

CHC40308

Certificate IV in Disability

Course information and vocational outcomes

This is a nationally accredited course. This qualification addresses work in residential group homes, training resource centres, day respite centres and open employment services, other community settings and clients' homes. These workers: apply knowledge and skills gained through qualifications and/or previous experience to provide training and support to people with disabilities to enhance their ability to achieve greater levels of independence, self reliance and community participation; report to service managers and may liaise with health professionals and other service agencies; and may work without direct supervision and may be required to supervise and/or co-ordinate a limited number of lower classified workers

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

- ten core units
- five elective units

A wide range of elective units is available and may include:

- Group A electives which are recommended for culturally aware and respectful practice
- 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 three 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.

The importance of culturally aware and respectful practice

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.

Group A electives – recommended for culturally aware and respectful practice

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

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 work notes and reports*
- Interpreting the needs of internal/ external clients *from clear information and feedback*
- Applying numeracy skills to workplace requirements *involving measuring and counting*
- Establishing and using networks
- Sharing information *(e.g. with other staff and clients)*
- Negotiating responsively *(e.g. re own work role and/or conditions, possibly with clients)*
- Persuading effectively *(i.e. within scope of own work role)*
- 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 range of situations
- Identifying and utilising the strengths of other team members *(and providing encouragements and support to colleagues)*
- Giving feedback, coaching and mentoring

Problem solving

- Developing practical and creative 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)*
- Applying a range of strategies in problem solving
- 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, including identification of skill gaps)*
- Generating a range of options in response to workplace matters
- 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)*

Planning and organising (cont.)

- Using organisation systems for planning and organising (*i.e. if applicable to own role*)
- Being appropriately resourceful (*i.e. within scope of own role*)
- Taking 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 (*i.e. within scope of own role*)
- 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 professional 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
- Applying technology as a management tool

The nominal hours for this course are between 508 and 935 hours depending on the units selected.

This course carries with it a Nationally Recognised Certificate.

Course content

Core units:

- **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

- **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

- **CHCDIS405A - Facilitate skills development and maintenance (50 nominal hours)**
(This unit describes the knowledge and skills required by the worker to develop, implement and review formal skills development/maintenance plans with a person with a disability. This unit may apply to work with people with disability in a range of community service contexts. This unit contains Employability Skills.)
 1. Assess learning ability and needs of person with disability
 2. Develop person-centered skill development/maintenance plan
 3. Implement skills development/maintenance plan
 4. Evaluate skills development and review plan
 5. Use incidental learning opportunities to enhance skills development

- **CHCDIS410A - Facilitate community participation and inclusion (60 nominal hours)**
(This unit describes the knowledge and skills required by the worker to develop and facilitate strategies for individual participation in various community settings, functions and activities to enhance the psychosocial well-being and lifestyle of a person with a disability. The knowledge and skills of this unit of competency are used within the framework of an individualised support plan for a person with a disability. This unit contains Employability Skills.)
 1. Support the person with a disability to identify and engage in social networks within the broad community
 2. Assist the person with a disability and relevant others to develop and implement *individualised community support plan*
 3. Develop strategies to minimise isolation for person with a disability
 4. Determine *risks associated with supporting community participation* and inclusion

- **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. 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

- **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

AND one of each of the following pairs of units:

- **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

OR

- **CHCICS404A - Plan and provide advanced behaviour support (85 nominal hours)**
(This unit describes the knowledge and skills required to understand the influence and purpose of behaviour, assess problem behaviour, develop multi-element support plans and response plans and utilise appropriate strategies to reduce inappropriate behaviour. The knowledge and skills of this unit of competency are used by workers to develop and implement plans and strategies to reduce inappropriate behaviours and increase positive adaptive behaviour responses. This unit contains Employability Skills.)
 1. Demonstrate understanding of the influence and purpose of behaviour
 2. Assess problem behaviour
 3. Develop multi-element support plans to meet individual needs
 4. Develop an individual response plan
 5. Monitor effectiveness of response plan
 6. Complete documentation

AND

- **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

OR

- **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

Group A elective units:

