the qualification in which it is being delivered to reflect specific workplace requirements and practices. This unit contains Employability Skills.)

 1. Work ethically
 2. Communicate effectively in a community work or service delivery setting
 3. Work effectively within the community services system
 4. Demonstrate commitment to relevant values and philosophy underpinning work in the sector
 5. Maintain work standards
 6. Take responsibility for personal skill development
 7. Reflect on own practice

- **CHCDIS301A - Work effectively with people with a disability (50 nominal hours)**
(This unit describes the knowledge and skills required as an introduction to working and communicating with people with a disability. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)

 1. Demonstrate an understanding of the delivery of quality services for people with disabilities
 2. Communicate effectively with people with a disability
 3. Demonstrate the capacity to support *rights, interests and needs* of people with disabilities
 4. Demonstrate the capacity to provide support across a range of disability types
 5. Respond to situations of risk or potential risk to people with disabilities

- **CHCDIS302A - Maintain an environment to empower people with disabilities (90 nominal hours)**
(This unit describes the knowledge and skills required by the worker to facilitate the empowerment of a people with disability by fostering self determination, independence and strengths. The skills and knowledge of this unit of competency requires the worker to foster independence and strengths in people with disability. The skills and knowledge should be applied in conjunction with an individualised support plan. This unit contains Employability Skills.)

 1. Work to enhance the independence and 'self-determination' of the person with a disability
 2. Foster the independence of a person with a disability
 3. Contribute to the development and review of *policy and legislation* related to disabilities and disability services

- **CHCDIS322A - Support community participation and inclusion (80 nominal hours)**
(This unit describes the knowledge and skills required by the worker to maximise the participation of a person with a disability into various community settings, functions and activities to enhance their psychosocial well being and lifestyle. The knowledge and skills of this unit of competency are used within the framework of an individualised support plan. This unit contains Employability Skills.)

 1. Support the person with a disability to engage with a *social network* and the broad community
 2. Support strategies for community participation and inclusion according to individualised plan
 3. Assist in minimizing isolation for people with disabilities

- **CHCDIS323A - Contribute to skill development and maintenance (40 nominal hours)**
(This unit describes the knowledge and skills required to participate in supporting people with disability to develop and maintain skills in order to maximise independence. This unit may apply to working with people with disability in a range of residential and community service contexts. This unit contains Employability Skills.)
 1. Work within a context of *skill development* and maintenance
 2. Contribute to skills assessment
 3. Provide strengths-based support
 4. Provide active support
 5. Utilise incidental learning opportunities to enhance skills development
 6. Support implementation of person-centered skills development plans

- **CHCICS301A - Provide support to meet personal care needs (50 nominal hours)**
(This unit describes the knowledge and skills required by workers within their designated role and responsibilities to support or assist a client with their personal care needs within the framework of an individualised care support plan. This unit is appropriate for application in a residential, home care or community care environment with clients who require support to address their personal needs and whose specific support requirements have been assessed and documented in an individualised care support plan. This unit contains Employability Skills.)
 1. Apply understanding of *client's personal support requirements*
 2. Provide support within the context of maximum client participation
 3. Address personal support requirements
 4. Recognise and report changes in client health and/or personal support requirements
 5. Complete reporting and documentation

- **CHCICS302A - Participate in the implementation of individualised plans (15 nominal hours)**
(This unit describes the knowledge and skills required to provide support for people to sustain quality of life according to individualised plans. This unit is appropriate for application in a residential, home care or community care environment with clients who require support to address their personal needs and whose specific support requirements have been assessed and documented in an individualised care support plan. In some settings, aspects of the plan may be assessed and delegated by a health professional and, in these cases, participation in these tasks must be within the limits established by the health professional. This unit contains Employability Skills.)
 1. Plan work activities according to an *individualised plan*
 2. Establish and maintain appropriate relationships with client (and carer)
 3. Provide and monitor support according to the individualised plan
 4. Contribute to ongoing relevance of the individualised plan
 5. Respond to situations of risk to the client within work role and responsibilities
 6. Complete documentation and reporting

