

CHC50108

Diploma of Disability

Course information and vocational outcomes

This is a nationally accredited course. This qualification covers workers who are responsible for the coordination and management of agencies delivering services to people with a disability. Workers in this role: are usually also involved in service delivery, either direct client work and/or community development projects; have responsibility for supervision of other staff and volunteers.

Entry requirements

To gain entry into *CHC50108 Diploma of Disability* a candidate must:

1. Be recognised as competent, through a recognised training program or recognition process, against the following units of competency common to *CHC40308 Certificate IV in Disability*:
 - CHCCS400A Work within a relevant legal and ethical framework
 - CHCCS411A Work effectively in the community sector
 - CHCDIS301A Work effectively with people with a disability
 - CHCDIS410A Facilitate community participation and inclusion
 - CHCICS402A Facilitate individualised plans

OR

2. Have sufficient relevant work experience in the disability sector to indicate likely success at this level of qualification in a job role involving:
 - the application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
 - a wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required
 - the exercise of discretionary judgement and decision making under general guidance

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

- eleven core units
- five elective units

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

- 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 3 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. 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:

Group A OHS electives – one unit must be selected

One of the following OHS units must be selected for this qualification:

- HLTOHS400A - Maintain OHS processes
- HLTOHS500A - Manage OHS processes

Group B 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

Group C elective - for special consideration

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

- CHCICS404A - Plan and provide advanced behaviour support

Relevant electives

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

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, including complex information*
- Speaking clearly/directly *to relay information, including complex information*
- Reading and interpreting workplace related documentation, *such as safety requirements and work instructions, including complex information*
- Writing to address audience needs, *such as work notes and reports, including complex information*
- Interpreting the needs of internal/ external clients *from a range of information sources*
- Applying numeracy skills to workplace requirements *involving measuring, counting, calculating, monitoring and evaluating*
- Establishing and using networks
- Sharing information *(e.g. with other staff and with clients)*
- Negotiating responsively *(e.g. re own work role and/or conditions and with clients)*
- Persuading effectively *(e.g. in line with own work role and including staff, clients and other stakeholders)*

Communication (cont.)

- Being appropriately assertive (*e.g. in relation to safe or ethical work practices and own work role*)
- Empathising

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
- 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. in relation to client assessment and management*)
- 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 (*i.e. within scope of own role*)
- Resolving client concerns relative to workplace responsibilities (*i.e. in relation to 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*)
- 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*)
- Using *organisation* systems for planning and organising (*i.e. if applicable to own role*)
- Being appropriately resourceful
- 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 or establishing 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. as relevant to own role*)

Self management

- Being self-motivated (*i.e. in relation to requirements of own work role*)
- Articulating own ideas and vision - (*i.e. within a team or supervised work context*)

Self management (cont.)

- 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 and as a coach/mentor*)
- 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 (*i.e. within scope of own role*)
- 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 903 and 1245 hours depending on the units selected.

This course carries with it a Nationally Recognised Certificate.

Course content

Core units:

- **CHCAD504A - Provide advocacy and representation services (80 nominal hours)**
(This unit describes the knowledge and skills required by the worker to represent the interests of service users, the community and/or the community services and health industries. Representation will include the development of community representative and industry participative roles and positions in influencing policy processes and decision-making forums. This unit may apply to work undertaken across a range of sectors involved in delivery of community services. This unit contains Employability Skills.)
 1. Establish the *representative role* and process
 2. Participate in decision-making forums
 3. Negotiate outcomes and liaise with *key people*
 4. Evaluate effectiveness of strategies

- **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

- **CHCCM501A - Coordinate complex case requirements (50 nominal hours)**
*(This unit describes the knowledge and skills required to coordinate multiple service inputs for clients with complex needs. This unit may apply to work in a range of community service contexts. This unit contains Employability Skills. **Pre-requisite unit:** CHCCM404A 'Undertake case management for people with complex needs'.)*
 1. Establish coordination function
 2. Support the client accessing multiple service inputs
 3. Monitor service inputs