- **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/or 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

Other relevant elective units – Client support:

- **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
- **CHCCM404A - Undertake case management for clients with complex needs (50 nominal hours)**
(This unit describes the knowledge and skills required to provide case management to clients who have already been assessed and whose needs have been identified as extending across a number of areas, such as aged care, community care, disability, mental health, drugs, alcohol or homelessness. This unit may apply to work in a range of community service contexts, including aged care and home and community care. This unit contains Employability Skills.)
 1. Work within a case management framework suitable for the client's needs
 2. Identify services required to deal with the client's *complex needs*
 3. Develop priorities for service and support inputs
 4. Implement and monitor agreed upon activities and processes
- **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
- **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

- **CHCCS413A - Support individuals with autism spectrum disorder (50 nominal hours)**
(This unit describes the knowledge and skills required to work with individuals with an autism spectrum disorder (ASD), with regard for their needs and within the context of support work. 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. Apply basic knowledge of autism spectrum disorder to support work
 2. Apply a knowledge of the impact of autism spectrum disorder
 3. Respond effectively to the needs of individuals with autism spectrum disorder
 4. Operate within the policies, procedures and professional standards of the sector

- **CHCCS417A - Provide support and care relating to suicide bereavement (50 nominal hours)**
(This unit describes the knowledge and skills required to provide support for individuals who are experiencing bereavement in relation to suicide. This unit of competency may be applied in a range of community services contexts involving supporting individuals dealing with suicide bereavement. This unit contains Employability Skills.)
 1. Recognise the impact of the aftermath of suicide
 2. Identify and understand needs of and provide support for those bereaved by suicide
 3. Identify suicide prevention strategies in the aftermath of suicide
 4. Identify appropriate self care resources

- **CHCCS422A - Respond holistically to client issues and refer appropriately (75 nominal hours)**
(This unit describes the knowledge and skills required to assess a range of client issues and refer appropriately. On completion of this unit, the worker will be able to respond appropriately to clients that have a range of issues outside and in addition to the area of immediate focus, expertise or interests of the worker and their organisation. For instance, a child protection worker may need to identify when alcohol and other drug issues are important in the life of a presenting client. Completion of the unit will also provide the worker with competence to make decisions as to whether to refer or retain the client. This unit contains Employability Skills.)
 1. Establish interpersonal relationship with client
 2. Identify the range of issues impacting on the client and assess client needs
 3. Analyse and assess information to determine appropriate course of action to be followed
 4. Refer client to other services to provide coordinated support
 5. Review effectiveness of services provided to meet client needs

- **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

- **CHCCS502A - Maintain legal and ethical work practices (70 nominal hours)**
(This unit describes the knowledge and skills required to maintain the application of legal and ethical work practices by monitoring, coordinating and promoting their importance in providing community services and supporting 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. Promote the importance of applying legislation and common law relevant to work role
 2. Monitor application of organisation policies and practices
 3. Monitor ethical work practices
 4. Take corrective action when client rights and interests are not being protected

- **CHCCS506A - Promote and respond to workplace diversity (45 nominal hours)**
(This unit describes the knowledge and skills required to value, promote and respond to diversity in the workplace. It enables the worker to identify and understand the role, benefits and challenges of diversity in their workplace, and to contribute to organisation diversity policies and processes. This unit of competency is to be applied in workplaces and job roles which involve managing the impacts of a significantly diverse client base and workforce. This unit contains Employability Skills.)
 1. Research *diversity* in the workplace
 2. Promote an appreciation for diversity workplace
 3. Communicate within a diverse workplace
 4. Contribute to workplace diversity policies and procedures

- **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

- **CHCDIS404C - Design procedures for support (90 nominal hours)**
(This unit describes the knowledge and skills required by staff to design models for support including assessing requirements and designing and implementing procedures. This unit may apply to work with people with a disability in a range of community service contexts not necessarily within the disability sector. This unit contains Employability Skills.)
 1. Assess personal support requirements of person with a disability
 2. Design individual personal support procedures
 3. Implement individual personal support procedures