- **CHCICS303A - Support individual health and emotional well being (30 nominal hours)**
(This unit describes the knowledge and skills required by the worker to support a client's health and emotional well being. The skills and knowledge of this unit of competency will be applied according to an established individualised plan and with regard for the value and importance of people's health and well being. This unit of competency covers possible indicators of abuse and neglect and a requirement to report to a supervisor. This unit contains Employability Skills.)
 1. Support the *client* to engage with a relevant social *network* and the wider community
 2. Support the client's health
 3. Support the person's emotional and psychological well being
 4. Recognise and accommodate a client's *cultural* and spiritual preferences
 5. Support client to create an *environment* suitable to needs and preferences
 6. Recognise and accommodate the client's *expressions of identity and sexuality*
 7. Complete documentation

- **CHCICS305A - Provide behaviour support in the context of individualised plans (35 nominal hours)**
(This unit describes the knowledge and skills required to support and engage people to use positive and adaptive responses in their daily routines. The knowledge and skills of this unit of competency are applied within the context of a behaviour support plan or individualised support plan. This unit contains Employability Skills.)
 1. Follow daily lifestyle routines
 2. Contribute to the development of a behaviour support plan
 3. Provide support to the person to use positive and adaptive responses
 4. Complete documentation

Group A OHS electives:

- **CHCOHS312A - Follow safety procedures for direct care work (30 nominal hours)**
(This unit is specifically designed to cater for safety aspects of work involving delivery of services in aged care, home and community care and disability services. The unit focuses on maintaining safety of the worker, the people being supported and other community members. On completion of this unit, the worker in these particular sectors will be able to accurately identify the major occupational health and safety hazards, manual handling, together with other hazards that may include dealing with behaviours of concern, stress, etc. The worker will also be able to assess related risk as well as follow instructions and procedures with minimal supervision and support. The worker will also be capable of participating and contributing to occupational health and safety (OHS) management issues. Where the worker is undertaking tasks delegated by a health professional specific instruction or policy should be provided in relation to infection control or the worker should have the skills and knowledge addressed in: HLTIN301A 'Comply with infection control policies and procedures in health work'. This unit contains Employability Skills.)
 1. Identify sources of risk to personal safety, assess the level of risk and follow risk minimisation procedures
 2. Identify manual handling hazards, assess related risk and follow risk minimisation procedures
 3. Identify sources of infection and apply industry accepted practice to minimise risk of infection to themselves, clients and others
 4. Identify other hazards and assess risk
 5. Follow procedures and strategies for risk control
 6. Contribute to OHS in the workplace
- **HLTOHS300A - Contribute to OHS processes (20 nominal hours)**
(This unit specifies the workplace performance required by an employee to contribute to OHS processes where there is responsibility for own work outputs and possibly limited responsibility for the work output of others. Application of this unit should be contextualised to reflect any specific workplace risks, hazards and associated safety practices. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)
 1. Plan and conduct work safely
 2. Support others in working safely
 3. Contribute to OHS participative processes
 4. Contribute to hazard identification, OHS risk assessment and risk control activities
 5. Participate in the control of emergency situations

Group B electives (recommended for culturally aware and respectful practice):

- **HLTHIR403B - Work effectively with culturally diverse clients and co-workers (20 nominal hours)**
(This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures. Work will be within a prescribed range of functions involving known routines and procedures with some accountability for the quality of outcomes. The workplace context may be: specific community; community or regional service; department of a large institution or organisation; specialised service or organisation. Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)
 1. Reflect cultural awareness in *work practice*
 2. Accept *cultural diversity* as a basis for effective work place and professional relationships
 3. Communicate effectively with culturally diverse persons
 4. Resolve cross-cultural misunderstandings

- **HLTHIR404B - Work effectively with Aboriginal and Torres Strait Islander people (20 nominal hours)**
(This unit describes the communication and work practice skills and knowledge required to work with Aboriginal and Torres Strait Islander people in the health industry context. It deals specifically with cross-cultural awareness and issues involving working with Aboriginal and Torres Strait Islander individuals, organisations and communities. The unit applies equally to those operating in health care policy or program planning, development and evaluation contexts or in direct service delivery contexts Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace and/or local community. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)
 1. Reflect an awareness of Aboriginal and Torres Strait Islander history and cultures in work practices
 2. Reflect an awareness of own and other cultural realities in work practices
 3. Communicate effectively with Aboriginal and Torres Strait Islander people
 4. Reflect cultural safety in workplace and professional relationships
 5. Work in partnership with Aboriginal and Torres Strait Islander people and communities