- **CHCCM503C - Develop, facilitate and monitor all aspects of case management (75 nominal hours)**
(This unit describes the knowledge and skills required to facilitate all aspects of case planning. This unit may apply to work in a range of community service contexts. This unit contains Employability Skills.)
 1. Conduct case management meetings
 2. Develop an appropriate approach to case management
 3. Develop an appropriate case management plan
 4. Manage case work activities and processes

- **CHCCS503A - Develop, implement and review services and programs to meet client needs (70 nominal hours)**
(This unit describes the knowledge and skills required to identify, develop, implement, monitor and review programs to meet the needs of clients. This unit may apply in a range of community service contexts and may focus on services and programs to address specific client issues, in areas of work such as: aged care, disability, mental health and alcohol and/or other drugs. This unit contains Employability Skills.)
 1. Identify programs and service requirements to meet client needs
 2. Develop and implement programs for meeting client needs
 3. Monitor and review programs

- **CHCCW503A - Work intensively with clients (75 nominal hours)**
(This unit describes the knowledge and skills required to deliver targeted specialised client services based on individual case management and intervention. This unit may apply in a range of community service contexts. This unit contains Employability Skills.)
 1. Provide high quality case work
 2. Enlist specialist services
 3. Establish transition processes

- **CHCDIS511A - Coordinate services for people with disabilities (125 nominal hours)**
(This unit describes the knowledge and skills required by staff to develop and monitor supports and programs according to the needs of people with disabilities and within a legislative and ethical framework to ensure the provision of high quality service delivery which supports the rights and interests of people with disabilities. 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 commitment to high quality services for people with disabilities
 2. Develop and implement programs for meeting client needs
 3. Review and monitor programs
 4. Support rights, *interests* and *needs* of people with disabilities
 5. Develop and implement a framework for quality service delivery

- **CHCINF505C - Meet statutory and organisation information requirements (90 nominal hours)**
(This unit describes the knowledge and skills required to ensure effectiveness and efficiency of the organisation's information system. This unit may apply to work in a range of community service contexts. This unit contains Employability Skills.)
 1. Identify information requirements
 2. Review options for systems to obtain information
 3. Establish and manage systems to record and store information
 4. Support and supervise the development of information and educational resources
 5. Provide staff training

- **CHCNET503C - Develop new networks (75 nominal hours)**
(This unit describes the knowledge and skills required to setup formal networks to benefit the organisation and clients. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Develop and maintain appropriate *networks*
 2. Reflect social and cultural awareness in developing and maintaining networks

- **CHCORG506C - Coordinate the work environment (90 nominal hours)**
(This unit describes the knowledge and skills required to undertake supervisory and coordinating activities in work groups in community service organisations. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Contribute to and promote effective work practices
 2. Promote effective workplace relations
 3. Facilitate work group activities
 4. Develop and implement staffing processes as required
 5. Advocate for workplace health and safety and fair employment practices

- **CHCPOL501A - Access evidence and apply in practice (55 nominal hours)**
(This unit describes the knowledge and skills required to access and judiciously use the current best practice and evidence to guide decisions for improving client outcomes. This unit may apply to work in a range of community service contexts. This unit contains Employability Skills.)
 1. Prepare to gather appropriate evidence
 2. Research and assess evidence-based best practice
 3. Develop possible practice changes
 4. Implement and evaluate changes in practice

Group A OHS electives units:

- **HLTOHS400A - Maintain OHS processes (40 nominal hours)**
*(This unit specifies the workplace performance required by an employee with supervisory responsibilities, to maintain organisation OHS processes. 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. **Pre-/co-requisite** - This competency units should be assessed after or in conjunction with related unit: HLTOHS300A 'Contribute to OHS processes'.)*
 1. Provide information to the work group
 2. Ensure others are able to implement safe work practices
 3. Implement OHS participative processes
 4. Monitor compliance with *work procedures*
 5. Implement hazard identification, *risk assessment* and *risk control* procedures
 6. Implement organisation procedures for maintaining OHS records
 7. Implement emergency procedures