- **CHCDIS408C - Support people with disabilities as workers (50 nominal hours)**
(This unit describes the knowledge and skills required by staff to support people with disabilities in a workplace to maximise their performance through working safely and effectively. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)
 1. Enhance safety at work for people with disabilities
 2. Monitor work performance

- **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

- **CHCDIS509D - Maximise participation in work by people with disabilities (50 nominal hours)**
(This unit describes the knowledge and skills required by staff to support people with disabilities in a workplace to prepare for employment and maximise their performance through working safely and effectively, matching jobs and people and understanding related industrial issues. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)
 1. Prepare people with disabilities to work in open and supported employment
 2. Match workplace/job and person with a disability
 3. Assess skills and productivity for wages
 4. Provide information on the industrial relations system as it relates to the employment of people with disabilities
 5. Monitor employment opportunities

- **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

- **CHCICS403A - Conduct individual assessment (45 nominal hours)**
(This unit describes the knowledge and skills required by the worker to conduct an appropriate service specific individual assessment as a basis for providing support within the context of aged care, home and community care or disability services work. The skills and knowledge of this unit of competency will be applied by a worker conducting an assessment independently or as part of a team within the organisation's policy and procedures. This unit does not provide a basis for a worker to conduct a health assessment which should be managed and conducted by a relevant health professional. The assessment tool will be an established process used according to specified guidelines. This unit contains Employability Skills.)

 1. Prepare for the assessment
 2. Conduct individual assessment
 3. Interpret and report on assessment results within scope of the job role
 4. Provide assessment feedback and information
 5. Reflect on own practice

- **CHCICS404A - Plan and provide advanced behaviour support (85 nominal hours)**
(This unit describes the knowledge and skills required to understand the influence and purpose of behaviour, assess problem behaviour, develop multi-element support plans and response plans and utilise appropriate strategies to reduce inappropriate behaviour. The knowledge and skills of this unit of competency are used by workers to develop and implement plans and strategies to reduce inappropriate behaviours and increase positive adaptive behaviour responses. This unit contains Employability Skills.)

 1. Demonstrate understanding of the influence and purpose of behaviour
 2. Assess problem behaviour
 3. Develop multi-element support plans to meet individual needs
 4. Develop an individual response plan
 5. Monitor effectiveness of response plan
 6. Complete documentation

- **CHCICS405A - Facilitate groups for individual outcomes (45 nominal hours)**
(This unit describes the knowledge and skills required by the worker to plan and conduct group activities to meet individual group member outcomes. Work performed requires a range of well developed skills where some discretion and judgement is required and individual workers will take responsibility for their own outputs. This unit contains Employability Skills.)

 1. Plan for group sessions
 2. Prepare for group sessions
 3. Conduct group sessions
 4. Complete documentation

- **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 by workers to provide clients with the support required to plan, make, implement and sustain positive lifestyle options that will have a positive impact on their health and well being. The skills and knowledge of this unit of competency will be applied as part of a comprehensive service aimed at promoting and supporting client emotional and physical health and well being. The word client can be read to mean client and family. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)
 1. Support positive lifestyle decisions
 2. Support the implementation of positive lifestyle decisions
 3. Support the client to maintain positive lifestyle

- **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 may apply to community services work in a range of contexts. 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

- **CHCICS409A - Recognise and respond to suspected abuse of vulnerable people (60 nominal hours)**
(This unit describes the knowledge and skills required by the worker to identify signs of possible abuse, take appropriate action according to role and responsibilities and minimise the risk of abuse to vulnerable people. This unit may be applied in a range of community services contexts. The work requires a range of well developed skills where some discretion and judgement is required and individual workers take responsibility for their own outputs. This unit contains Employability Skills.)
 1. Support improved awareness of the nature of abuse
 2. Identify suspected abuse
 3. Implement systems and procedures to respond to suspected or alleged abuse
 4. Act to support person experiencing suspected abuse
 5. Complete reporting documentation

