

## Summary of Proposed Changes

### Table of Contents

|                                                                                                                                             |          |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <b>1. Introduction.....</b>                                                                                                                 | <b>3</b> |
| <b>2. Project Overview.....</b>                                                                                                             | <b>3</b> |
| <b>3. Project Scope .....</b>                                                                                                               | <b>4</b> |
| <b>Summary of Proposed Changes.....</b>                                                                                                     | <b>6</b> |
| <b>1. Units of Competency.....</b>                                                                                                          | <b>6</b> |
| Table 1.1: Proposed changes to CHCCDE017M Support collaborative planning processes.....                                                     | 6        |
| Table 1.2: CHCCDE018M Develop and implement community programs .....                                                                        | 7        |
| Table 1.3: Proposed changes to CHCCDE019M Work within a community development framework.                                                    | 7        |
| Table 1.4: Proposed changes to CHCCDE020M Implement participation and engagement strategies                                                 | 8        |
| Table 1.5: Proposed changes to CHCCDE021M Develop and support community resources .....                                                     | 9        |
| Table 1.6: Proposed changes to CHCCDE022M Work to empower Aboriginal and/or Torres Strait Islander communities .....                        | 9        |
| Table 1.7: Proposed changes to CHCCDE023M Develop and deliver community projects.....                                                       | 10       |
| Table 1.8: Proposed changes to CHCCDE024M Support community action .....                                                                    | 11       |
| Table 1.9: Proposed changes to CHCCDE025M Develop and support community leadership.....                                                     | 12       |
| Table 1.10: Proposed changes to CHCCDE026M Develop, implement and evaluate community.....                                                   | 12       |
| Table 1.11: Proposed changes to CHCCDE027M Implement community development strategies....                                                   | 14       |
| Table 1.12: Proposed changes to CHCCDE028M Work within organisation and government structures to enable community development outcomes..... | 15       |
| Table 1.13: Proposed changes to CHCCDE029M Establish and develop community organisations or social enterprises .....                        | 16       |
| Table 1.14: Proposed changes to CHCCDE031M Develop and implement a community renewal plan .....                                             | 17       |
| Table 1.15: Proposed changes to CHCDIV001M Work with diverse people .....                                                                   | 18       |
| Table 1.16: Proposed changes to CHCDIV003M Manage and promote diversity.....                                                                | 18       |
| Table 1.17: Proposed changes to CHCSET003M Work with forced migrants.....                                                                   | 19       |
| Table 1.18: Proposed changes to CHCSET004M Undertake bicultural work with forced migrants in Australia .....                                | 20       |

|                                                                                                                                                   |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Table 1.19: Proposed changes to CHCSOH013M Work with people experiencing or at risk of homelessness.....                                          | 20        |
| Table 1.20: Proposed changes to CHCSOH014M Manage and maintain tenancy agreements and services .....                                              | 21        |
| Table 1.21: Proposed changes to CHCSOH019M Manage head lease .....                                                                                | 22        |
| Table 1.22: Proposed changes to CHCSOH020M Develop quality systems in line with registration standards .....                                      | 23        |
| Table 1.23: Proposed changes to CHCSOH021M Support people within the social housing system .                                                      | 24        |
| Table 1.24: Proposed changes to CHCSOH022M Develop social housing enterprise opportunities ..                                                     | 25        |
| Table 1.25: Proposed changes to CHCSOH023M Acquire properties by purchase or transfer .....                                                       | 26        |
| Table 1.26: Proposed changes to CHCDFV002M Support children and young people experiencing domestic and family violence .....                      | 26        |
| Table 1.27: Proposed changes to CHCDFV003M Promote community awareness of domestic and family violence .....                                      | 27        |
| Table 1.28: Proposed changes to CHCDFV005M Provide domestic and family violence support in culturally and linguistically diverse communities..... | 27        |
| Table 1.29: Proposed changes to CHCDFV006M Counsel people experiencing domestic and family violence .....                                         | 28        |
| Table 1.30: Proposed changes to CHCDFV007M Work with persons who use violence to effect change .....                                              | 29        |
| Table 1.31: Proposed changes to CHCDFV009M Engage with people who use domestic and family violence to facilitate behaviour change .....           | 29        |
| Table 1.32: Proposed changes to CHCDFV012M Make safety plans with people who experience domestic and family violence .....                        | 30        |
| <b>2. Next Steps.....</b>                                                                                                                         | <b>30</b> |

## 1. Introduction

This summary of proposed changes is a reading guide to the revised units of competency in community development, diversity, settlement, social housing and domestic and family violence. 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. Every item is recorded in the consultation log, and it has genuinely shaped the drafts you are now reading. Thank you.

