

INDIVIDUAL CLIENT SUPPORT

CHC30208 Certificate III in Aged Care

This qualification addresses work primarily in residential facilities under direct or regular supervision within clearly defined organisation guidelines and service plans.

These workers:

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

Occupational titles may include:

- Accommodation support worker
- Assistant in nursing
- Care assistant
- Care service employees
- Care worker
- Community care worker
- Community house worker
- Community support worker
- Disability service officer (in some jurisdictions)
- Field officer
- Home care assistant
- In-home respite worker
- Nursing assistant
- Personal care assistant
- Personal care giver
- Personal care worker
- Support worker

PACKAGING RULES

14 units must be selected for this qualification including:

- 10 compulsory units
- 4 elective units

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

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- 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

Compulsory units

- [CHCAC317A](#) [Support older people to maintain their independence](#)
- [CHCAC318A](#) [Work effectively with older people](#)
- [CHCAC319A](#) [Provide support to people living with dementia](#)
- [CHCCS411A](#) [Work effectively in the community sector](#)
- [CHCICS301A](#) [Provide support to meet personal care needs](#)

CHCICS302A	Participate in the implementation of individualised plans
CHCICS303A	Support individual health and emotional well being
CHCOHS312A	Follow safety procedures for direct care work
CHCPA301B	Deliver care services using a palliative approach
HLTAP301A	Recognise healthy body systems in a health care context

The importance of culturally aware and respectful practice

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

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

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

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.

Client support

CHCAC316B	Provide food services
CHCAC410A	Collect technical data to support client health care plan (Note pre-requisite HLTAP301A)
CHCAC417A	Implement interventions with older people at risk of falls
CHCAD401D	Advocate for clients
CHCCS311C	Deliver and monitor services to clients
CHCCS400A	Work within a relevant legal and ethical framework
CHCCS426A	Provide support and care relating to loss and grief
CHCGROUP302D	Support group activities
CHCICS305A	Provide behaviour support in the context of individualised plans
CHCICS306A	Provide basic foot skin and nail care
CHCLD315A	Recognise stages of lifespan development
HLTFA301B	Apply first aid
HLTIN301A	Comply with infection control policies and procedures in health work

Medication

CHCCS305A	Assist clients with medication (Note pre-requisite HLTAP301A)
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Organisational support

BSBINM201A	Process and maintain workplace information
BSBWOR204A	Use business technology

- [CHCADMIN302C](#) [Provide administrative support](#)
- [CHCINF302C](#) [Maintain the organisation's information systems](#)
- [CHCINF303A](#) [Contribute to information requirements in the community sector](#)
- [CHCINF408C](#) [Comply with information requirements of the aged care and community care sectors](#)
- [CHCORG322B](#) [Contribute to implementation of service delivery strategy](#)

Supervision and training

- [CHCCOM403A](#) [Use targeted communication skills to build relationships](#)
- [CHCORG406A](#) [Supervise work](#)
- [TAADEL301C](#) [Provide training through instruction and demonstration of work skills](#)

Community care

- [CHCHC311A](#) [Work effectively in home and community care](#)
- [CHCICS304A](#) [Work effectively with carers](#)
- [HLTRAH302A](#) [Undertake home visits](#)

Working with people with disabilities

- [CHCDIS301A](#) [Work effectively with people with a disability](#)
- [CHCDIS302A](#) [Maintain an environment to empower people with disabilities](#)
- [CHCDIS313A](#) [Support people with disabilities who are ageing](#)
- [CHCDIS322A](#) [Support community participation and inclusion](#)
- [CHCDIS323A](#) [Contribute to skill development and maintenance](#)

Working with people with mental health issues

- [CHCMH301A](#) [Work effectively in mental health](#)