- **HLTOHS500A - Manage OHS processes (40 nominal hours)**
(This unit specifies the workplace performance required by an individual responsible for ongoing management of OHS within an area of management responsibility, where the OHS management processes have been set up by other persons, either internal or external to the organisation. The 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. This competency should be assessed after or in conjunction with related unit: HLTOHS300A "Contribute to OHS processes".)
 1. Manage OHS information and records
 2. Manage OHS participative Processes
 3. Manage OHS risk management processes
 4. Manage OHS training program
 5. Manage OHS continuous improvement process

Group B electives 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

Group C electives unit:

- **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

Other relevant elective units – Disability support:

- **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

- **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

- **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

- **CHCDIS400C - Provide care and support (50 nominal hours)**
(This unit describes the knowledge and skills required by staff to provide support and assistance to maintain quality care for people with disabilities. 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. Establish and maintain an appropriate relationship with people with disabilities
 2. Provide appropriate *support* to people with disabilities
 3. Assist in maintaining an environment that enables maximum independent living

- **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

- **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

- **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

- **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

- **CHCDIS507C - Design and adapt surroundings to group requirements (90 nominal hours)**
(This unit describes the knowledge and skills required by staff to design and implement measures to maximise convenience of use of various physical settings in the community at large for people with disabilities as a group through assessing and adapting locations and designing new locations. This unit may apply to work with people with a disability in a range of community service contexts. This unit contains Employability Skills.)

 1. Assess *locations*
 2. Design and/or use appropriate aids
 3. Design new location to group requirements

- **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

- **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

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

- **CHCMH405A - Work collaboratively to support recovery process (40 nominal hours)**
(This unit describes the knowledge and skills required to work collaboratively with clients to provide services to implement a range of strategies within the scope of an individual recovery plan for a person with a mental health condition. 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. Clarify service requirements
 2. Implement strategies collaboratively
 3. Review outcomes to determine effectiveness of services provided
 4. Report and document information
 5. Use self protection strategies

- **CHCMH501 - Provide advanced supports to facilitate recovery (50 nominal hours)**
(This unit describes the knowledge and skills required to provide advanced support strategies for people with mental illness and psychiatric disabilities. Advanced supports involve analysis within a mental health diagnostic framework and the planning and implementation of psychosocial rehabilitation for specific client outcomes. This unit applies to work with mental health consumers 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, carers and family members. This unit contains Employability Skills.)
 1. Determine support and service requirements
 2. Prepare for support and service requirements
 3. Conduct supports and other service delivery
 4. Recognise and deal with trauma
 5. Evaluate effectiveness of services provided and adjust as required
 6. Report and document information
 7. Maintain safety in practice

- **CHCPROM503A - Provide community focused promotion and prevention strategies (60 nominal hours)**
(This unit describes the knowledge and skills required to develop and deliver a range of promotion and prevention strategies to the community. This unit applies to work with in a range of community sector work contexts. This unit contains Employability Skills.)
 1. Determine promotion and prevention strategies relevant to the specific community
 2. Prepare for promotion and prevention activities
 3. Conduct promotion and prevention activities
 4. Report and document information

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

- **CHCAOD511B - Provide advanced interventions to meet the needs of clients with alcohol and/or other drug issues (90 nominal hours)**
(This unit describes the knowledge and skills required by skilled employees in the alcohol and other drugs (AOD) sector working with minimal supervision with a range of clients experiencing a range of issues. They will apply ongoing therapeutic intervention with clients with alcohol and other drug issues drawing on a range of models and techniques supported by evidence. This unit applies to those working with clients with AOD issues in the delivery of community services Service delivery may take place in a range of settings. This unit contains Employability Skills.)