- **CHCICS410A - Support relationships with families, carers and friends (55 nominal hours)**
(This unit describes the skills and knowledge required to work positively with the carers and/or families of clients based on an understanding of their support needs across a range of service settings including aged care, disability and community care. This unit would be applied where workers provide support to clients, carers and families across a range of service types and settings. This unit contains Employability Skills.)
 1. Work positively with carers and families
 2. Analyse life cycle transitions for carers and families and the implications for direct care workers
 3. Analyse strategies to promote carer health and well being

- **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

- **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

- **CHCORG529B – Provide coaching and motivation (70 nominal hours)**
(This unit describes the knowledge and skills required to provide on-the-job coaching to clients or colleagues. This unit reflects the situation in many community services workplaces where 'buddy' systems and on job coaching are extremely common. This unit contains Employability Skills.)
 1. Prepare for on job coaching
 2. Coach on the job
 3. Follow up coaching

- **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

- **CHCPA402B – Plan for and provide care services using a palliative approach (50 nominal hours)**
(This unit describes the knowledge and skills required of a worker in contributing to the development, implementation, evaluation and communication of a care plan for clients with life-limiting illness and/or normal ageing process in a team environment using a palliative approach. This unit may apply in a range of community service contexts. This unit contains Employability Skills.)
 1. Plan a palliative approach to client care
 2. Support clients to identify their preferences for quality of life choices
 3. Support the incorporation of *advanced care directives* within the care plan
 4. Contribute to the development of and implementation of end-of-life care strategies
 5. Take action to alleviate pain and other end-of-life symptoms experienced by client/resident
 6. Identify and manage emotional responses in self and others

- **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

- **HLTAP401A – Confirm physical health status (90 nominal hours)**
*(This unit of competency describes a detailed level of knowledge of anatomy and physiology required to confirm physical health status. The application of knowledge and skills described in this competency unit may relate to functions such as providing information to clients or assisting in the provision of health care services. Work at this level may require guidance and/or supervision, especially where provision of direct client services are involved. Some disciplines may require a state/territory regulatory determination regarding delegation and supervision. 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:** This unit must be assessed in conjunction with competency units related to assessment of clients for a particular area of health care delivery (e.g. units in assessing clients for care involving complementary therapies, enrolled nursing, dental or ambulance response.)*
 1. Obtain information about physical health status
 2. Check physical health status
 3. Identify variations from normal physical health status

- **HLTFS207B – Follow basic food safety practices (20 nominal hours)**
*(This unit of competency describes the skills and knowledge required to take and process food and beverage orders, handle cash and prepare product displays in a cafeteria environment. Work will usually be performed within a prescribed range of functions involving known routines and procedures. 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-requisite unit:** HLTFS207B 'Follow basic food safety practices'.)*
 1. Take and process orders
 2. Handle payment and carry out cash control procedures
 3. Prepare product displays
 4. Advise customers and promote products

Other relevant elective units – Medication and health professional support:

- **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

- **CHCCS424A - Administer and monitor medications (60 nominal hours)**

*(This unit describes the knowledge and skills required to responsibly administer and monitor prescribed medications to a person with stable health conditions in a range of settings under delegation from a health professional in accordance with legislation and the organisation's medication and delegation policies and practice. This unit is available only as part of a qualification at Certificate IV level and above or as part of the High support and complex care skill set which is available to those holding a Certificate IV qualification. This unit of competency requires the application of skills and knowledge to administer medication to clients in a manner that is safe. 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 which include, but are not limited to: Aged Care Act and Regulations; The Drugs and Poison's Act and other relevant legislation in the state/territory; Disability Services Act. Legislation and industry guidelines: the organisation's 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; Australian Nursing Council (2005) Guidelines on Delegation and Supervision of Registered Nurses; NSW Nurses and Midwives Board (May 2005) Delegating the Administration of Medication in Aged Care Facilities; Royal College of Nursing Australia and Australian Nursing Federation (2004) Joint Position Statement: Assistants in nursing and other unlicensed workers (however titled). When the requirements of this standard are achieved, medications will be administered strictly in compliance with advice, instruction and relevant legislation. Where necessary, health professional support is sought to administer medication as appropriate for that environment or context. Annual reconfirmation of the essential knowledge and competency by the employer within performance management framework is mandatory. This unit contains Employability Skills. **Pre-requisite units:** HLTAP301A 'Recognise healthy body systems in a health care setting' and CHCCS305A 'Assist clients with medication'.)*

