

Summary of Proposed Changes

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1. Introduction

This summary of proposed changes is a reading guide to the revised Community Services Qualifications and Skill Sets. For qualification and skill set, 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 It is a guide only: it is not the endorsed product and will not be published with the final units.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. Every item is recorded in the consultation log, and it has genuinely shaped the drafts you are now reading. Thank you.

These qualifications and skill sets are now ready for review pre-validation. At this stage, we ask you to confirm that the drafts are accurate, clear and workable: that each qualification and skill set describes learner outcomes, clearly delineates pathways between qualifications, prepares learners for entry into the workforce, and that nothing essential is missing.

As you may be aware, the Community Services Qualification products are being released in stages across the validation period; please refer to our project page for relevant review and validation dates.

The relevant units of competency have been shared through our consultation portal for both feedback and validation. Please read this summary alongside the drafts in the portal before you give feedback. This document provides:

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

2. Project Overview

This project is part of HumanAbility's suite of training product development initiatives aimed at ensuring qualifications, skill sets and units remain current, industry-relevant and responsive to emerging workforce needs.

A Technical Committee, drawing on expertise across industry, regulatory and provider domains, have guided the development of the draft training products.

A consultation log will be maintained and published to ensure transparency and traceability of stakeholder feedback and project responses.

Once feedback is considered and revisions incorporated, where compliant with the Training Package Organising Framework, the final drafts will be submitted for endorsement and, if approved, implemented and published on the National Training Register.

3. Project Scope

This document covers the revised Community Services Qualifications and Skill Sets, listed below. The qualifications 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: The letter 'M' has been added to all training product codes (e.g. SIS20419M) to indicate that the code is likely to change as a consequence of this project. The 'M' denotes a *Major change* to the training product.

Training Product Type	Code and Title	Qualification Purpose*
Qualifications	CHC22015M Certificate II in Community Services	<p>This qualification provides a basis for further study and entry into sectors related to the community services. It prepares individuals for entry-level support roles that support service delivery and administration, including providing a first point of contact for clients and communicating within health or community services teams. Core skills include working respectfully with people from diverse backgrounds, planning and applying time management strategies, participating in workplace health and safety, and managing personal stressors in the work environment.</p> <p>Work is performed under direct supervision and within clearly defined organisational guidelines.</p>
	CHC32015M Certificate III in Community Services	<p>This qualification prepares individuals for entry-level community services roles, enabling them to provide person-centred support to individuals and/or groups. Core capabilities include responding to client needs, communicating respectfully</p>

		<p>within health or community services teams, and working legally and ethically.</p> <p>Work is performed under direct or indirect supervision, with individuals taking some responsibility for their own outputs, including applying strategies related to safe work practices and managing personal stressors associated with the role.</p> <p>This qualification also provides a foundation for further specialisation through higher-level community services qualifications.</p>
	<p>CHC42021M Certificate IV in Community Services</p>	<p>This qualification prepares individuals for community services roles, enabling them to deliver person-centred support, advocacy, and interventions to individuals, groups, and communities across a range of services. Individuals will learn to respond to client needs, facilitate the interests and rights of clients, and use communication to build relationships. They identify and respond to family, domestic and/or sexual violence and work effectively in trauma-informed care approaches.</p> <p>Core professional capabilities include working legally and ethically, supporting culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples, and working respectfully with people from diverse backgrounds. Individuals will learn to develop and maintain networks and collaborative partnerships, follow safe work practices for direct client care whilst managing personal stressors in the work environment.</p> <p>Work is largely autonomous within established parameters and organisational policies</p>