Group C elective (for special consideration):

- **CHCDIS411A - Communicate using augmentative and alternative communication strategies (60 nominal hours)**
(This unit describes the knowledge and skills required by the worker to communicate with people who have complex communication needs (CCN) through effective use of augmentative and alternative communication (AAC) strategies and systems. Augmentative and alternative refers to methods that replace or supplement speech to address the needs of people whose oral speech skills limit their ability to meet their participation and communication needs. Work performed requires a range of well developed skills where some discretion and judgement is required and individuals will take responsibility for their own outputs. Note that application of this unit may vary according to signs/language used in specific geographical areas or for participants working with specific CALD groups. This unit contains Employability Skills.)
 1. Identify the current *communication* ability and needs of the person
 2. Develop effective *augmentative and alternative communication strategies*
 3. Implement augmentative and alternative communication strategy
 4. Monitor, report and review communication strategies

Other relevant elective units – Client support:

- **CHCAC410A - Collect technical data to support client health care plan (35 nominal hours)**
*(This unit of competency describes the skills and knowledge required to collect information to support a client's health care plan using basic technical skills under delegation and supervision of a health professional. The worker operates within the scope of their defined roles and responsibilities and under supervision of a health professional. Competency requires an awareness of and practice consistent with health legislative requirements and codes of practice and enterprise safe workplace practices. The unit must be applied strictly in accordance with relevant state/territory legislation and industry guidelines. For training and assessment pathways, experience in workplace application of the skills and knowledge identified in this unit of competency should be provided as required to support health professionals. This unit contains Employability Skills. **Pre-requisite unit:** HLTAP301A 'Recognise healthy body systems in a health care setting'.)*
 1. Prepare to collect technical data according to individualised plan
 2. Undertake and monitor technical *data collection* according to individualised plan
 3. Comply with organisation's procedures for handling the range of contingencies which may arise
 4. Clean and store materials and equipment
 5. Document client information

- **CHCAD401D - Advocate for clients (20 nominal hours)**
(This unit describes the knowledge and skills required by the worker to support clients to voice their opinions or needs and to ensure their rights are upheld. This unit may apply to work undertaken across a range of sectors in delivery of community services. This unit contains Employability Skills.)
 1. Assist clients to identify their rights and represent their own needs
 2. Advocate on behalf of clients on request
 3. Advocate for clients

- **CHCCOM403A - Use targeted communication skills to build relationships (55 nominal hours)**
(This unit describes the knowledge and skills required to apply specific workplace communication techniques to build and maintain relationships with clients and colleagues based on respect and trust. The communication skills described in this unit should be applied to target specific communication issues and may be applied across a range of workplace contexts involving application of a range of communication strategies to address specific needs and issues, working with various levels of social and cultural diversity. This unit contains Employability Skills.)
 1. Communicate effectively with clients and staff
 2. Contribute to the implementation of effective communication strategies
 3. Use specific communication techniques to maintain constructive interaction
 4. Facilitate discussions
 5. Identify communication strategies to build relationships with clients who are involuntary or present communication

- **CHCCS310A - Support inclusive practice in the workplace (30 nominal hours)**
(This unit describes the knowledge and skills required for individuals to apply inclusive practices and to work effectively with a diverse range of people. It includes recognising and valuing individual differences and working effectively with diverse clients and colleagues. This unit applies to a range of community service work contexts. This unit contains Employability Skills.)
 1. Recognise and value individual differences
 2. Support the principles and practices of inclusivity in work with colleague and client diversity

- **CHCCS311C - Deliver and monitor services to clients (20 nominal hours)**
(This unit describes the knowledge and skills required to apply defined organisation guidelines in identifying client needs and matching them to services provided by the organisation. This unit may apply to service delivery in a range of community service contexts. This unit contains Employability Skills.)
 1. Identify client needs by collecting routine information
 2. Deliver client service
 3. Review client service

