

CHC30108 Certificate III in Community Services Work

This qualification applies to community work delivered through a broad range of services which provide support to individuals and groups.

This level is appropriate for support workers, case workers and client contact officers and generally, these positions:

- Have direct contact with clients
- Identify presenting needs
- Refer to appropriate services and support.

At this level support workers and case workers may provide day-to-day support in community settings and/or provide assistance with entitlements and benefits under the broad direction of others.

Emotional and practical support may be provided face to face or over the telephone to assist the client and enable an accurate referral to be achieved.

This qualification is available as a broad-based qualification or with a focus on either community services or community development work.

Occupational titles may include:

- Aboriginal or Torres Strait Islander community development worker
- Client contact
- Community care worker
- Assistant community workers (focusing on community health primarily in an Indigenous community)
- Indigenous youth worker
- Intake and referral worker (Aboriginal)
- Juvenile justice court officer
- Juvenile justice officer
- Juvenile justice officer (community)
- Neighbourhood centre worker
- Recreational activities officer (weekend)
- Residential support worker
- Support worker (community based with an orientation toward any or a number of the following: youth, women, families, domestic violence, child protection)
- Tenants working in a range of areas
- Youth case worker (community health service setting – non residential)
- Youth housing support worker
- Youth worker

PACKAGING RULES

13 units must be selected for this qualification including:

- 8 compulsory units
- 5 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 focus on either community services or community development work:

- Certain electives have been recommended as a foundation for working in either community services or community development and are identified below

Compulsory units

[CHCADMIN305D](#) [Work within the administration protocols of the organisation](#)

[CHCCD412A](#) [Work within a community development framework](#)

[CHCCOM302C](#) [Communicate appropriately with clients and colleagues](#)

[CHCCS308B](#) [Provide first point of contact](#)

[CHCCS411A](#) [Work effectively in the community sector](#)

[CHCNET301D](#) [Participate in networks](#)

[CHCORG303A](#) [Participate effectively in the work environment](#)

AND one only of the following units:

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

OR

[HLTOHS300A](#) [Contribute to OHS processes](#)

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. Employers may specify that certain electives are required to address specific workplace needs.

CHC30808 Certificate III in Community Services Work enables selection of specific electives recommended for further work in community services or community development.

Recommended electives for community services work

The following units of competency are recommended for community services work:

- [CHCCS401B](#) [Facilitate responsible behaviour](#)
- [CHCCS422A](#) [Respond holistically to client issues and refer appropriately](#)

Recommended electives for community development work

The following units of competency are recommended for community development work:

- [CHCCD401D](#) [Support community participation](#)
- [CHCCD404D](#) [Develop and implement community programs](#)
- [CHCCS414A](#) [Provide education and support on parenting, health and well being](#)

Other relevant electives

- [BSBINM201A](#) [Process and maintain workplace information](#)
- [CHCAC318A](#) [Work effectively with older people](#)
- [CHCAD401D](#) [Advocate for clients](#)
- [CHCAOD402A](#) [Work effectively in the alcohol and other drugs sector](#)
- [CHCAOD406D](#) [Work with clients who are intoxicated](#)
- [CHCAOD407D](#) [Provide needle and syringe services](#)
- [CHCCD307C](#) [Support community resources](#)
- [CHCCD401D](#) [Support community participation](#)
- [CHCCD402A](#) [Develop and provide community education projects](#)
- [CHCCD404D](#) [Develop and implement community programs](#)
- [CHCCD413D](#) [Work within specific communities](#)
- [CHCCHILD404A](#) [Support the rights and safety of children and young people](#)
- [CHCCS419B](#) [Provide support services to clients](#)
- [CHCCW301C](#) [Operate under a casework framework](#)
- [CHCDFV301A](#) [Recognise and respond appropriately to domestic and family violence](#)
- [CHCDIS301A](#) [Work effectively with people with a disability](#)
- [CHCGROUP302D](#) [Support group activities](#)
- [CHCINF302C](#) [Maintain the organisation's information systems](#)
- [CHCINF408C](#) [Comply with information requirements of the aged care and community care sectors](#)
- [CHCMH301A](#) [Work effectively in mental health](#)
- [CHCYTH301D](#) [Work effectively with young people](#)
- [CHCYTH401A](#) [Engage respectfully with young people](#)
- [CHCYTH402A](#) [Work effectively with young people in the youth work context](#)
- [HLTFA301B](#) [Apply first aid](#)
- [HLTFA302A](#) [Provide first aid in remote situation](#) (Note pre-requisite: [HLTFA301B](#))
- [HLTFA402B](#) [Apply advanced first aid](#) (Note pre-requisite: [HLTFA301B](#))
- [HLTHIR403B](#) [Work effectively with culturally diverse clients and co-workers](#)
- [HLTHIR404B](#) [Work effectively with Aboriginal and/or Torres Strait Islander people](#)

Financial literacy education electives

- [CHCFLE301A](#) [Work with clients needing financial literacy education](#)
- [CHCFLE302A](#) [Educate clients in fundamental financial literacy skills](#)
- [CHCFLE303A](#) [Educate clients to understand debt and consumer credit](#)