These units 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 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.

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 qualifications and skill sets remain available for reference throughout, so you can see how these units sit within them. 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 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 units of competency in community development, diversity, settlement, social housing and domestic and family violence, 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:** 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                                                                                         |
|-----------------------|--------------------------------------------------------------------------------------------------------|
| Units of Competency   | CHCCDE017M Support collaborative planning processes                                                    |
|                       | CHCCDE018M Develop and implement community programs                                                    |
|                       | CHCCDE019M Work within a community development framework                                               |
|                       | CHCCDE020M Implement participation and engagement strategies                                           |
|                       | CHCCDE021M Develop and support community resources                                                     |
|                       | CHCCDE022M Work to empower Aboriginal and/or Torres Strait Islander communities                        |
|                       | CHCCDE023M Develop and deliver community projects                                                      |
|                       | CHCCDE024M Support community action                                                                    |
|                       | CHCCDE025M Develop and support community leadership                                                    |
|                       | CHCCDE026M Develop, implement and evaluate community                                                   |
|                       | CHCCDE027M Implement community development strategies                                                  |
|                       | CHCCDE028M Work within organisation and government structures to enable community development outcomes |

|  |                                                                                                              |
|--|--------------------------------------------------------------------------------------------------------------|
|  | CHCCDE029M Establish and develop community organisations or social enterprises                               |
|  | CHCCDE031M Develop and implement a community renewal plan                                                    |
|  | CHCDIV001 Work with diverse people                                                                           |
|  | CHCDIV003M Manage and promote diversity                                                                      |
|  | CHCSET003M Work with forced migrants                                                                         |
|  | CHCSET004M Undertake bicultural work with forced migrants in Australia                                       |
|  | CHCSOH013M Work with people experiencing or at risk of homelessness                                          |
|  | CHCSOH014M Manage and maintain tenancy agreements and services                                               |
|  | CHCSOH019M Manage head lease                                                                                 |
|  | CHCSOH020M Develop quality systems in line with registration standards                                       |
|  | CHCSOH021M Support people within the social housing system                                                   |
|  | CHCSOH022M Develop social housing enterprise opportunities                                                   |
|  | CHCSOH023M Acquire properties by purchase or transfer                                                        |
|  | CHCDFV002M Support children and young people experiencing domestic and family violence                       |
|  | CHCDFC003 Promote community awareness of domestic and family violence                                        |
|  | CHCDFV005M Provide domestic and family violence support in culturally and linguistically diverse communities |
|  | CHCDFV006M Counsel people experiencing domestic and family violence                                          |
|  | CHCDFV007M Work with persons who use violence to effect change                                               |
|  | CHCFDV009M Engage with people who use domestic and family violence to facilitate behaviour change            |
|  | CHCFDV012M Make safety plans with people who experience domestic and family violence                         |

## Summary of Proposed Changes

### 1. Units of Competency

**Table 1.1: Proposed changes to CHCCDE017M Support collaborative planning processes**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Application                       | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Foundation Skills                 | No changes<br>Removal of adverbs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Elements and performance criteria | No changes to Elements<br>Terminology in PCs updated to reflect TPOF requirements including clear assessable and measurable tasks<br>PCs broadly updated for clarity<br>PC2.5 moved to PC3.4<br>PC3.1 “seek feedback from community stakeholders” rephrased to “Determine community stakeholders’ level of engagement in planning processes using feedback mechanisms”<br>PC3.2 “Use feedback to determine if level of” replaced with “Evaluate planning process engagement using feedback to confirm concerns were addressed during planning process.”<br>PC3.3 “ensure optimum” replaced with “support” |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance<br>No new performance evidence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Knowledge Evidence                | “interpersonal and networking techniques for engaging people and groups within the community” added                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