	CHC52025M Diploma of Community Services	<p>This qualification prepares individuals for community services roles that may require autonomous practice and supervisory responsibility. Individuals will learn to develop, deliver, manage, and coordinate person-centred services across a range of community services contexts, with specialisation pathways available in case management, social housing, child, youth and family welfare, responding to domestic and family violence, leadership and management, and alcohol and other drugs work.</p> <p>Individuals will learn to assess co-existing client needs, facilitate and review case management, and recognise and respond to crisis situations and respond to family, domestic and/or sexual violence and implement culturally responsive and trauma-informed care approaches.</p> <p>Learners will learn to manage legal and ethical compliance, analyse the impacts of sociological factors on people in community work and services, develop and implement service programs, facilitate workplace debriefing and support processes, maintain work health and safety, and reflect on and improve their own professional practice.</p> <p>Work is autonomous under broad direction from organisational management.</p>
	CHC62015M Advanced Diploma of Community Sector Management	<p>This qualification reflects the role of workers who are middle managers or managers across a range of community sector organisations. Individuals will work independently and report to executive management, directors or boards of management. They undertake a range of functions requiring the application of knowledge and skills to achieve results in line with the</p>

		<p>organisation's goals and strategic directions.</p> <p>Individuals may have responsibility for planning and monitoring service delivery, recruitment and performance management of other paid or unpaid workers, managing risk and contributing to continuous improvement within the scope of their specific role. This may include management of a specific programs or project, or broader management of human community services organisations such as a community-based organisation, early childhood education service, not-for-profit organisation or community centre.</p>
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**Qualification purpose has been revised based on further public feedback prior to this consultation round, however, has not yet been applied to the versions available in the Human Ability Consultation Portal*

Training Product Type	Code and Title
Skill Sets	CHCSS00139M Lead and Coach Colleagues
	CHCSS00089M Service Partnership Development and Management
	CHCSS00087M Risk Management
	CHCSS00086M Quality Management
	CHCSS00084M Lead and Support Colleagues
	CHCSS00083M Lead Inclusion and Collaboration
	CHCSS00082M Lead and Mentor

4. Summary of Proposed Changes

4.1 Qualification

Table 4.1: Proposed changes to CHC22015M Certificate II in Community Services

Section	Draft 1. Public and Government Consultation
Title	CHC22015M Certificate II in Community Services
Description	New application to improve clarity and clearly capture the qualification purpose
Entry Requirements	n/a
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Packaging Rules	<p>No changes to total number of units.</p> <p>Number of Core units increased from 5 to 6.</p> <p>Number of Elective units decreased from 4 to 3.</p>
Units of Competency	<p>Core units of competency added</p> <p>HLTWHS006 Manage personal stressors in the work environment added to core</p> <p>Elective units of competency added</p> <p>BSBTEC201 Use business software applications</p> <p>BSBTEC202 Use digital technologies to communicate in a work environment</p> <p>BSBWHS332 Apply infection prevention and control procedures to own work activities</p> <p>BSBWRT311 Write simple documents</p> <p>CHCAGE013 Work effectively in aged care</p> <p>CHCDFV001M Identify and respond to family, domestic and/or sexual violence</p> <p>CHCLEG001M Work legally and ethically</p> <p>HLTAAP001 Recognize health body systems</p> <p>PSPLAN003 Source information on Deaf culture, and communicate according to Deaf protocol</p> <p>Elective units of competency deleted</p> <p>BSBPEF201 Support personal wellbeing in the workplace</p> <p>HLTAID010 Provide basic emergency life support</p> <p>HLTAID013 Provide first aid in remote or isolated site</p> <p>HLTAID014 Provide advanced first aid</p> <p>Replaced units of competency</p>

	CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety replaced with CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples
Rationale for change at this stage - Summary	Sector feedback indicated the importance of the additional core unit to support workplace readiness and fundamental knowledge required to work in the sector. Additional elective units of competency added to reflect depth and breadth of skills and knowledge required in the workplace

