

CHC20108 Certificate II in Community Services

This qualification may be used as a pathway qualification into community services work and may apply specifically to:

- Workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services, or
- Workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

Workers at this level:

- May provide assistance and support to clients accessing a service or experiencing issues such as alcohol and/or other drug issues
- Assist people in meeting their immediate needs e.g. by providing shelter and food
- Provide short-term contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate
- May provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance
- Report directly to a supervisor and are not responsible for other workers.

These positions may have direct contact with clients, identify presenting needs and refer to appropriate services and support.

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

Occupational titles may include:

- Assistant community services workers
- Care service employee
- Contact officers
- Customer service staff
- Domestic assistant
- Gardener/grounds person
- Home helper
- Housekeeping assistant
- Laundry assistant
- Night/community patrol workers
- Personal care assistant
- Provision of emergency relief
- Reception/front desk staff
- Support worker

PACKAGING RULES

11 units must be selected for this qualification including:

- 5 compulsory units
- 6 elective units
 - A wide range of elective units is available and may include:
 - Relevant electives listed below the compulsory units for this qualification
 - 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, units of competency packaged at this level or higher in other relevant Training Packages
 - Packaging to address identified work roles:**
 - Some industry sectors have identified certain electives recommended for specific areas of work
 - These electives are included in the table below

Compulsory units

- [CHCCS211A](#) Prepare for work in the community sector
- [CHCCOM201C](#) Communicate with people accessing the services of the organisation
- [CHCORG201A](#) Follow policies, procedures and programs of the organisation
- [CHCORG202C](#) Work with others

AND one only of the following units:

[HLTOHS200A](#) Participate in OHS processes

OR

[CHCOHS312A](#) Follow safety procedures for direct care work

The importance of culturally aware and respectful practice

All workers undertaking work in community services need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Relevant electives

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

Electives recommended for specific areas of work are shown in the following table.

Elective groups shown in this table are recommended, but not necessarily required for work in the areas identified on the right	Children's services	Parent help services	Emergency relief services	Support services	First point of contact	Settlement work
CHCAC318A Work effectively with older people <i>OR</i>				✓		
CHCDIS301A Work effectively with people with a disability				✓		
CHCADMIN201C Undertake basic administrative duties				✓		
CHCCN301A Ensure the health and safety of children	✓	✓				
CHCCOM201C Communicate with people accessing the services of the organisation				✓		
CHCCOM302C Communicate appropriately with clients and colleagues			✓			
CHCCS200D Deliver service to clients					✓	
CHCCS308B Provide first point of contact					✓	
CHCCS401B Facilitate responsible behaviour					✓	
CHCCS411A Work effectively in the community sector			✓			
CHCCS421A Undertake community sector work within own community						✓
CHCER301A Deliver emergency relief services			✓			
CHCFC301A Support the development of children	✓	✓				
CHCIC201B Communicate with children	✓	✓				
CHCPR301A Provide experiences to support children's play and learning	✓	✓				
CHCRF301D Work effectively with families to care for the child		✓				
CHCYTH301D Work effectively with young people	✓					
HLTCSD306B Respond effectively to difficult or challenging behaviour				✓		
HLTIN301A Comply with infection control policies and procedures in health work				✓		

Additional electives

- [CHCAC316B](#) Provide food services
- [CHCAC317A](#) Support older people to maintain their independence
- [CHCAC318A](#) Work effectively with older people
- [CHCAOD201D](#) Prepare for alcohol and other drugs work
- [CHCCD307C](#) Support community resources
- [CHCCH225A](#) Prepare to work in social housing
- [CHCCS405C](#) Identify and address specific client needs
- [CHCDIS220B](#) Prepare for disability work
- [CHCGROUP201C](#) Support the activities of existing groups
- [CHCGROUP302D](#) Support group activities

<u>CHCMH301A</u>	<u>Work effectively in mental health</u>
<u>CHCRH401A</u>	<u>Work effectively in the leisure and health industry</u>
<u>HLTCPR201A</u>	<u>Perform CPR</u>
<u>HLTCSD203B</u>	<u>Prepare and maintain beds</u>
<u>HLTCSD208B</u>	<u>Transport clients</u>
<u>HLTCSD307B</u>	<u>Care for the home environment of clients</u>
<u>HLTFA301B</u>	<u>Apply first aid</u>
<u>HLTFS201B</u>	<u>Distribute meals and refreshments to clients</u>
<u>HLTFS204B</u>	<u>Provide ward or unit based food preparation and distribution services</u>
<u>HLTFS205B</u>	<u>Perform kitchenware washing</u>
<u>HLTFS207B</u>	<u>Follow basic food safety practices</u>
<u>HLTFS309B</u>	<u>Oversee the day-to-day implementation of food safety in the workplace</u>
<u>HLTFS310B</u>	<u>Apply and monitor food safety requirements</u>
<u>HLTFS208B</u>	<u>Transport food</u>
<u>HLTFS302B</u>	<u>Prepare foods suitable for a range of food service settings</u>
<u>HLTGM201B</u>	<u>Perform routine servicing of plant, equipment and machinery</u>
<u>HLTGM202B</u>	<u>Use hand and power tools</u>
<u>HLTGM203B</u>	<u>Perform minor general maintenance</u>
<u>HLTMS201B</u>	<u>Collect and maintain linen stock at user-location</u>
<u>HLTMS206B</u>	<u>Perform general cleaning tasks in a clinical setting</u>
<u>HLTMS208B</u>	<u>Handle waste in a health care environment</u>