**Table 1.2: CHCCDE018M Develop and implement community 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 | Terminology in PCs updated 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 changes                                                                                              |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                |

**Table 1.3: Proposed changes to CHCCDE019M Work within a community development framework**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Application                       | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Elements and performance criteria | <p>Terminology in PCs updated to reflect TPOF requirements including clear assessable and measurable tasks</p> <p>PC1.2 “Work with communities to achieve their priorities through enhancing skills, accessing support and working with others in the community who share concerns and issues” replaced with “Facilitate community skill development, support access, and stakeholder networking to achieve identified priorities”</p> <p>PC2.4 “Respond to diverse viewpoints respectfully” replaced with “Facilitate respectful engagement in a public process to bring about change.”</p> |

|                       |                                                                                                                                                                     |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | New PC2.6 removed<br>PC3.1 and 3.2 combined to state PC 3.1 “Research and analyse community priorities to identify shared priorities within public group processes” |
| Performance Evidence  | Updated use of numerical numbers to specific volume of performance                                                                                                  |
| Knowledge Evidence    | No changes                                                                                                                                                          |
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements                                                                                                            |

**Table 1.4: Proposed changes to CHCCDE020M Implement participation and engagement strategies**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                     |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                             |
| Application                       | 'specific' removed throughout unit to align with TPOF requirements to avoid limiting delivery application                                                                                                                                                              |
| 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<br>PE rewritten to reflect PC requirements and states: “on at least 3 occasions, engage individuals from at least 1 community group, with the group confirming the effectiveness of the engagement” |
| Knowledge Evidence                | ‘specific’ removed throughout KEs                                                                                                                                                                                                                                      |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                               |

**Table 1.5: Proposed changes to CHCCDE021M Develop and support community resources**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Application                       | Removal of 'performance evidence'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Elements and performance criteria | <p>Terminology in PCs updated throughout to reflect TPOF requirements including clear assessable and measurable tasks</p> <p>PC2.1 Rewritten to provide clear outcome of PC – 'Identify existing and establish new professional networks to support collaboration relevant to the community group'</p> <p>PC3.2 additional information to include use of organisational policy and procedures</p> <p>PC3.3 Rewritten to provide clear outcome of PC – 'Document and implement strategies for the maintenance of community resources according to organisational policies, procedures and budget allocations'</p> <p>PC4.3 Rewritten to provide clear outcome of PC – 'Review and update resources based on community need'</p> |
| Performance Evidence              | <p>Updated use of numerical numbers to specific volume of performance</p> <p>PE 'document and store resources according to organisational policies and procedures' replaced with 'Document strategies for maintenance of community resources'</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Knowledge Evidence                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

**Table 1.6: Proposed changes to CHCCDE022M Work to empower Aboriginal and/or Torres Strait Islander communities**

| Section            | Public and Government Consultation |
|--------------------|------------------------------------|
| Title              | No changes                         |
| Application        | Removal of superfluous words       |
| Pre-requisite unit | No changes                         |

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Elements and performance criteria | <p>'People' updated to 'peoples' throughout elements and PCs</p> <p>PC2.2 'safety' replaced with 'responsiveness' protocols</p> <p>PC2.4 'demonstrate safe work practices within scope of own role' included in PC</p> <p>PC3.4 'Use available opportunities to' replaced with 'Advocate'</p> <p>PC4.2 'Ensure participation of' replaced with 'Involve'</p>                                                                                                                                                                                                                                                                                        |
| Performance Evidence              | <p>Updated use of numerical numbers to specific volume of performance</p> <p>PE2 'safe' replaced with 'responsive' manner</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Knowledge Evidence                | <p>Additional KEs included:</p> <ul style="list-style-type: none"> <li>• concepts of cultural responsiveness and associated protocols that include inclusivity, awareness, safety and competence and how these impact community services and health context, and its relationship with Aboriginal and/or Torres Strait Islander peoples and communities</li> <li>• historical, social, political and economic challenges affecting Aboriginal and/or Torres Strait Islander people and their engagement with community services and health systems (with sub points)</li> </ul>                                                                     |
| Assessment Conditions             | <p>Assessor conditions updated to reflect TPOF requirements</p> <p>Additional conditions included:</p> <ul style="list-style-type: none"> <li>• the training and assessment must be co-designed with an Aboriginal and/or Torres Strait Islander controlled organisation.</li> <li>• In addition, assessment must be undertaken by an assessor who has expertise in this unit of competency and who is: <ul style="list-style-type: none"> <li>○ an Aboriginal and/or Torres Strait Islander person, or</li> <li>○ accompanied by an Aboriginal and/or Torres Strait Islander organisation or recognised member of community</li> </ul> </li> </ul> |