Table 4.2: Proposed changes to CHC32015M Certificate III in Community Services

Section	Draft 1. Public and Government Consultation
Title	CHC32015M Certificate III in Community Services
Description	New application to improve clarity and clearly capture the qualification purpose
Entry Requirements	n/a
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Packaging Rules	No changes to total number of units. Number of Core units increased from 5 to 7. Number of Elective units decreased from 7 to 5.
	CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples moved from elective to core CHCLEG001M Work legally and ethically added to core
Units of Competency	Elective units of competency added BSBLDR301 Support effective workplace relationships BSBOPS101 Use business resources BSBSTR301 Contribute to continuous improvement BSBTEC201 Use business software applications BSBTEC203 Research using the internet BSBWRT311 Write simple documents CHCCS003M Increase the safety of people at risk of suicide CHCCS026 Transport individuals CHCCS033 Identify and report abuse CHCDEV004M Confirm developmental status CHCDIS011 Contribute to ongoing skills development using a strengths-based approach CHCDIS012 Support community participation and social inclusion CHCDIS020 Work effectively in disability support

CHCGMB001M Assess the needs of clients with problem gambling issues
CHCGRP003M Plan, facilitate and review psycho-educational groups
CHCMHS001M *Work with people with mental health challenges
CHCMHS007 Work effectively in trauma-informed care
CHCPRP001M Develop and maintain networks and collaborative partnerships
FSKDIG003 Use digital technology for non-routine workplace tasks
FSKLRG006 Participate in work placement
HLTAAP001 Recognise healthy body systems
HLTHPS006 Assist clients with medication
PSPLAN003 Source information on Deaf culture, and communicate according to Deaf protocol

Elective units of competency deleted

CUECOR010C Manage own work and learning
HLTAID013 Provide first aid in remote or isolated site
TAEDEL311 Provide work skill instruction

Replaced units of competency

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety replaced with CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples
CHCDFV001 Recognise and respond appropriately to domestic and family violence replaced with CHCDFV001M Identify and respond to family, domestic and/or sexual violence
CHCMHS001 Work with people with mental health issues replaced with CHCMHS001M *Work with people with mental health challenges

Rationale for change
at this stage -
Summary

Sector feedback indicated the importance of two additional core units to support workplace readiness and fundamental knowledge required to work in the sector. Additional elective units of competency added to reflect depth and breadth of skills and knowledge required in the workplace. Units removed from elective reflect industry feedback

Table 4.3: Proposed changes to CHC42021M Certificate IV in Community Services

Section	Draft 1. Public and Government Consultation
Title	CHC42021M Certificate IV in Community Services
Description	New application to improve clarity and clearly capture the qualification purpose
Entry Requirements	n/a
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Packaging Rules	<p>No changes to total number of units.</p> <p>Number of Core units increased from 7 to 11.</p> <p>Number of Elective units decreased from 8 to 4.</p>
Units of Competency	<p>Core Units added</p> <p>CHCCCS016M Respond to client needs</p> <p>CHCMHS007 Work effectively in trauma-informed care</p> <p>Units moved from elective to core</p> <p>CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples</p> <p>HLTWHS006 Manage personal stressors in the work environment moved from elective to core</p> <p>Elective units of competency added</p> <p>BSBLDR301 Support effective workplace relationships</p> <p>BSBSTR301 Contribute to continuous improvement</p> <p>BSBWRT411 Write complex documents</p> <p>CHCCCS026 Transport individuals</p> <p>CHCDFCXXX Provide family, domestica and/or sexual violence support to communities</p> <p>CHCMHS008M Develop self-advocacy skills in others</p> <p>HLTHPS006 Assist clients with medication</p> <p>PSPGEN124 provide workplace coaching</p> <p>PSPLAN003 Source information on Deaf culture, and communicate according to Deaf protocol</p> <p>TLIC0031 Apply low risk car driving behaviours</p> <p>Elective units of competency deleted</p> <p>BSBSTR301 Contribute to continuous improvement</p> <p>CHCCCS008 Develop strategies to address unmet needs</p>

CHCCCS031 Provide individualised support

CHCDFV004 Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities

CHCDFV005 Provide domestic and family violence support in non-English speaking background communities