- **CHCCS312A - Use electronic learning materials (15 nominal hours)**
(This unit deals with the skills and knowledge required to provide basic organisation and support of learning through the use of electronic learning materials. It involves the worker constructing and sustaining support processes to allow for learner engagement and management. This unit applies to work in a variety of learning contexts in the community sector. This unit contains Employability Skills.)
 1. Prepare learning environment for use of electronic materials
 2. Support the use of electronic learning materials
 3. Mentor learners' technical competencies to effectively use electronic materials
 4. Support the review of the effectiveness of electronic materials

- **CHCCS400A - Work within a relevant legal and ethical framework (50 nominal hours)**
(This unit describes the knowledge and skills required to work within a legal and ethical framework that supports duty of care requirements. This unit is to be assessed in relation to the specific legal and ethical context of the work role/s and requirements to which it applies. This unit contains Employability Skills.)
 1. Demonstrate an understanding of legislation and common law relevant to work role
 2. Follow identified policies and practices
 3. Work ethically
 4. Recognise and respond when client rights and interests are not being protected

- **CHCCS425A - Support health professional (60 nominal hours)**
(This unit of competency describes the skills and knowledge required to undertake specific tasks as delegated by and under direct supervision of a health professional. The worker operates within the scope of their defined roles and responsibilities, within delegations established by a health professional and under supervision of a health professional. The worker is providing support delegated by a health professional to clients whose health condition is assessed by the health professional as being stable and predictable. Competency requires an awareness of and practice consistent with health legislative requirements and codes of practice and enterprise safe workplace practices. The unit must be applied strictly in accordance with relevant state/territory legislation and industry guidelines. For training and assessment pathways, experience in workplace application of the skills and knowledge identified in this unit of competency should be provided as required to support health professionals. This unit contains Employability Skills.)
 1. Plan to deliver specific treatment action
 2. Support delivery of specific treatment
 3. Comply with organisation's procedures for handling the range of contingencies which may arise
 4. Provide required treatment within legal parameters
 5. Clean and store materials and equipment
 6. Document client information

- **CHCCS426A - Provide support and care relating to loss and grief (55 nominal hours)**
(This unit describes the knowledge and skills required to provide support for individuals who are experiencing loss, grief and bereavement. This unit of competency may be applied in a range of community services contexts involving supporting individuals dealing with loss, grief and bereavement. This unit contains Employability Skills.)
 1. Identify effects and impact of loss and features of grief
 2. Engage empathically with people who are living with loss
 3. Provide support for individuals who are grieving and identify potential for healing and growth
 4. Identify, inform and refer to appropriate grief and bereavement care services and resources
 5. Identify and recognise risks associated with grief and bereavement support
 6. Access appropriate supervision and debriefing
 7. Review and evaluate grief and bereavement support provided

- **CHCDIS313A - Support people with disabilities who are ageing (50 nominal hours)**
(This unit describes the knowledge and skills required to support a person with a disability who is ageing. The unit covers identifying current and future needs, supporting the rights and interests of the person, independent thinking and action and understanding and supporting a person with a disability who has dementia. The application of this unit will depend on the work roles and responsibilities and requirements of the work environment. This unit contains Employability Skills.)
 1. Assist people with disabilities who are ageing to identify their current and future needs
 2. Support the interests and needs of people with disabilities who are ageing
 3. Encourage and support people with disabilities who are ageing to exercise independent action and thinking
 4. Support the interests, rights and needs of people with disabilities with pervasive age related changes, including people with dementia

- **CHCDIS409A - Provide services to people with disabilities with complex needs (75 nominal hours)**
(This unit describes the knowledge and skills required by workers to provide services to people with disabilities with complex or special care needs under supervision of a relevant professional. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)
 1. Evaluate and prioritise the needs of a person with complex care issues
 2. Liaise and negotiate with appropriate personnel in the development of a service delivery plan
 3. Coordinate the delivery of the service delivery plan
 4. Coordinate the monitoring, evaluation and review of the service delivery plan