**Table 1.7: Proposed changes to CHCCDE023M Develop and deliver community projects**

| 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<br>PC1.1 re written to clarify expected outcome – ‘Develop project plan that identifies issues, priorities, and desired outcomes of concern for target groups through consultation with key stakeholders and organisations’<br>PC3.1 ‘goals’ replaced with ‘outcomes’ |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance<br>No new performance evidence                                                                                                                                                                                                                                                                                        |
| Knowledge Evidence                | ‘goals’ replaced with ‘outcomes’                                                                                                                                                                                                                                                                                                                                                         |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                                                                                                 |

**Table 1.8: Proposed changes to CHCCDE024M Support community action**

| 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<br>PC2.4 ‘Facilitate collaboration and cooperation between community stakeholders’ replaced with ‘Review progress of strategies with key stakeholders and update based on effectiveness in supporting evolving community priorities’<br>PC3.1 ‘using accepted strategies and mechanisms’ removed<br>PC3.2 ‘as required to ensure strategies continue’ replaced with ‘maintain’ |
| Performance Evidence              | PEs rewritten to reflect PCs<br>‘Support at least 1 community to identify their rights and represent their priorities and aspirations through social and public action’ replaced with ‘facilitated the development, implementation, and evaluation of strategies to address community priorities for at least 1 community, including: <ul style="list-style-type: none"> <li>Consulting with stakeholders to develop strategies.</li> </ul>                                   |

|                       |                                                                                                                                                                              |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <ul style="list-style-type: none"> <li>Facilitating implementation and supporting access to resources.</li> <li>Evaluating effectiveness and documenting outcomes</li> </ul> |
| Knowledge Evidence    | No changes                                                                                                                                                                   |
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements                                                                                                                     |

**Table 1.9: Proposed changes to CHCCDE025M Develop and support community leadership**

| 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 |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                             |
| Knowledge Evidence                | No changes                                                                                     |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                       |

**Table 1.10: Proposed changes to CHCCDE026M Develop, implement and evaluate community**

| Section     | Public and Government Consultation                                                                                                                                                                                                                                              |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title       | Title changes to 'Develop, implement and evaluate community engagement'                                                                                                                                                                                                         |
| Application | <p>Significant update to reflect unit title and outcomes.</p> <p>Updates articulate unit outcomes more clearly</p> <p>Removal of paragraph stating, 'The high level engagement skills described...'</p> <p>Application identifies workers who have 'autonomy in their role'</p> |

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   | Not equivalent to <i>CHCCDE026 Develop and lead community engagement strategies to enhance participation.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Elements and performance criteria | <p>Significant changes to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>PC1.1 addition of “to define objectives and intended outcomes”</p> <p>PC1.2 addition of “to support inclusive and informed participation”</p> <p>PC1.3 Rewritten to “Consult with community stakeholders to identify community needs and inform decision making process”</p> <p>PC1.5 “address barriers” replaced with “increase participation”</p> <p>PC1.6 addition of “to measure engagement outcomes”</p> <p>PC1.7 addition of “to support engagement activities”</p> <p>PC1.8 addition of “develop” and “revision” replaced with “review”</p> <p>PC2.2 rewritten for clarity to state “Identify disengaged individuals and barriers to participation to inform re-engagement activities.”</p> <p>PC 2.3 addition of “and information exchange”</p> <p>PCs 2.5 and 2.6 combined into new PC2.5 “Facilitate group interactions and communication to support participation and information exchange”</p> <p>New PC added – PC3.3 “Identify future improvement actions for future engagement activities and plans based on evaluation data analysis”</p> |
| Performance Evidence              | <p>PE updated for brevity to:</p> <ul style="list-style-type: none"> <li>developed, implemented and reviewed at least 1 community engagement plan</li> <li>facilitate at least 3 group discussions using a range of group facilitation strategies, each with a minimum group size of 5 people</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Knowledge Evidence                | <p>Significant additions to KE including:</p> <ul style="list-style-type: none"> <li>relevance to community engagement planning, stakeholder analysis, and evaluation</li> <li>techniques to measure engagement outcomes</li> <li>plan component, structures and requirements</li> <li>data collection and analysis techniques</li> <li>approval and endorsement processes</li> <li>documentation standards</li> <li>budgeting</li> <li>group facilitation techniques and strategies</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|                       |                                                                                                                                                |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements<br>access to 'community members, including individuals and groups of 5 or more' added |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------|