CHCFAM001 Operate in a family law environment

CHCPOL001 Contribute to the review and development of policies

CHCPRP001 Develop and maintain networks and collaborative partnerships

HLTAID010 Provide basic emergency life support

HLTAID012 Provide first aid in an education and care setting

HLTAID013 Provide first aid in remote or isolated site

HLTAID014 Provide advanced first aid

Replaced units of competency

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety replaced with CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples

CHCDFV001 Recognise and respond appropriately to domestic and family violence replaced with CHCDFV001M Identify and respond to family, domestic and/or sexual violence

CHCDFV002 Provide support to children affected by domestic and family violence replaced with CHCDFV002M *Support children and young people experiencing family, domestic and/or sexual violence

CHCDFC003 Promote community awareness of domestic and family violence replaced with CHCDFV003M *Promote community awareness of family, domestic and/or sexual violence

CHCMHS011 Assess and promote social, emotional and physical wellbeing replaced with CHCMHS011M *Explore and promote social, emotional and physical wellbeing

Rationale for change at this stage - Summary	<p>Sector feedback indicated the importance of the additional core units to support workplace readiness and fundamental knowledge required to work in the sector.</p> <p>Additional elective units of competency added to reflect depth and breadth of skills and knowledge required in the workplace. Units removed from elective reflect industry feedback</p>
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Table 4.4: Proposed changes to CHC52025M Diploma of Community Services

Section		Draft 1. Public and Government Consultation	
Title	CHC52025 Diploma of Community Services		
Description	New application to improve clarity and clearly capture the qualification purpose		
Entry Requirements	<ul style="list-style-type: none">a qualification at Certificate III level or higher in a discipline related to health or community services; orevidence of at least 6 months of work (FTE, paid or voluntary) in community services, health or related settings working directly with individuals, families or communities.		
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.		
Packaging Rules	Total Number of units decreased from 20 to 18. Number of Core units increased from 12 to 13. Number of Elective units decreased from 8 to 5.		
	Changes to specialisations: <ul style="list-style-type: none">Number of Group B electives increased from 3 to 4 for the Diploma of Community Services (Social Housing)Number of Group C electives increased from 3 to 4 for the Diploma of Community Services (Child, Youth and Family Welfare)Number of Group D electives increased from 3 to 4 for the <i>Diploma of Community Services (Responding to Domestic and Family, Domestic and/or Sexual Violence)</i>New specialization:<ul style="list-style-type: none">at least 4 electives to be selected from Group E for the <i>Diploma of Community Services (Leadership and Management)</i>at least 4 electives to be selected from Group F for the <i>Diploma of Community Services (Alcohol and Other Drugs Work)</i>		
Units of Competency	Unit moved from elective to core CHCDIV003M Promote and manage diversity CHCMHS013M Implement trauma-informed care		
	Core Units removed CHCCCS007 Develop and implement service programs		
	Electives		
	Group	Added	Removed

	A (Case Mgmt)	n/a	CHCCSM009 Facilitate goal-directed planning
	B (Social Housing)	CHCCCS037 Visit client residence CHCSOH021 Work with clients with the social housing system	CHCADV004 Represent organisation in court or tribunal CHCSOH023 Acquire properties by purchase or transfer
	C (<i>Child, Youth and Family Welfare</i>)	CHCEDU009M Provide parenting, health and well-being education CHCFAM001M Operate in a family law environment CHCFAM002 Work with a child-focused approach CHCFAM003M Support people to improve relationships CHCFAM004 Facilitate changeovers CHCFAM005M Facilitate and monitor contact CHCPRT026M Support the rights and safety of children and young people CHCPRT033M Provide support to children and youth in out-of-home care CHCPRT034M Work with children and young people with complex trauma and attachment issues and needs CHCYTH013M Engage respectfully with young people CHCYTH016M Respond to critical situations CHCYTH017 Develop and implement procedures to enable young people to address their needs CHCYTH022 Provide services for the needs and circumstances of young people	CHCMHS013 Implement trauma informed care