- **CHCGROUP302D - Support group activities (20 nominal hours)**
(This unit describes the knowledge and skills required to participate in and provide general support for a range of informal and formal groups in a variety of settings. This unit may be applied to group work in a range of community service settings. This unit contains Employability Skills.)
 1. Identify the purpose of the group
 2. Establish relationship with the group
 3. Organise resources for group activities

- **CHCICS304A - Work effectively with carers (35 nominal hours)**
(This unit of competency describes the skills and knowledge required to effectively work with members of families or other non-paid support people e.g. friends and carers, to support quality of life for their family member who is aged or has a disability. This unit of competence is relevant for workers providing support to older people, people with disabilities, children and young people. On completion of this unit of competency, the worker will be able to respond appropriately to clients by working in a manner focused on the needs of the client, carers and significant others. This unit contains Employability Skills.)
 1. Acknowledge the carer as part of the care team
 2. Contribute to the inclusion of the carer as part of the care team
 3. Support carer to maintain a lifestyle suitable to their needs and preferences
 4. Identify risk to the care relationship

- **CHCICS306A - Provide basic foot skin and nail care (25 nominal hours)**
(This unit describes the knowledge and skills required to provide basic foot skin and foot nail care to clients. This unit may apply to work with older people in a range of residential and community service contexts. This level of support does not involve the professional input from a podiatrist. In cases where a client is being supported by a podiatrist the appropriate unit of competency is: HLTAH404A 'Assist with basic foot hygiene'. This unit contains Employability Skills.)
 1. Prepare for basic foot skin and nail care
 2. Perform basic foot skin and nail care
 3. Clean and store equipment and materials
 4. Document client information

- **CHCICS401A - Facilitate support for personal care needs (65 nominal hours)**
(This unit describes the knowledge and skills required by workers to develop, implement and monitor support of client personal care needs through the framework of a personal care support plan. Work performed requires a range of well developed skills where some discretion and judgement is required and individuals will take responsibility for their own outputs. This unit contains Employability Skills.)
 1. Determine a person's personal care support requirements
 2. Develop and implement personal care support plan
 3. Determine risks associated with providing personal care support
 4. Provide and monitor personal care support
 5. Complete reporting and documentation

- **CHCICS402A - Facilitate individualised plans (50 nominal hours)**
(This unit describes the knowledge and skills required to develop, implement and monitor support requirements for people to sustain quality of life according to individualised plans. The skills and knowledge of this unit of competency will be applied in the context of involving people in the development and monitoring of the individualised plan. This unit contains Employability Skills.)
 1. Establish and maintain appropriate relationship with the client
 2. Provide information about the planning process
 3. Facilitate development of the individualised plan
 4. Determine risks associated with supporting the individualised plan
 5. Implement and review individualised plan
 6. Complete documentation, including writing or amending an individualised plan

- **CHCICS406A - Support client self management (50 nominal hours)**
(This unit describes the knowledge and skills required by workers to provide clients with support and assistance to self manage aspects of their life that may include planning, access and involvement in community services and decision-making. The skills and knowledge of this unit of competency will be applied as part of a comprehensive service aimed at promoting and supporting the independence and self- management of the client. The skills and knowledge may be applied in a range of settings, including, client's home, residential service, aged care setting, hospital, recreation, school, community agency, employment setting and community-based service. The word client may refer to the person receiving support, their family and/or supporters. This unit contains Employability Skills.)

 1. Provide support in a client-focused manner
 2. Provide strengths-based support
 3. Support the client to develop and/or maintain networks
 4. Support positive coping skills and behaviours within a person-centered framework
 5. Support service and resource access

- **CHCICS407A - Support positive lifestyle (45 nominal hours)**
(This unit describes the knowledge and skills required to establish a positive relationship with the family of a child going into care and negotiate in relation to care practices to facilitate the child's transition into care. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)

 1. Establish a positive relationship with family members
 2. Exchange information with family members about the child's physical and emotional care needs
 3. Respond to a family member's concern about their child
 4. Reach agreement with family members about care practices
 5. Facilitate child's transition into care

- **CHCICS408A - Provide support to people with chronic disease (50 nominal hours)**
(This unit describes the knowledge and skills required by workers to provide support and assistance to people who have a chronic disease. The skills and knowledge of this unit of competency will be applied as part of a comprehensive service aimed at promoting the well being and self management of well being by the client. The skills and knowledge may be applied in a range of settings, including, client's home, residential service, aged care setting, hospital, recreation, school, community agency, employment setting and community based service. The skills and knowledge are applied within defined roles and responsibilities. The word client may refer to the person receiving support, their family and/or supporters. This unit contains Employability Skills.)

