

Summary of Proposed Changes

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1. Introduction

This summary of proposed changes is a reading guide to the revised units of competency in advocacy, client care and support, and communication. For each unit, it sets out what has changed and why, so you can read the drafts on the consultation portal with the context in front of you. It is a guide only: it is not the endorsed product and will not be published with the final units.

We have reached this point through a long and generous consultation. Since 2024, the sector has shaped these products through surveys, workshops and site visits, and through more than 6,000 items of feedback. Between 28 April and 3 July 2025, we held 20 workshops and site visits in Hobart, Ballarat, Melbourne, Toowoomba, Brisbane, Bunbury, Perth, Canberra, Griffith, Sydney, Mount Gambier, Adelaide, Darwin, Katherine and online. We record every item in the consultation log, and it has genuinely shaped the drafts you are now reading. Thank you.

These units are now at validation. Validation is the stage where we ask you to confirm that the drafts are accurate, clear and workable: that each unit describes what a competent worker actually does, that the requirements can be met in a real training and assessment period, and that nothing essential is missing. This is a closer, more final read than consultation, and the drafts are close to their endorsed form.

The products are being released in stages across the validation period; this roll-out of products is open for validation from 14 September to 27 September 2026.

The qualifications and skill sets are available for reference throughout, so you can see how these units sit within them, with their own summary of changes.

Please read this summary alongside the drafts in the portal, and read it before you give feedback. This document provides:

- an overview of the project and its scope
- a summary of the proposed changes to each unit
- how to take part, and what happens next.

2. Project Overview

This project is part of HumanAbility's work to keep qualifications, skill sets and units current, industry-relevant and responsive to workforce needs. The draft products have been developed with the guidance of the project Technical Committee, which brings together expertise from across industry, regulation and training provision.

A consultation log is maintained and published so that stakeholder feedback and the project's responses stay transparent and traceable. Once feedback is considered and revisions made, and where the

products comply with the Training Package Organising Framework, the final drafts will be submitted for endorsement and, if approved, published on the National Register.

3. Project Scope

This document covers the revised units of competency in advocacy, client care and support, and communication, listed below. The units and their scope were confirmed through the project's functional analysis, and the tables that follow set out the proposed changes to each one.

Note: an 'M' has been added to a unit code, for example CHCADV001M, to show that the code is likely to change as a result of this project. The 'M' denotes a major change to the training product.

Training Product Type	Code and Title
Units of Competency	CHCADV001M Facilitate the interests and rights of clients
	CHCADV002M Provide advocacy and representation services
	CHCADV003M Represent clients in court
	CHCADV004M Represent organisation in court or tribunal
	CHCADV005M Provide systems advocacy services
	CHCCCS001M Address the needs of people with chronic disease
	CHCCCS004M Assess co-occurring needs
	CHCCCS005M Conduct individual assessments
	CHCCCS007M Develop and implement service programs
	CHCCCS008 Develop strategies to address unmet needs
	CHCCCS009M Facilitate responsible behaviour
	CHCCCS010M Maintain a high standard of service
	CHCCCS016M Respond to client needs
	CHCCCS020M Respond effectively to behaviours of concern
	CHCCCS030 Determine and respond to carer needs
	CHCCCS033 Identify and report abuse
	CHCCCS037 Visit client residence
	CHCCOM001M Provide first point of contact
	CHCCOM002M Use communication to build relationships
	CHCCOM003M Develop workplace communication strategies
	CHCCOM004M Present information to stakeholder groups
	CHCCOM005M Communicate and work in health or community services

Summary of Proposed Changes

1. Units of Competency

Table 1.1: Proposed changes to CHCADV001M Facilitate the interests and rights of clients