	D (Responding to Family Violence)	CHCDFVXXX Provide family, domestic and/or sexual violence support to communities	CHCDFV004 Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities CHCMHS007 Work effectively in trauma informed care CHCPOL003 Research and apply evidence to practice
	E (Leadership and Management)	BSBHRM415 Coordinate recruitment and onboarding BSBLDR522 Manage people performance BSBLDR523 Lead and manage effective workplace relationships BSBTWK502 Manage team effectiveness CHCCDE025M Develop and support community leadership CHCCDE026M Develop and lead community engagement strategies to enhance participation CHCCDE028M Work within organisation and government structures to enable community development outcomes CHCCDE031M Develop and implement a community renewal plan CHCCOM003MX Develop workplace communication strategies CHCCSM014M Provide case management supervision CHCDEV006M Analyse information for service planning and delivery CHCEDU004M Develop, implement and review sexual and reproductive health education programs	n/a

		<p>CHCINM001M Meet statutory and organisation information requirements</p> <p>CHCMGT001M *Develop, implement and review quality systems</p> <p>CHCMGT002M Manage partnership agreements with service providers</p> <p>CHCMGT006M Coordinate client directed services</p> <p>CHCPOL003M Research and apply evidence to practice</p> <p>CHCYTH024 Manage service response to young people in crisis</p> <p>PSPGEN124 Provide workplace coaching</p> <p>TAEDEL414 Mentor in the workplace</p>	
	<p>F</p> <p><i>(Alcohol and Other Drugs Work)</i></p>	<p>CHCAOD001 Work in an alcohol and other drugs context</p> <p>CHCAOD004M *Assess needs of people who use alcohol and other drugs</p> <p>CHCAOD005 Provide alcohol and other drugs withdrawal services</p> <p>CHCAOD006M *Provide interventions for people who use alcohol and other drugs</p> <p>CHCAOD007M *Develop strategies for alcohol and other drugs lapse and relapse prevention and management</p> <p>CHCAOD008M *Provide advanced interventions to meet the needs of people who use alcohol and other drugs</p> <p>CHCAOD009M *Develop and review individual alcohol and other drugs support plans</p>	n/a