 1. Apply suitable counseling and support techniques to assist individual with AOD issues
 2. Review personal and agency ability to deliver service to address all client needs

- **CHCAOD512A - Develop and implement a behaviour response plan (60 nominal hours)**
*(This unit describes the knowledge and skills required to develop a response plan to deal effectively with potentially harmful behaviour in the context of risk management. The knowledge and skills of this unit of competency are used by workers to develop and implement plans and strategies to reduce the likelihood of harm to clients and others in the alcohol and other drugs (AOD) sector This unit contains Employability Skills. **Pre-requisite unit:** CHCICS305A 'Provide behaviour support in the context of individualised plans'.)*

 1. Identify risks of harm in the alcohol and other drugs sector
 2. Prepare a response plan
 3. Guide and support workers to implement strategies
 4. Monitor effectiveness of response plan
 5. Complete documentation

- **CHCPROM503A - Provide community focused promotion and prevention strategies (60 nominal hours)**
(This unit describes the knowledge and skills required to develop and deliver a range of promotion and prevention strategies to the community. This unit applies to work with in a range of community sector work contexts. This unit contains Employability Skills.)

 1. Determine promotion and prevention strategies relevant to the specific community
 2. Prepare for promotion and prevention activities
 3. Conduct promotion and prevention activities
 4. Report and document information

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'; 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

- **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

- **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: HLT CPR201A '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 relevant elective units – Counselling and client support:

- **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

- **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

- **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

- **CHCCSL501A - Work within a structured counselling framework (90 nominal hours)**
(This unit describes the knowledge and skills required to work within the agency's agreed counselling model. The basic counselling skills described in this unit are intended for application in the context of delivering a range of community services Assessment may require additional knowledge specific to a particular community services or health sector. This unit contains Employability Skills.)
 1. Use a structured approach to counselling
 2. Establish the nature of the helping relationship
 3. Confirm the appropriateness of the helping relationship

- **CHCCSL502A - Apply specialist interpersonal and counselling interview skills (60 nominal hours)**
(This unit describes the skills and knowledge required to use advanced interpersonal communication skills to facilitate the client-counsellor relationship in a counselling practice. These skills are intended for application in a counselling interview to ensure client-counsellor communication is effective and to enhance client development and growth. This unit contains Employability Skills.)
 1. Communicate effectively in counselling practice
 2. Use specialist communication skills in counselling interviews

- **CHCCSL503A - Facilitate the counselling relationship (120 nominal hours)**
(This unit describes the knowledge and skills required to enable clients to identify and work through concerns. The basic counselling skills described in this unit are intended for application in the context of delivering a range of community services. Assessment may require additional knowledge specific to a particular community services or health sector. This unit contains Employability Skills.)
 1. Enable clients to identify concerns
 2. Enable clients to work through concerns
 3. Monitor the counselling process
 4. Bring the counselling process to an end

- **CHCCSL507A - Support clients in decision-making processes (120 nominal hours)**
(This unit describes the knowledge and skills required to support clients in planning a course of action. The basic counselling skills described in this unit are intended for application in the context of delivering a range of community services. Assessment may require additional knowledge specific to a particular community services or health sector. This unit contains Employability Skills.)
 1. Assist clients in clarifying their aims and requirements
 2. Enable clients to explore possible courses of action

- **CHCCSL509A - Reflect and improve upon counselling skills (90 nominal hours)**
*(This unit describes the knowledge and skills required to evaluate own work and to undertake continuing self-development and effective supervision within an ethical code of practice. The basic counselling skills described in this unit are intended for application in the context of delivering a range of community services. Assessment may require additional knowledge specific to a particular community services or health sector. This unit contains Employability Skills. **Pre-requisite units:** CHCCSL501A 'Work within a structured counselling process'; CHCCSL503A 'Facilitate the counselling relationship'; CHCCSL507A 'Support clients in decision-making processes'.)*
 1. Reflect upon own counselling skills and practice
 2. Ensure continuing self-support and supervision
 3. Operate within an agreed ethical code of practice/ethics