Section	Public and Government Consultation
Title	Title updated to Facilitate the interests and rights of people
Application	‘Client’ replaced with ‘people’ throughout to ensure consistent terminology. Application revised for clarity and to ensure outcomes are clearly articulated. Removal of reference to health and community sectors to support transferability across sectors
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in Elements and PCs updated to reflect TPOF requirements including clear assessable and measurable tasks PC1.2 addition of ‘appropriate to age and ability’ PC1.3 ‘responsibilities’ removed as addressed in PC1.2 PC2.3 ‘required to achieve outcomes’ added for clarity PC2.5 removed as addressed in PC3.5 PC3.4 ‘staff and community members’ added PC3.5 ‘duty of care removed’ as inherent in legal and ethical requirements PC4.1 ‘Discuss’ replaced with ‘Explain’ based on technical committee feedback
Performance Evidence	Updated use of numerical numbers to specific volume of performance New PE added ‘Worked in collaboration with at least 2 people and completed the following’
Knowledge Evidence	Several KE amended to reflect key knowledge required or contemporary industry terminology: • Addition of ‘legal’ instruments to ‘human rights frameworks, approaches, instruments’ • ‘relevance of child protection across all health and community services contexts, including duty of care when child is not the client, indicators of risk and adult disclosure’ replaced with ‘relevance of safeguarding, including duty of care when the person is not the client, indicators of risk and disclosure’ New KE added: • principles of self-determination, empowerment and dignity of risk

	- commonly used practices including person-centred, trauma informed and rights-based - supported decision making approaches
Assessment	Assessor conditions updated to reflect TPOF requirements
Conditions	No new conditions

Table 1.2: Proposed changes to CHCADV002M Provide advocacy and representation services

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	No changes to Elements PC2.2 'advocacy planning' added PC3.4 'or' added to reflect not all organisations have a board of management
Performance Evidence	New PE 'created an advocacy plan for 2 individuals or groups' 'client' replaced with 'service user'
Knowledge Evidence	'group' added to types of advocacy 'functions of advocacy (and subpoints) rewritten to state: 'functions of advocacy for individuals and groups including: - promoting understanding and awareness - empowering, and enabling, - representing and acting on behalf of - decision making to improve the client/s situation New KE added: 'key people and groups who have impact on and contribute to decision making regarding the diverse needs of individuals. These may include: - advocates - clinicians and allied health professionals - family, friends and carer providers - specialist service providers - legal representatives

Assessment Conditions	Assessor conditions updated to reflect TPOF requirements No new conditions
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Table 1.3: Proposed changes to CHCADV003M Represent clients in court

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in PCs updated to reflect TPOF requirements including clear assessable and measurable tasks PC2.2 rewritten to state: 'Answer questions and present facts to person, colleagues, supervisor and/or solicitor' PC3.2 'undertake appropriate debriefing' replaced with 'debrief'
Performance Evidence	Updated use of numerical numbers to specific volume of performance
Knowledge Evidence	Two new KE to reflect essential knowledge: - communication principles when answering questions and presenting facts, including: - clarity - accuracy - confidence in delivery - key reporting requirements resulting from court appearances
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements No new conditions

Table 1.4: Proposed changes to CHCADV004M Represent organisation in court or tribunal

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in PCs updated throughout to reflect TPOF requirements including clear assessable and measurable tasks
Performance Evidence	Updated use of numerical numbers to specific volume of performance
Knowledge Evidence	‘subpoena’ added to ‘organisational and legal documentation’ subpoints
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.5: Proposed changes to CHCADV005M Provide systems advocacy services

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in PCs updated throughout to reflect TPOF requirements including clear assessable and measurable tasks PC4.2 ‘people’ replaced with ‘stakeholders’
Performance Evidence	Updated use of numerical numbers to specific volume of performance PE ‘facilitated 1 formal meeting with the client or client group or community to develop strategies for action’ rewritten to state ‘organised 1 formal meeting with the client and client group or community to develop policy statements, action plans, strategies, projects and programs to address identified needs’

Knowledge Evidence	KE 'Advocacy issues relating to' revised and reduced to address alcohol and other drugs, risk of self-harm, chronic illness, community education and mental health' New KE added: • 'diverse groups represented within the local community (and considerations that may arise when working with those groups, such as: • cultural • religious • language • sexual identity • age and disability
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.6: Proposed changes to CHCCCS001M Address the needs of people with chronic disease