1. Identify situations that pose a *potential risk* to the safe administration of medications
2. *Prepare for medication administration* within a variety of settings
3. Identify and prepare the client for administration of medication.
4. Administer *required medications* within legal parameters
5. Monitor client response to administered medication
6. Comply with the organisation's procedures for handling the range of issues/contingencies which may arise
7. Complete medication distribution and administration

- **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

- **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

- **HLTFA402B – Apply advanced first aid (30 nominal hours)**

*(This unit deals with the provision of advanced first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance, and provision of support to other providers. This unit builds on HLTFA301B: 'Apply first aid' to include additional skills and use of a range of equipment. 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. 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-requisite unit:** HLTFA301B 'Apply first aid'. **Co-requisite unit:** HLTFA404A 'Apply advanced resuscitation techniques'.)*

1. Assess the situation
2. Manage the casualty(s)
3. Coordinate first aid activities until arrival of medical assistance
4. Communicate essential incident details
5. Evaluate the incident

Other elective units – Working with older people:

- **CHCAC318A – Work effectively with older people (30 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
- **CHCAC412A - Provide services to older people with complex needs (70 nominal hours)**
(This unit describes the knowledge and skills required by workers to provide services to the older person with complex or special care needs under supervision of a relevant professional. This unit applies to workers in the aged care sector, or those working with older people when providing services to clients with complex needs that affect their personal care or support service requirements. This unit contains Employability Skills. Pre-requisite unit: CHCAC318A 'Work effectively with older people'.)
 1. Evaluate and prioritise the needs of an older 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
 - **CHCAC416A – Facilitate support responsive to the specific nature of dementia (55 nominal hours)**
(This unit describes the knowledge and skills required by the worker to develop and implement support plans for 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 community service contexts working with people with dementia. This unit contains Employability Skills.)
 1. Prepare to plan support requirements for people impacted by dementia
 2. Plan support requirements
 3. Develop and implement strategies which minimise the impact of behavioural and psychological symptoms of dementia
 4. Provide guidance and support workers and carers to implement plan
 5. Complete documentation
 - **CHCAC417A - Implement interventions with older people at risk of falls (45 nominal hours)**
(This unit describes the knowledge and skills required by the worker to work in partnership with older people and their carers to implement interventions in the context of an individualised plan to reduce the risk of falls. Work performed requires a range of well developed skills where some discretion and judgement is required and individual workers will take responsibility for their own outputs. This unit contains Employability Skills.)
 1. Prepare for an assessment of the risk of falls
 2. Conduct an assessment of the risk of falls
 3. Implement *fall minimisation strategies*
 4. Monitor fall minimisation strategies
 5. Complete documentation

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

- **CHCMH402A - Apply understanding of mental health issues and recovery processes (60 nominal hours)**
(This unit describes the knowledge and skills required to contribute to the recovery of people affected by a mental illness in the context of the impact of mental illness on clients, their carer/s and families. This unit applies to work with people affected by a mental illness 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 different mental health diagnoses
 2. Apply knowledge of the impact of mental illness on people's lives
 3. Apply an understanding of the impact of social determinants on health
 4. Work with families, carer/s friends and other networks to support people with mental illness

Other relevant elective units – Working with people with alcohol and other drug issues:

- **CHCAOD402A - Work effectively in the alcohol and other drugs sector (50 nominal hours)**
(This unit describes the knowledge and skills required by all workers who may be working primarily with clients with alcohol and other drugs (AOD) issues and provides a basic introduction to values, services and approaches applied to work in this sector. This unit applies to those working with clients with AOD issues in the delivery of community services. This unit contains Employability Skills.)
 1. Work within the context of the AOD sector
 2. Develop knowledge of the AOD sector
 3. Develop knowledge of work requirements across a range of settings
 4. Demonstrate commitment to the central philosophies of the AOD sector
 5. Communicate effectively in a community services setting
 6. Work ethically