 1. Provide support in a chronic disease self management context
 2. Support client in a holistic manner
 3. Provide support as part of a coordinated service approach

- **CHCLD315A - Recognise stages of lifespan development (40 nominal hours)**
(This unit describes the fundamental knowledge of life stages and human development required to recognise individuals functioning effectively at various life stages and to identify variations from the norm for appropriate referral in the context of community services work. The application of knowledge and skills described in this unit of competency may underpin functions such as obtaining and documentation of client information. Functions at this level require a broad overview of appearance and functioning of individuals at different stages of human development across the lifespan. This unit contains Employability Skills.)

 1. Apply knowledge of human development
 2. Apply fundamental knowledge of factors that influence human development
 3. Identify and report observable broad variations

- **CHCNET301D - Participate in networks (20 nominal hours)**

(This unit describes the knowledge and skills required to participate in a network in order to gather information, forge links with other workers and services and to promote activities. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)

1. Identify and select appropriate networks
2. Make effective use of relevant networks

- **CHCORG406A – Supervise work (50 nominal hours)**

(This unit describes the skills and knowledge required of a worker with responsibility for supervising the work of workers who are part of a team/workgroup or working alone. It includes induction of new staff, planning work, monitoring performance and supporting workers to manage their workload. The skills described in this unit may be applied across a range of community services workplace contexts and may involve supervision of work undertaken within an organisation by staff or contract workers. Work to be supervised may be undertaken in a range of locations including 'in-house', in other venues or agencies and/or in clients' homes. This unit contains Employability Skills.)

1. Induct and orient staff
2. Clarify and review work plan with worker and/or team/workgroup
3. Monitor performance in consultation with worker
4. Support workers in their work role
5. Provide leadership to the team
6. Assist workers to plan career paths

- **CHCPA301B – Deliver care services using a palliative approach (55 nominal hours)**

(This unit describes the awareness, knowledge, skills and values required of a worker in contributing to the care of clients with life-limiting illness and/or normal ageing process within a palliative approach. This unit may apply in a range of community service contexts. This unit contains Employability Skills.)

1. Apply a palliative approach
2. Respect client preferences for quality of life choices
3. Follow the client's advanced care directives in the care plan
4. Follow end-of-life care strategies
5. Respond to signs of pain and other symptoms/discomfort
6. Manage own emotional responses and ethical issues

- **HLTFA301B – Apply first aid (18 nominal hours)**

*(This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance. These skills and knowledge may be applied in a range of situations, including community and workplace settings. Training Package users should ensure implementation is consistent with any specific workplace and/or relevant legislative requirements in relation to first aid, including State/Territory requirements for currency. Application of these skills and knowledge should be contextualised as required to address specific industry, enterprise or workplace requirements and to address specific risks and hazards and associated injuries. A current Senior First Aid, Workplace Level 2 or Level 2 qualification may provide evidence of skills and knowledge required by this competency unit. However, as with all evidence of competence, evidence must be assessed against the requirements specified in the competency unit. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-/co-requisites:** There are no pre-requisites or co-requisites for this competency unit. This unit incorporates the content of units: HLTCP201A 'Perform CPR'; HLTFA201A 'Provide basic emergency life support'.)*

1. Assess the situation
2. Apply basic First Aid techniques
3. Communicate details of the incident
4. Evaluate own performance

- **HLTFS207B – Follow basic food safety practices (20 nominal hours)**
(This unit of competency describes the skills and knowledge required for basic food safety practices including personal hygiene, conduct when working in a food service environment, basic pest control requirements and basic food disposal requirements. It describes the most basic level of competence required by any person in any industry who directly handles food. This unit supports the implementation of national and state food safety legislation and regulations and is based on the national Food Safety Guideline Competency Standards. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