**Table 1.11: Proposed changes to CHCCDE027M Implement community development strategies**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Application                       | 'Individuals', 'and the community replaced with 'community members' and 'key stakeholders'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Elements and performance criteria | <p>Significant changes to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>Term 'individuals and groups' replaced with 'community members' throughout</p> <p>Term 'issues' replaced with 'challenges' throughout</p> <p>PC1.1 Communicate with individuals and groups to ensure that their story is heard and understood, and to test that there is common understanding' replaced with 'Communicate with community members to develop shared understanding of community challenges and needs'</p> <p>PC2.1 'Identify relevant models of work and establish mechanisms and actions to address group priorities and strengths' replaced with 'Identify ways of working with community groups to support shared decision making and collaboration'</p> <p>PC2.5 Revised to include 'Report on strategies to key stakeholders, community members and staff'</p> <p>PC4.1 Revised to include 'improvement opportunities'</p> <p>New PC4.2 'Facilitate group reflection on practice and processes to identify areas for improvement'</p> <p>PC4.3 revised to state 'Participate in review mechanism to identify skills and knowledge improvement opportunities'</p> |
| Performance Evidence              | <p>Updated use of numerical numbers to specific volume of performance</p> <p>New PE 'reviewed at least 1 community activity to identify improvement opportunities' to reflect PCs 4.2 &amp; 4.3</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Knowledge Evidence                | <p>Significant additions to KE including:</p> <ul style="list-style-type: none"> <li>additional sub points for principles and practices of community development work</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                       |                                                                                                                                                                                                                             |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <ul style="list-style-type: none"> <li>• ethical considerations (including sub points)</li> <li>• sub points against organisational policies and procedures</li> <li>• communication and facilitation techniques</li> </ul> |
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                    |

**Table 1.12: Proposed changes to CHCCDE028M Work within organisation and government structures to enable community development outcomes**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Application                       | <p>Scope updated to reflect ‘community development approach to carry out work in any sectors’</p> <p>Not equivalent to <i>CHCCDE028 Work within organisation and government structures to enable community development outcomes</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Elements and performance criteria | <p>Significant changes to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>PC1.2 revised to include ‘within established lines of decision-making and accountability’</p> <p>PC2.2 revised to include ‘in community development work’ to ‘support community participation and capacity’</p> <p>PC3.2 revised to include collaboration with community stakeholders</p> <p>PC3.6 revised to include legal requirements for community development activities and projects</p> <p>PC3.7 revised to include modifications ‘based on updated legal requirements’</p> <p>PC4.4 ‘Display sensitivity in details, content and extent of public comment on organisation’s activities, in accordance with organisational policies and procedures for privacy and confidentiality’ replaced with ‘Confirm public statements on organisation’s activities are compliant with organisational policies and procedures for privacy and confidentiality’</p> <p>PC5.5 merged with PC5.6</p> |

|                       |                                                                                                                                                                                                                                                                                                                                  |
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|                       | New PC5.5 states 'Prepare and present report on community development activities and projects according to organisational policy and procedures to facilitate deliberations and decision making'                                                                                                                                 |
| Performance Evidence  | <p>Updated use of numerical numbers to specific volume of performance</p> <p>New PE 'communicate at least 1 community development activity using a strengths-based approach according to organisational procedure'</p> <p>New PE 'develop 1 proposal to modify organisation policy or procedure based on legal requirements'</p> |
| Knowledge Evidence    | No changes                                                                                                                                                                                                                                                                                                                       |
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                                         |