- **CHCDFV402C - Manage own professional development in responding to domestic and family violence (50 nominal hours)**
(This unit describes the knowledge and skills required for individuals to manage their own performance and take responsibility for their professional development in relation to domestic and family violence. This unit may apply in a range of community service contexts with clients who may experience domestic and family violence. This unit contains Employability Skills.)
 1. Work within a domestic violence framework
 2. Model high standards of performance
 3. Develop and maintain professional competence

- **CHCDFV505C - Counsel clients affected by domestic and family violence (70 nominal hours)**
(This unit describes the knowledge and skills required to use appropriate counseling and facilitation skills to thoroughly explore client issues and identify possible options by providing a safe and supportive environment which encourages clients to be actively involved in seeking their own solutions. This unit may apply in a range of community service contexts with clients who may experience domestic and family violence. This unit contains Employability Skills.)
 1. Establish confidence
 2. Explore issues
 3. Identify possible future directions

Other relevant elective units – Team coordination and management:

- **CHCORG525C - Recruit and coordinate volunteers (70 nominal hours)**
(This unit describes the knowledge and skills required to develop and support volunteer workers in an agency. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Identify the need and roles for *volunteers* in the organisation
 2. Recruit volunteers
 3. Provide orientation to the organisation
 4. On-going support of volunteers is provided
- **CHCORG611A - Lead and develop others in a community sector workplace (90 nominal hours)**
(This unit describes the knowledge and skills required to achieve identified work outcomes through managing, leading and developing individuals and teams in the work group or organisation. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Provide leadership, direction and guidance to the organisation
 2. Maximise own performance outcomes
 3. Manage effective work relationships
 4. Manage and improve the performance of individuals
 5. Support, participate and review group development
 6. Support and develop staff
- **CHCORG627B - Provide mentoring support to colleagues (60 nominal hours)**
(This unit describes the knowledge and skills required to act as a mentor to other individuals in the industry or workplace. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Establish a relationship with *mentoree*
 2. Offer mentoring support

Other relevant elective units – Palliative approach:

- **CHCPA301B – Deliver care services using a palliative approach (50 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

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

Other relevant elective units – Organisation support electives:

- **CHCCS505A - Provide supervision support to community sector workers (60 nominal hours)**
(This unit describes the knowledge and skills required to provide supervision as a support for workers in the community services industry, including providing backup support, performing a range of administrative tasks and providing a structured debriefing process. This unit of competency is to be applied in the context of providing support for community services workers. This unit contains Employability Skills.)
 1. Provide supervision support for community service workers
 2. Provide administrative assistance in community service work context
 3. Provide *structured debriefing*
 4. Maintain professionalism and skills development

- **CHCNET501A - Work effectively with other services and networks (45 nominal hours)**
(This unit describes the knowledge and skills required to liaise and facilitate linkages between a comprehensive range of community services to ensure on-going development of the organisation and provision of support to the relevant client group. The skills described in this unit may be applied across a range of community work contexts, including specialist and generalist services in the community. This unit contains Employability Skills)
 1. Identify and maintain *links* with *relevant services*
 2. Reflect social and cultural awareness in working with other services
 3. Provide relevant information to services
 4. Work in collaboration with other organisations to enhance networks and service delivery

- **CHCORG501A - Facilitate workplace change and innovation (55 nominal hours)**
(This unit describes the knowledge and skills required to facilitate change and innovation as a basis for achievement of organisation and strategic objectives. The skills described in this unit may be applied across a range of community services workplace contexts. This unit contains Employability Skills.)
 1. Support staff to identify areas for *workplace change*
 2. Facilitate implementation of change in the workplace
 3. Review the impacts of change and innovation in the workplace

- **CHCPOL404A - Undertake policy review (20 nominal hours)**
(This unit describes the knowledge and skills required to analyse and review policies which impact on the client group and the work of the organisation. This unit may apply in a range of community service contexts. This unit contains Employability Skills.)
 1. Review existing policy
 2. Provide briefing materials or report on policy issues