

CHC41008 Certificate IV in Community Services Advocacy

This qualification covers workers who provide information, advice and advocacy and would also be appropriate for community education and policy workers.

Occupational titles may include:

- Community education worker
- Community legal officer
- Court support worker
- Information worker
- Para-legal worker
- Phone advice worker
- Tenant advice and advocacy service coordinator
- Tenant advice and advocacy worker
- Welfare rights worker
- Worker in peak organisation

PACKAGING RULES

15 units must be selected for this qualification including:

- 9 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

Compulsory units

BSBINM201A	Process and maintain workplace information
CHCAD401D	Advocate for clients
CHCCD412A	Work within a community development framework
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400A	Work within a relevant legal and ethical framework
CHCNET402A	Establish and maintain effective networks
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
HLTOHS300A	Contribute to OHS processes

The importance of culturally aware and respectful practice

All workers undertaking community services advocacy work 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. The following list of electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

CHCAC318A	Work effectively with older people
CHCAD504A	Provide advocacy and representation services
CHCAD603A	Provide systems advocacy services
CHCAOD402A	Work effectively in the alcohol and other drugs sector
CHCCD402A	Develop and provide community education projects
CHCCD404D	Develop and implement community programs
CHCCD505D	Develop community resources
CHCCH301A	Work effectively in social housing
CHCCH427A	Work effectively with people experiencing or at risk of homelessness
CHCCH522A	Undertake outreach work
CHCCHILD404A	Support the rights and safety of children and young people
CHCCS411A	Work effectively in the community sector
CHCCS422A	Respond holistically to client issues and refer appropriately
CHCCS503A	Develop, implement and review services and programs to meet client needs
CHCDIS301A	Work effectively with people with a disability
CHCINF407C	Meet information needs of the community
CHCLEG411A	Use relevant legislation in response to client needs
CHCMH301A	Work effectively in mental health
CHCNET404A	Facilitate links with other services
CHCORG405C	Maintain an effective work environment
CHCORG506C	Coordinate the work environment
CHCPOL402B	Contribute to policy development
CHCPOL403B	Undertake research activities
CHCPOL404A	Undertake policy review

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.

Tenant advice and advocacy electives

CHCAD505A	Represent clients in court (<i>Note pre-requisite: CHCLEG411A</i>)
CHCCD402A	Develop and provide community education projects
CHCCD505D	Develop community resources
CHCCH428A	Work effectively within the Australian housing system
CHCCS407B	Operate referral procedures
CHCINF407C	Meet information needs of the community
CHCLEG411A	Use relevant legislation in response to client needs
CHCPOL404A	Undertake policy review

Social housing

CHCCH301A	Work effectively in social housing
CHCCH427A	Work effectively with people experiencing or at risk of homelessness

Working with people with alcohol and other drug issues

[CHCAOD402A Work effectively in the alcohol and other drugs sector](#)

Working with people with mental health issues

[CHCMH301A Work effectively in mental health](#)

[CHCMH402A Apply understanding of mental health issues and recovery processes](#)

Working with people with a disability

[CHCDIS301A Work effectively with people with a disability](#)

[CHCDIS411A Communicate using augmentative and alternative communication strategies](#)

[CHCICS409A Recognise and respond to suspected abuse of vulnerable people](#)

Child protection electives

[CHCCHILD401A Identify and respond to children and young people at risk](#)

[CHCPROT429A Work collaboratively to maintain a child safe environment](#)

Settlement work

[CHCSW401A Work effectively with forced migrants](#)

[CHCSW402A Undertake bicultural work with forced migrants in Australia](#)