**Table 1.13: Proposed changes to CHCDE029M Establish and develop community organisations or social enterprises**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Application                       | Scope updated to reflect 'community development approach to carry out work in any sectors'                                                                                                                                                                                                                                                                                                                                                        |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Elements and performance criteria | <p>Moderate changes to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>PC1.5 Term 'activities added to PC for clarity</p> <p>PC2.3 'plays a major role' replaced with 'substantially'</p> <p>PC3.1 'in accordance with legal requirements' added</p> <p>PC3.2 'Ensure' replaced with 'Prepare, authorise and handle records'</p> <p>PC4.2 removed (addressed in existing Element 5)</p> |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                                                                                                                                                                                                                                                                |
| Knowledge Evidence                | New KE: community development methods'                                                                                                                                                                                                                                                                                                                                                                                                            |

|                       |                                                          |
|-----------------------|----------------------------------------------------------|
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements |
|-----------------------|----------------------------------------------------------|

**Table 1.14: Proposed changes to CHCDE031M Develop and implement a community renewal plan**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Application                       | Scope updated to reflect 'community development approach to carry out work in any sectors'                                                                                                                                                                                                                                                                                                                                                                   |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Foundation Skills                 | New skill (moved from PC5.3): Oral communication skills to 'motivate groups to work cooperatively'                                                                                                                                                                                                                                                                                                                                                           |
| Elements and performance criteria | <p>Moderate changes to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>PC1.4 Term 'consultation' added to PC for clarity</p> <p>PC3.1 'foster the success of' replaced with 'support and promote'</p> <p>PC4.1 'stakeholder type' added to PC</p> <p>PC4.2 removed</p> <p>PC5.3 removed and added to foundations skills</p> <p>PC6.2 revised to state 'Evaluate outcomes of community renewal'</p> |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                                                                                                                                                                                                                                                                           |
| Knowledge Evidence                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                                                                                                                                                                     |

**Table 1.15: Proposed changes to CHCDIV001M Work with diverse people**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                            |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                    |
| Application                       | Description updated to reflect breadth of unit outcomes<br>Not equivalent to <i>CHCDIV001 Work with diverse people</i>                                                                                                                                        |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                    |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                    |
| Elements and performance criteria | Comprehensive revision of Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements                                                                                                                                  |
| Performance Evidence              | PE 2 revised to state:<br>'demonstrated cultural responsiveness and inclusivity by recognising and respecting the unique needs of at least 3 people from at least 3 differing social and cultural identities listed in the knowledge evidence for this unit.' |
| Knowledge Evidence                | Significant revisions including addition of new KE to reflect broader definitions of diversity and inclusion of self-reflection topics                                                                                                                        |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                      |

**Table 1.16: Proposed changes to CHCDIV003M Manage and promote diversity**

| Section                           | Public and Government Consultation                                                                                                                        |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                |
| Application                       | Description updated to include key aspects of cultural responsiveness and inclusivity.<br>Not equivalent to <i>CHCDIV003 Manage and promote diversity</i> |
| Pre-requisite unit                | No changes                                                                                                                                                |
| Foundation Skills                 | No changes                                                                                                                                                |
| Elements and performance criteria | Comprehensive and significant revision of Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements.             |

|                       |                                                                                                                                                                                                             |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance Evidence  | PE2 'inclusivity' in the workplace added; 'recognition and celebration of diversity' added as subpoint<br>PE3 revised to state 'improve at least 1 workplace diversity policy'                              |
| Knowledge Evidence    | Significant revisions including addition of new KE to reflect cultural responsiveness; broader definitions of diversity; and data sovereignty principles; professional development; and communication aids. |
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                    |

**Table 1.17: Proposed changes to CHCSET003M Work with forced migrants**

| Section                           | Public and Government Consultation                                                                                                                                                                                                    |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                            |
| Application                       | Description updated to reflect breadth of unit outcomes.<br>Not equivalent to <i>CHCSET003 Work with forced migrants</i>                                                                                                              |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                            |
| Foundation Skills                 | No changes                                                                                                                                                                                                                            |
| Elements and performance criteria | Comprehensive and significant revision of Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements.                                                                                         |
| Performance Evidence              | Comprehensive update and additional PE to reflect PC requirements                                                                                                                                                                     |
| Knowledge Evidence                | Moderate revisions including addition of new KE to reflect areas of service provision that support settlement; common practices and/or approaches when working alongside forced migrants; and organisational policies and procedures. |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                              |