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in PCs updated throughout to reflect TPOF requirements including clear assessable and measurable tasks
Performance Evidence	Updated use of numerical numbers to specific volume of performance
Knowledge Evidence	No new KE 'principles and practice of client focused practice' replaced with 'principles of person-centred practice'
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

1.1. Table 1.7: Proposed changes to CHCCCS004M Assess co-occurring needs

Section	Public and Government Consultation
Title	Title updated to replace 'existing' with 'occurring' to reflect sector feedback
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Terminology in PCs updated throughout to reflect TPOF requirements including clear assessable and measurable tasks PC1.3 'specialist' replaced with 'experts' PC2.3 'Evaluate needs based on full range of relevant information' replaced with 'Evaluate needs based on presentations and full range of available relevant information' PC5.1 'referral' added to ensure comprehensive review PC5.4 'performance' added for context and scope
Performance Evidence	Updated use of numerical numbers to specific volume of performance 'existing' replaced with 'occurring' to reflect unit title and outcomes 'people' replaced with 'individuals'
Knowledge Evidence	KE1 'impact of the setting on the process' revised to state 'impact of the setting and environment on the process' KE1 'requirements' replaced with 'of the process and tools' KE2 additional subpoints added: • domestic and sexual violence • gender • sexuality • eating disorders KE3 subpoint added – 'therapeutic alliance'
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.8: Proposed changes to CHCCS005M Conduct individual assessments

Section	Public and Government Consultation
Title	No changes
Application	Minor grammatical updates
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates PCs to ensure they are clear, assessable and measurable in line with TPOF requirements PC2.5 'create a safe environment' added
Performance Evidence	Updated use of numerical numbers to specific volume of performance 'at least' removed PE 'communicated effectively with the person to both obtain and provide information and to gain consent' removed as this is inherent in first PE
Knowledge Evidence	Additional subpoint included in PE 5: 'indicators for referral to expert for further assessment' to reflect scope of role Additional KE 'internal and external guidelines relevant to service'
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.9: Proposed changes to CHCCS007M Develop and implement service programs

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates PCs to ensure they are clear, assessable and measurable in line with TPOF requirements 'consumer' and 'individual' replaced with 'people' throughout elements and PCs PC1.5 'stakeholders' added

Performance Evidence	Updated use of numerical numbers to specific volume of performance
	PE updated to reflect breadth of qualifications and tasks stepped out: - developed, implemented and evaluated at least 1 community sector service program including: - developed participation and engagement plan - consulted with at least 1 person accessing the service and 1 stakeholder involved in the service development - documented a program plan which included timeframes, resourcing, responsibilities and priorities - adjusted service according to service user feedback, organisation policy and budget frameworks
Knowledge Evidence	No changes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.10: Proposed changes to CHCCCS008 Develop strategies to address unmet needs

Section	Public and Government Consultation
Title	No change
Application	No change
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	No changes
Performance Evidence	No changes
Knowledge Evidence	No changes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.11: Proposed changes to CHCCS009M Facilitate responsible behaviour

Section	Public and Government Consultation
Title	No changes
Application	Minor grammatical update
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements PC1.1 'individual' replaced with 'a person's behaviour' PC1.4 'ensure decisions on action are consistent with available evidence and organisation policies' replaced with 'Use available evidence and organisational policies to inform consistent decisions regarding actions' Element 2 moved to Element 3 PC3.3 'Consider cultural sensitivities and adapt style and language to accommodate different cultural values and practices' replaced with 'Consider cultural sensitivities and individual needs and adapt style and language to accommodate cultural sensitivities and the individual needs' PC3.5 'aggressive' replaced with 'behaviours of concern' PC3.6 'techniques' added
Performance Evidence	Performance increased from 1 to 2 Removal of PE subpoints as per technical committee feedback and TPOF guidance
Knowledge Evidence	'contextualised' added to legal and ethical considerations additional sub points for types of behaviours of concern 'Potential triggers for behaviours of concern' added to KE New KE techniques and strategies employed to address behaviours of concern 'Individual needs' of service user added to KE 'suicide' removed from KE as not related to unit outcomes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.12: Proposed changes to CHCCCS010M Maintain a high standard of service