 1. Maintain food safety while carrying out food handling activities
 2. Comply with personal hygiene standards
 3. Contribute to the cleanliness of food handling areas, according to the food safety program
 4. Dispose of food according to food safety program

- **HLTFS309B – Oversee the day-to-day implementation of food safety in the workplace (30 nominal hours)**
*(This unit of competency describes the skills and knowledge required to supervise the day-to-day implementation of the food safety program across the entire business, process or food handling area. It also involves supporting others to implement the requirements of the food safety plan. This unit of competency supports the implementation of national and state food safety legislation regulations and is based on the national Food Safety Guideline Competency Standards. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-/co-requisite unit:** HLTFS207B 'Follow basic food safety practices'. This competency unit should be assessed in conjunction with: HLTFS310B 'Apply and monitor food safety requirements'.)*

 1. Monitor the implementation of the food safety program in the workplace
 2. Take corrective action when a food safety hazard is found not to be in control
 3. Maintain food safety in the workplace

- **HLTFS310B – Apply and monitor food safety requirements (40 nominal hours)**
*(This unit of competency describes the skills and knowledge required to monitor and control food safety hazards and respond to non-conformance as required by the food safety program. This unit of competency supports the implementation of national and state food safety legislation and regulations and is based on the National Food Safety Guideline Competency Standards. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements. **Pre-/co-requisite unit:** HLTFS207B 'Follow basic food safety practices'. This competency unit should be assessed in conjunction with: HLTFS309B 'Oversee the day-to-day implementation of food safety in the workplace'.)*

 1. Implement the food safety program
 2. Assist in the identification of breaches of food safety procedures

Other relevant elective units – Medication:

- **CHCCS305A – Assist clients with medication (40 nominal hours)**

*(This unit describes the knowledge and skills required by care or support workers to assist clients with medication. The unit addresses the provision of physical assistance with medication or supporting clients with self-medication in response to an assessed need identified by the client or their substitute decision-maker for assistance with medication, in accordance with the health/support/ care plan and in line with jurisdictional Requirements. It may involve distribution and administration of prescribed and over the counter medications within a residential care facility, or in a home or community setting. This function is undertaken in accordance with legislation, regulations, government policy and industry guidelines including: relevant Commonwealth and State/territory legislation including the Drugs and Poisons Act, Disability Services Acts (Commonwealth and State) and/or Aged Care Act and associated regulations; organisation procedures and guidelines written in accordance with the relevant legislation and reflecting the scope of role and accountability for the level of worker in that jurisdiction; other relevant guidance such as the Australian Pharmaceutical Advisory Council (APAC) ('Guidelines for medication management in residential aged care facilities' and 'Guiding principles for medication management in the community 2006'). This function is undertaken in accordance with legislation, regulations, government policy and industry guidelines including: relevant government policies and industry standards and guidelines; job role and job description which may include assistance with self medication and/or assistance with medication administration. This unit contains Employability Skills. **Pre-requisite unit:** HLTAP301A 'Recognise healthy body systems in a health care context'.)*

1. Prepare to assist with medication
2. Prepare the client for assistance with administration of medication
3. Assist/support client with administration of medication
4. Assist/support medication administration according to prescription/instructions
5. Comply with organisation's procedures for handling the range of issues/contingencies which may arise
6. Complete the distribution and administration of medication

- **HLTAP301A – Recognise healthy body systems in a health care context (70 nominal hours)**

(This unit of competency describes the basic knowledge of anatomy and physiology required to recognise body systems and their components and to identify and refer alterations associated with the functioning of the human body in the context of health care work. The application of knowledge and skills described in this competency unit may relate to functions such as client questioning and documentation of information, such as medical history, using a structured technique or pro forma for gathering and recording information. Functions at this level require a broad overview of healthy functioning of the human body and practical aspects of disease management. The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements.)