	General	<p>BSBCMM411 Make presentations</p> <p>BSBCRT412 Articulate, present and debate ideas</p> <p>BSBHRM531 Coordinate health and wellness programs</p> <p>BSBPEF502 Develop and use emotional intelligence</p> <p>BSBSTR603 Develop business continuity plans</p> <p>BSBWRT411 Write complex documents</p> <p>CHCADV001M Facilitate the interests and rights of clients</p> <p>CHCADV004M Represent organisation in court or tribunal</p> <p>CHCCDE019M Work within a community development framework</p> <p>PSPLAN003 Source information on Deaf culture, and communicate according to Deaf protocol</p> <p>PUAEMR035 Facilitate community involvement in recovery</p>	<p>CHCAOD004 Assess needs of client with alcohol and other drugs issues</p> <p>CHCAOD005 Provide alcohol and other drugs withdrawal services</p> <p>CHCAOD007 Develop strategies for alcohol and other drugs relapse prevention and management</p> <p>CHCAOD008 Provide advanced interventions to meet the needs of clients with alcohol and other drugs issues</p> <p>CHCAOD009 Develop and review individual alcohol and other drugs treatment plans</p> <p>CHCCDE025 Develop and support community leadership</p> <p>CHCCDE026 Develop and lead community engagement strategies to enhance participation</p> <p>CHCCDE028 Work within organisation and government structures to enable community development outcomes</p> <p>CHCCDE031 Develop and implement a community renewal plan</p> <p>CHCCOM003 Develop workplace communication strategies</p> <p>CHCCOM004 Present information to stakeholder groups</p> <p>CHCDEV006 Analyse information for service planning and delivery</p> <p>CHCDFV007 Work with users of violence to effect change</p> <p>CHCEDU004 Develop, implement and review sexual and reproductive health education programs</p> <p>CHCEDU009 Provide parenting, health and well-being education</p>
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			<p>CHCFAM001 Operate in a family law environment</p> <p>CHCFAM003 Support people to improve relationship</p> <p>CHCFAM004 Facilitate changeovers</p> <p>CHCFAM005 Facilitate and monitor contact</p> <p>CHCFAM006 Assist families to self-manage contact</p> <p>CHCINM001 Meet statutory and organisation information requirements</p> <p>CHCMGT001 Develop, implement and review quality framework</p> <p>CHCMGT002 Manage partnership agreements with service providers</p> <p>CHCMGT003 Lead the work team</p> <p>CHCMGT006 Coordinate client directed services</p> <p>CHCPOL002 Develop and implement policy</p> <p>CHCPRT026 Support the rights and safety of children and young people</p> <p>CHCPRT029 Work within a practice framework</p> <p>CHCPRT032 Provide supervision in a secure system</p> <p>CHCPRT033 Provide support to children and youth in out-of-home care</p> <p>CHCPRT034 Work with children and young people with complex trauma and attachment issues and needs</p> <p>CHCSOH021 Work with clients within the social housing system</p> <p>CHCYTH013 Engage respectfully with young people</p>
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			<p>CHCYTH016 Respond to critical situations</p> <p>CHCYTH017 Develop and implement procedures to enable young people to address their needs</p> <p>CHCYTH022 Provide services for the needs and circumstances of young people</p> <p>CHCYTH024 Manage service response to young people in crisis</p>
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Replaced units of competency

CHCDFV001 Recognise and respond appropriately to domestic and family violence replaced with CHCDFV001M Identify and respond to family, domestic and/or sexual violence

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety replaced with CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples

CHCMHS011 Assess and promote social, emotional and physical wellbeing replaced with CHCMHS011M *Explore and promote social, emotional and physical wellbeing

Rationale for change at this stage - Summary	<p>Sector feedback indicated the importance of the additional core units to support workplace readiness and fundamental knowledge required to work in the sector.</p> <p>Additional elective units of competency added to reflect depth and breadth of skills and knowledge required in the workplace. Units removed from elective reflect industry feedback or are assigned to new specialisation options.</p> <p>Further consultation is underway regarding entry requirements and mandatory workplace hours due to the wide range of feedback received to date</p>
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Table 4.5: Proposed changes to CHC62015M Advanced Diploma of Community Sector Management

Section	Draft 1. Public and Government Consultation
Title	CHC62015M Advanced Diploma of Community Sector Management
Description	New application to improve clarity and clearly capture the qualification purpose
Entry Requirements	<ul style="list-style-type: none"> a qualification at Certificate IV level or higher in community services; or evidence of at least 12 months of work (full-time-equivalent, paid or volunteer) in community services, health or related settings working directly with individuals, families or communities
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Packaging Rules	<p>No changes to the total number of units.</p> <p>Number of Core units increased from 8 to 9.</p> <p>Number of Elective units decreased from 5 to 4.</p>
Units of Competency	<p>Core units added</p> <p>BSBPEF401 Manage personal health and wellbeing</p> <p>Elective units added</p> <p>BSBHRM521 Facilitate performance development processes</p> <p>BSBHRM531 Coordinate health and wellness programs</p> <p>BSBHRM614 Contribute to strategic workforce planning</p> <p>BSBLDR602 Provide leadership across the organisation</p> <p>BSBMKG542 Establish and monitor the marketing mix</p> <p>BSBMKG623 Develop marketing plans</p> <p>BSBOPS601 Develop and implement business plans</p> <p>BSBPMG530 Manage project scope</p> <p>BSBPMG540 Manage project integration</p> <p>BSBSTR503 Develop organisational policy</p> <p>BSBSTR602 Develop organisational strategies</p> <p>BSBSTR603 Develop business continuity plans</p> <p>CHCCDE028M Work within organisation and government structures to enable community development outcomes</p> <p>CHCCDE029 Establish and develop community organisations or social enterprise</p> <p>CHCCSM014M Provide case management supervision</p> <p>CHCPWK006 Promote and conduct mental health peer work</p> <p>PSPLAN003 Source information on Deaf culture, and communicate according to Deaf protocol</p>