Section	Public and Government Consultation
Title	No changes
Application	‘community and health’ context removed to support unit application across qualifications
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements PC1.3 ‘according to organisational policy and procedure’ added PC1.6 ‘deal with’ replaced with ‘manage’
Performance Evidence	PE revised to state: • ‘provided services to at least 3 individuals with diverse needs • evaluated the services provided and reflect on own performance to identify and action improvements’
Knowledge Evidence	Additional KEs: • Inclusive practice • Professional standards and Code of Practice relevant to work role
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.13: Proposed changes to CHCCCS016M Respond to client needs

Section	Public and Government Consultation
Title	No changes
Application	‘Client’ replaced with ‘people’ throughout unit ‘issues’ replaced with ‘challenges’ throughout unit
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements

Performance Evidence	Updated use of numerical numbers to specific volume of performance Number of performances reduced from 5 to 3.
Knowledge Evidence	No changes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.14: Proposed changes to CHCCS020M Respond effectively to behaviours of concern

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements PC1.3 'Ensure planned responses to behaviours of concern maximise the availability of other appropriate staff and resources' rephrased to 'Identify the availability of appropriate staff and resources required to plan and respond to behaviours of concern' PC2.1 'when responding to behaviours of concern' added PC2.2 'from colleagues and specialists' added PC2.3 'firmly' replaced with 'assertively' PC2.5 'particular' removed
Performance Evidence	Updated use of numerical numbers to specific volume of performance PE updated to state 'responded to 2 individuals displaying a combined total of at least 5 different behaviours of concern'
Knowledge Evidence	'verbal and physical aggression' and 'property damage' added to subpoints for different behaviours of concern 'verbal offensiveness' removed 'documentation' added to subpoints for legal and ethical considerations
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.15: Proposed changes to CHCCCS030 Determine and respond to carer needs

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	No changes
Performance Evidence	Communication subpoints removed as addressed in KE
Knowledge Evidence	No changes
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.16: Proposed changes to CHCCCS033 Identify and report abuse

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	No changes
Performance Evidence	Updated use of numerical numbers to specific volume of performance
Knowledge Evidence	‘Mandatory (statutory)’ and ‘compulsory (organisational)’ reporting moved under legislation, policy and ethical consideration KE ‘religious’ added to types of abuse subpoints

	'techniques to respond to physical, mental and emotional impacts of an incident:' replaced with 'knowledge of and strategies to respond to secondary and vicarious trauma, including:' (subpoints unchanged) to reflect sector terminology
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.17: Proposed changes to CHCCCS037 Visit client residence

Section	Public and Government Consultation
Title	No changes
Application	Minor update to application to include 'care and support with a person's home'
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to PCs to ensure they are clear, assessable and measurable in line with TPOF requirements
Performance Evidence	Updated use of numerical numbers to specific volume of performance PE performance reduced from 5 to 3
Knowledge Evidence	'client' replaced with 'person' New KE: • 'resident details and considerations including: • personal details and preferences • needs and support requirements • values and cultural considerations'
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.18: Proposed changes to CHCCOM001M Provide first point of contact