1. Apply knowledge of the basic structure of the healthy human body
2. Apply basic knowledge of factors that support healthy functioning of the body

Other relevant elective units – Working with older people:

- **CHCAC317A – Support older people to maintain their independence (20 nominal hours)**

(This unit describes the knowledge and skills required by the worker to support the older person to maintain their independence with activities of living. This unit applies to workers in the aged care sector, or those working with older people. This unit contains Employability Skills.)

1. Support the older person with their *activities of living*
2. Recognise and *report* changes in an older person's ability to undertake *activities of living*
3. Support the older person to maintain an environment that maximises independence, safety and security
4. Support the older person who is experiencing loss and grief

- **CHCAC318A – Work effectively with older people (20 nominal hours)**
(This unit describes the skills and knowledge required by the worker to perform work that reflects understanding of the structure and profile of the residential aged care sector, the home and community sector and key issues facing older people in the community. This unit is an orientation to all workers in the aged care sector, or those working with older people. This unit contains Employability Skills.)
 1. Apply understanding of the structure and profile of the residential aged care sector
 2. Apply understanding of the home and community care sector
 3. Demonstrate commitment to the philosophy of ‘positive ageing’
 4. Apply understanding of the physical and psychosocial aspects of ageing
 5. Apply understanding of changes associated with ageing
 6. Support the *rights* and interests of the older person
 7. Support the older person who is experiencing loss and grief
 8. Deliver services within a quality framework

- **CHCAC319A - Provide support to people living with dementia (30 nominal hours)**
(This unit describes the knowledge and skills required to provide support to clients with dementia in a variety of settings including family homes, community day settings and residential care. This unit applies to workers in a range of aged and community services contexts working with people with dementia. This unit contains Employability Skills.)
 1. Provide support to those affected by dementia
 2. Use communication strategies which take account of the progressive and variable nature of dementia
 3. Provide appropriate *activities* to maintain dignity, skills and health of client at optimum level
 4. Implement strategies which minimise the impact of behaviours of concern
 5. Implement self care strategies

Other relevant elective unit – Working with people with mental health issues:

- **CHCMH301A – Work effectively in mental health (55 nominal hours)**
(This unit describes the knowledge and skills required in the context within which mental health work occurs. This unit applies to work with mental health clients in a range of community services work contexts. This work provides a person-centered approach to care, involving a variety of health and community service professionals working collaboratively with the client, their carer/s and family. This unit contains Employability Skills.)
 1. Work within the *context* of the mental health sector
 2. Develop knowledge of the mental health sector
 3. Demonstrate commitment to the central philosophies of the mental health sector
 4. Work with people from *culturally* and *linguistically diverse* backgrounds

Other relevant elective units – Organisational support:

- **BSBWOR204A - Use business technology (50 nominal hours)**
(This unit describes the performance outcomes, skills and knowledge required to select, use and maintain a range of business technology. This technology includes the effective use of computer software to organise information and data. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to individuals who use business technology to perform a range of routine tasks. They use a limited range of practical skills and fundamental knowledge of equipment use and the organisation of data or files in a defined context, under direct supervision or with limited individual responsibility. This unit contains Employability Skills.)
 1. Select and use technology
 2. Process and organise data
 3. Maintain technology

- **CHCADMIN302C - Provide administrative support (20 nominal hours)**
(This unit describes the knowledge and skills required by workers to provide administrative support to a small or medium sized organisation/service area. This unit may apply to administrative work undertaken across a range of sectors involved in delivery of community services. This unit contains Employability Skills.)
 1. Use and maintain *equipment* and machines
 2. Meet administrative requirements

- **CHCINF303A - Contribute to information requirements in the community sector (25 nominal hours)**
(This unit describes the knowledge and skills required by the worker to undertake administrative duties, including providing client information and completing other information requirements across a range of community sectors. This unit may apply to work in a range of residential and community service contexts. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)
 1. Maintain accurate records
 2. Comply with the administration protocols of the organisation

- **CHCORG322B - Contribute to implementation of service delivery strategy (40 nominal hours)**
(This unit describes the knowledge and skills required to ensure own work is carried out according to organisation guidelines and client needs. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Carry out work activities according to *organisation procedures*
 2. Contribute to implementation of service delivery