PUAEMR035 Facilitate community involvement in recovery

Elective units removed

BSBHRM512 Develop and manage performance-management processes
 BSBHRM602 Manage human resources strategic planning
 BSBMKG514 Implement and monitor marketing activities
 BSBMKG610 Develop, implement and monitor a marketing campaign
 BSBPMG601 Direct the integration of projects
 BSBPMG602 Direct the scope of a project program
 BSBWHS512 Contribute to managing work-related psychological health and safety
 CHCCDE012 Work within organisation and government structures to enable community development outcomes
 CHCCDE013 Establish and develop community organisations or social enterprise
 CHCCSM004 Coordinate complex case requirements
 CHCCSM006 Provide case management supervision
 CHCPOL002 Develop and implement policy

Units replaced

BSBINM601 Manage knowledge and information replaced with BSBINS601 Manage knowledge and information
 BSBRSK501 Manage risk replaced with BSBOPS504 Manage business risk
 BSBMGT608 Manage innovation and continuous improvement replaced with BSBSTR601 Manage innovations and continuous improvement
 BSBSUS501 Develop workplace policy and procedures for sustainability replaced with BSBSUS511 Develop workplace policies and procedures for sustainability
 CHCECE027 Promote equity in access to service replaced with CHCECE051 Promote equity in access to the service
 CHCECE028 Collaborate with families to plan service and supports replaced with CHCECE052 Plan service and supports for children and families
 CHCECE029 Respond to problems and complaints about the service replaced with CHCECE053 Respond to grievances and complaints about the service
 FNSACC604 Monitor corporate governance activities replaced with FNSACC634 Monitor corporate governance activities
 PSPGOV506A Support workplace coaching and mentoring replaced with PSPGEN125 Support workplace coaching and mentoring
 TAEDEL404A Mentor in the workplace replaced with TAEDEL414 Mentor in the workplace

Rationale for change
 at this stage -
 Summary

Sector feedback indicated the importance of the additional core unit to support workplace readiness and fundamental knowledge required to work in the sector.

Additional elective units of competency added to reflect depth and breadth of skills and knowledge required in the workplace

4.2. Skill Sets

Table 4.6: Proposed changes to CHCSS00139M Lead and Coach Colleagues

Section	Draft 1. Public and Government Consultation
Title	CHCSS00139M Lead and Coach Colleagues
Description	New application to improve clarity and capture the intent of the unit
Entry Requirements	Nil
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Pathways information	This Skills Set provides credit towards 4 certificate IV qualifications in community services and health, as well as 16 Diploma qualifications across health and community services
Skill set requirements	CHCMGT003M Lead the work team CHCPRP003M Reflect on and improve own professional practice PSPGEN124 Provide workplace coaching

Table 4.7: Proposed changes to CHCSS00089M Service Partnership Development and Management

Section	Draft 1. Public and Government Consultation
Title	CHCSS00089M Service Partnership Development and Management
Description	New application to improve clarity and capture the intent of the unit
Entry Requirements	Nil
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Pathways information	This Skills Set provides credit towards 4 certificate IV qualifications in community services and 1 Diploma qualification in community services
Skill set requirements	CHCMGT002M Manage partnership agreements with service providers CHCPRP001M Develop and maintain networks and collaborative partnerships