Section	Public and Government Consultation
Title	No changes
Application	‘Client’ replaced with ‘person’ throughout unit
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to ensure they are clear, assessable and measurable in line with TPOF requirements Element 1 rewritten to state ‘Determine immediate needs’ PC1.1 Listen to and greet people accessing service in a pleasant, respectful and accepting way replaced with ‘Listen to and greet people and collect initial information about the reason for contact’ PC1.2 ‘Respond to’ replaced with ‘identify signs and distress and seek assistance as required’ PC1.3 Respond appropriately to diverse people and behaviour in line with organisation requirements’ replaced with ‘Use communication styles and techniques to reassure people and de-escalate any tensions’ PC1.4 ‘supervisor’ replaced with ‘relevant staff or services’ Element 2 ‘Follow organisational procedures to collect routine client information’ replaced with ‘Collect routine personal information’ PC2.1 ‘accordance with organisation and confidentiality requirements’ removed and stated as a new PC2.4 ‘Manage information collection and storage in accordance with organisation and confidentiality requirements’ PC3.2 ‘for self, clients and others’ removed
Performance Evidence	Updated use of numerical numbers to specific volume of performance Significant changes to PE to ensure application of PCs: PE3 updated to include ‘each individual must present with at least 2 distinct needs’ PE4 updated to include ‘de-escalation and problem solving skills and techniques’ New PE: ‘welcomed and communicated with at least 3 individuals presenting at a service’
Knowledge Evidence	New KE: • ‘Multifaceted needs of persons including: • dementia, • mental health, • alcohol and other drugs (AoD),

	• family, domestic and sexual violence, • disability, • homelessness, • poverty, • trauma, and • culturally diversity, age, sexual orientation, gender Updated KE to state ‘how these factors influence the type and manner of information provided and referral to services’ with additional subpoint for ‘social structures, minority cohorts and inequalities’
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.19: Proposed changes to CHCCOM002M Use communication to build relationships

Section	Public and Government Consultation
Title	No changes
Application	‘Client, colleague and other’ replaced with ‘stakeholders’ throughout unit. Scoping statement included to define stakeholders within the context of the unit
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to Elements and PCs to ensure they are clear, assessable and measurable in line with TPOF requirements 2.5 ‘Seek and respond to feedback on the effectiveness of communication with clients, colleagues and external networks’ revised to state ‘Evaluate the effectiveness of communication with stakeholders to identify improvements or adjustments’ PC3.1 ‘the objectives’ added PC3.3 ‘Contribute to and follow objectives and agendas for meeting’ replaced with ‘Facilitate the meeting using identified objectives and agendas’ PC3.4 ‘clarification and additional information as required’ added PC3.9 ‘processes’ replaced with ‘participation and effectiveness’ added and ‘lessons learned removed’ New Element 4 and accompanying PCs: 4.1 Establish the purpose and expectations of the relationship 4.2 Adhere to professional boundaries in line with organisational requirements when engaging with individuals

	4.3 Communicate openly and honestly to build trust and confidence in the relationship 4.4 Seek feedback to ensure expectations are being met and make improvements as required
Performance Evidence	Updated use of numerical numbers to specific volume of performance PE1 'people accessing services and/or' added New PE: developed the objectives, expectations and set boundaries with at least 2 persons, including 1 person accessing services and 1 other stakeholder
Knowledge Evidence	KE3 'strategies' replaced with 'techniques' KE4 'groups of persons accessing services' added
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

Table 1.20: Proposed changes to CHCCOM003M Develop workplace communication strategies

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to PCs to ensure they are clear, assessable and measurable in line with TPOF requirements PC1.1 'target audiences and' added PC1.3 'Develop a range of communication strategies to meet organisation needs and goals' replaced with 'Identify and develop a range of communication methods, channels, tactics and metrics to meet organisation needs and goals' P1.4 'strategies to meet the needs of the intended audience and organisation' PC4.1 'obtain usage metrics' added PC4.2 'Record lessons learnt and identify opportunities for continuous improvement' replaced with 'Identify opportunities for continuous improvement and formulate corrective actions'
Performance Evidence	Updated use of numerical numbers to specific volume of performance PE1 'developed and presented 1 new communication strategy and associated protocols for a business unit or team' replaced with 'developed, and presented and reviewed 2 new

	communication strategies and associated protocols for a business unit or team of at least 3 people, ensuring the use of different communication channels and methods
Knowledge Evidence	KE7 'channels' replaced with 'characteristics' KE7 subpoint 'personnel' replated with 'clients and stakeholders' New KE 'social media'
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements 'presentations to groups of at least 3 people' removed