Other relevant elective units – Leisure and health:

- **CHCRH401A - Work effectively in the leisure and health industry (50 nominal hours)**
(This unit describes the knowledge and skills required to work in a context within which leisure and health work occurs and its role in enhancing well being. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)
 1. Work within the context of the leisure and health sector
 2. Develop knowledge of the leisure and health industry
 3. Demonstrate a commitment to the central philosophies of the leisure and health sector
 4. Operate within the policies and procedures of the leisure and health sector
- **CHCRH402A - Undertake leisure and health programming (65 nominal hours)**
(This unit describes the knowledge and skills required to work with health practitioners and other relevant people to create, plan, coordinate, deliver and evaluate appropriate leisure and health activities and programs for individuals and groups. This unit may apply to community services work in a range of contexts. This unit contains Employability Skills.)
 1. Identify activities/programs to match leisure and health needs of the client or group
 2. Prepare activity/program plan
 3. Identify and obtain required resources
 4. Promote activity/program
 5. Deliver activity/program
 6. Evaluate activity/program
 7. Document the activity/program
- **CHCRH404A - Plan, implement and monitor leisure and health programs (80 nominal hours)**
(This unit describes the knowledge and skills required to participate in planning, implementation and evaluation of programs providing activities for individuals. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Gather and record detailed information about client/s
 2. Participate in the design of individual program plans
 3. Implement individual program plans
 4. Monitor and evaluate individual program plans

Other relevant elective units – Team coordination and supervision:

- **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

- **CHCNET404A - Facilitate links with other services (70 nominal hours)**
(This unit describes the knowledge and skills required to liaise and facilitate linkages between all community services including specialist and generalist services in the community to ensure support of people in need. The skills described in this unit may be applied across a range of workplace contexts, especially involving related service delivery, sharing of information and client referral. This unit contains Employability Skills.)
 1. Identify and maintain links with relevant services
 2. Provide relevant information to services
 3. Work with and support other organisations to enhance service delivery

- **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

- **CHCORG423A – Maintain quality service delivery (45 nominal hours)**
(This unit describes the knowledge and skills required to perform work within a legislative and ethical framework to ensure the provision of high quality service delivery which supports the rights and interests of clients. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Demonstrate commitment to the delivery of high quality services to clients
 2. Develop and implement a framework for quality service delivery
 3. Monitor and review service delivery

Other relevant elective units – Outreach work:

- **CHCCH427A - Work effectively with people experiencing or at risk of homelessness (70 nominal hours)**
(This unit describes the knowledge and skills required for working with people who are experiencing homelessness or risk of becoming homeless, including women and children experiencing family violence. This unit may be applied in a range of community services work contexts, working with people who are homeless This unit contains Employability Skills.)
 1. Develop knowledge of causes and impacts of homelessness
 2. Demonstrate commitment to the central philosophies and legal requirements of working with people who are experiencing homelessness or risk of becoming homeless
 3. Develop a professional rapport with people who are *experiencing homelessness or risk of becoming homeless*
 4. Address issues associated with people who are experiencing homelessness or risk of becoming homeless
 5. Support people who are experiencing homelessness or risk of becoming homeless

- **CHCCH522A - Undertake outreach work (60 nominal hours)**
(This unit of competency describes the skills and knowledge required to work in an outreach capacity with vulnerable or at risk groups such as those experiencing homelessness, mental health, alcohol or other drugs (AOD) issues. This unit addresses workers who are required to deliver services to people who are experiencing homelessness, risk of being homeless, mental health or AOD issues. It includes preparation and follow up as well as working safely in an unfamiliar and potentially unpredictable environment. Application of this unit should be contextualised to reflect any specific work requirements and practices. This unit contains Employability Skills.)
 1. Prepare for outreach work
 2. Undertake outreach service
 3. Establish client relationship
 4. Follow up outreach service