Table 4.8: Proposed changes to CHCSSO087M Risk Management

Section	Draft 1. Public and Government Consultation
Title	CHCSSO087M Risk Management
Description	New application to improve clarity and capture the intent of the unit
Entry Requirements	Nil
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Pathways information	<p>This Skills Set provides credit towards</p> <ul style="list-style-type: none"> • 1 Certificate III qualification in Creative Arts • 1 Certificate IV qualification in community services • 16 Diploma qualification across community services, health, government, finance and sports and property services sectors • 5 Advance Diploma qualifications in community services, health, sports and recreation and finance • 1 Graduate Certificate in community services
Skill set requirements	SBOPS504 Manage business risk CHCLEG003M Manage legal and ethical compliance HLTWHS004 Manage work health and safety

Table 4.9: Proposed changes to CHCSS00086M Quality Management

Section	Draft 1. Public and Government Consultation
Title	CHCSS00086M Quality Management
Description	New application to improve clarity and capture the intent of the unit
Entry Requirements	Nil
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Pathways information	<p>This Skills Set provides credit towards 9 diploma qualifications across community services and health sectors, and 5 Advanced Diplomas across community services, health, business finance and sports and recreation sectors.</p>
Skill set requirements	BSBLDR601 Lead and manage organisational change BSBSTR601 Manage innovation and continuous improvement CHCLEG003M Manage legal and ethical compliance CHCMGT001M Develop, implement and review quality systems

Table 4.10: Proposed changes to CHCSS00084M Lead and Support Colleagues

Section	Draft 1. Public and Government Consultation
Title	CHCSS00084M Lead and Support Colleagues
Description	New application to improve clarity and capture the intent of the unit
Entry Requirements	Nil
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Pathways information	This Skills Set provides credit towards: <ul style="list-style-type: none"> • 4 Certificate IV qualifications across community services and health • 14 Diploma qualifications across community services and health • 2 Advance Diplomas across community services and health
Skill set requirements	CHCMGT003M Lead the work team CHCMGT005M Facilitate workplace debriefing and support processes CHCPRP003M Reflect on and improve own professional practice

Table 4.11: Proposed changes to CHCSS00083M Lead Inclusion and Collaboration

Section	Draft 1. Public and Government Consultation
Title	CHCSS00083M Lead Inclusion and Collaboration
Description	New application to improve clarity and capture the intent of the unit
Entry Requirements	Nil
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.
Pathways information	This Skills Set provides credit towards: <ul style="list-style-type: none"> • 1 Certificate III qualification in community services • 9 Certificate IV qualifications across community services and health • 7 Diploma qualifications in community services • 1 Advance Diploma in community services and • 1 Graduate Certificate qualification in community services
Skill set requirements	SBLDR602 Provide leadership across the organisation CHCDIV002M Support culturally responsive practices with Aboriginal and/or Torres Strait Islander peoples CHCDIV003M Manage and promote diversity CHCPRP001 Develop and maintain networks and collaborative partnerships

Table 4.12: Proposed changes to CHCSS00082M Lead and Mentor

Section		Draft 1. Public and Government Consultation
Title	CHCSS00082M Lead and Mentor	
Description	New application to improve clarity and capture the intent of the unit	
Entry Requirements	Nil	
Foundation Skills Outcomes	New field. Indicates the foundation skill outcomes a competent learner is expected to have upon completion of the qualification.	
Pathways information	This Skills Set provides credit towards: <ul style="list-style-type: none"> • 4 Certificate IV qualifications across community services and health • 14 Diploma qualifications across community services and health • 2 Advance Diploma across community services and health 	
Skill set requirements	CHCMGT003M Lead the work team CHCPRP003M Reflect on and improve own professional practice TAEDEL414 Mentor in the workplace	

5. Next Steps

Once we have received your feedback and attended to any adjustments required, the qualifications and skill sets in this document will be open for validation. Please refer to our project page for relevant review and validation dates. Because of the volume of material, products are released to the portal in stages, and each stay open for at least two weeks.

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.

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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