Table 1.21: Proposed changes to CHCCOM004M Present information to stakeholder groups

Section	Public and Government Consultation
Title	No changes
Application	No changes
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Updates to PCs to ensure they are clear, assessable and measurable in line with TPOF requirements PC1.2 'and topics to determine suitable communication channels and methods' added PC 2.5 'group members' replaced with 'the audience' PC3.3 'Negotiate issues' replaced with 'identify issues'; 'With stakeholders to' removed New PC 4.1 'Summarise key points and confirm understanding with audience'
Performance Evidence	Updated use of numerical numbers to specific volume of performance PE1 'using at least 1 digital or online communication channel' added New PE: presented to groups of at least 3 people'
Knowledge Evidence	New KE: 'digital tools and online communication channels'
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements 'presentations to groups of at least 3 people' removed

Table 1.22: Proposed changes to CHCCOM005M Communicate and work in health or community services

Section	Public and Government Consultation
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Title	No changes
Application	'Client, colleagues, management and other industry providers' replaced with 'stakeholders' throughout unit. Scoping statement included to define stakeholders within the context of the unit Not equivalent to <i>CHCCOM005 Communicate and work in health or community services</i>
Pre-requisite unit	No changes
Foundation Skills	No changes
Elements and performance criteria	Significant updates to Elements and PCs to ensure they are clear, assessable and measurable in line with TPOF requirements PC1.5 'Exchange information clearly in a timely manner and within confidentiality procedures' replaced with 'Provide and collect information in line with privacy and confidentiality protocols' Element 2 'colleagues' replaced with 'stakeholders' New PC 2.5 'Collaborate with stakeholders to provide person-centred approach to service provision' Element 3 'Address constraints to communication' replaced with 'Address difficult situations and behaviours' Element 4 'to supervisor' removed PC4.3 'to appropriate people' added PC5.1 'and correspondence' added PC5.3 removed New PC5.3 'Use digital media in accordance with organisation communication policies and procedures' PC6.1 'Contribute to identifying and voicing improvements in work practices' replaced with 'Identify and communicate opportunities for improvement in work practices and procedures to appropriate people' New Element 7: Work within the health or community sector 7.1 Identify service provisions, capabilities and limitations of organisation 7.2 Gather and examine information to make informed decisions to ensure persons accessing services best interests are addressed 7.3 Perform tasks and duties in a manner which provides a safe environment for persons accessing services and stakeholders
Performance Evidence	PE3 'and difficult situations' added PE4 'written or electronic' removed

Knowledge Evidence	KE 'trauma and past experiences' added as subpoint
Assessment Conditions	Assessor conditions updated to reflect TPOF requirements

2. Next Steps

The units in this document are open for validation from 14 to 27 September 2026, within the overall validation period ending on 25 October 2026. Because of the volume of material, products are released to the portal in stages, and each stays open for at least two weeks. The qualifications and skill sets are available for reference across the whole period.

To take part, review the drafts on the HumanAbility consultation portal. If you are signed up for project updates, you will receive an email with access, which can take 24 to 48 hours to arrive. If you have not used the portal before, follow the steps to create an account; if you have used it before, use your existing login. Once you are in, open 25-004 CHC Community Services Qualification Review and select Continue to review. Please read this summary of changes before you provide feedback.

Validation is a confirming read, so the feedback most useful to us is specific and practical: whether each unit describes what a competent worker actually does, whether the requirements can be met in a real training and assessment period, whether the wording is clear, and whether anything essential is missing.

Every piece of feedback is recorded in the consultation log, which we publish along with the reasons for the decisions we make. After validation closes, the project team and the Technical Committee will review all feedback and finalise the drafts to progress to the next stages: Senior Officers Check; submission to the Assurance Body and Skills Minister's endorsement & Publication.

Thank you again for the time and expertise you continue to give this project.

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