**Table 1.18: Proposed changes to CHCSET004M Undertake bicultural work with forced migrants in Australia**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Application                       | Description updated to reflect breadth of unit outcomes<br>Not equivalent to <i>CHCSET004 Undertake bicultural work with forced migrants in Australia</i>                                                                                                                                                                                                                                                                                           |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Elements and performance criteria | Comprehensive and significant revision of Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements.                                                                                                                                                                                                                                                                                                       |
| Performance Evidence              | Comprehensive update and additional PE to reflect PC requirements                                                                                                                                                                                                                                                                                                                                                                                   |
| Knowledge Evidence                | Comprehensive revisions including addition of new KE                                                                                                                                                                                                                                                                                                                                                                                                |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements<br>Additional conditions: <ul style="list-style-type: none"> <li>opportunities to interact with service professionals, including: <ul style="list-style-type: none"> <li>interpretation services</li> <li>external support service providers</li> </ul> </li> <li>workplace documents, and records, including case notes, referrals, and organisational policies and procedures</li> </ul> |

**Table 1.19: Proposed changes to CHCSOH013M Work with people experiencing or at risk of homelessness**

| Section            | Public and Government Consultation |
|--------------------|------------------------------------|
| Title              | No changes                         |
| Application        | No changes                         |
| Pre-requisite unit | No changes                         |
| Foundation Skills  | No changes                         |

|                                   |                                                                                                                                                                                                       |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements and performance criteria | Minor updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements.<br>'issues' replaced with 'challenges'<br>'deal with' replaced with 'respond to' |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                    |
| Knowledge Evidence                | 'advocacy' added                                                                                                                                                                                      |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                              |

**Table 1.20: Proposed changes to CHCSOH014M Manage and maintain tenancy agreements and services**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Application                       | 'client' replaced with 'prospective tenant' 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<br>Element 4 'organisational policies and procedures and legislative requirements' added<br>PC4.1 revised for brevity<br>PC4.2 'bonds' added and superfluous words removed<br>PC4.3 removed<br>New PC4.3 superfluous words removed<br>PC6.4 'in termination process' added<br>PC9.4 'if' replaced with 'based on' |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance<br>PE8 removed and moved to assessment conditions                                                                                                                                                                                                                                                                                                            |
| Knowledge Evidence                | KE6 'including' replaced with 'and'                                                                                                                                                                                                                                                                                                                                                                                             |

|                       |                                                          |
|-----------------------|----------------------------------------------------------|
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements |
|-----------------------|----------------------------------------------------------|

**Table 1.21: Proposed changes to CHCSOH019M Manage head lease**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Application                       | ‘client’ replaced with ‘people accessing services’ or ‘prospective tenant’ throughout unit<br>‘agents’ added                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Elements and performance criteria | <p>Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>PC1.2 ‘Research market conditions to ensure strategy is achievable’ replaced with ‘Evaluate current market conditions to determine suitability of leasehold property acquisition strategies for organisational objectives’</p> <p>PC2.1 ‘Promote organisation to landlords and agents and explain principles of social housing and organisational goals and objectives’ replaced with ‘Communicate organisational role, social housing principles, and organisational goals to landlord and agent to support negotiation and acquisition of leasehold properties’</p> <p>PC3.1 ‘Build and maintain relationship with landlords and agents’ replaced with ‘Establish and maintain relationships with landlord and agent to support effective leasehold property management according to organisational policies and procedures’</p> <p>PC4.3 ‘Prepare reports and provide to parties’ replaced with ‘Prepare and distribute end-of-tenancy reports according to organisational policies and procedures to support transparency and accountability for all parties’</p> |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Knowledge Evidence                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

**Table 1.22: Proposed changes to CHCSOH020M Develop quality systems in line with registration standards**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Application                       | ‘performance outcomes’ removed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Elements and performance criteria | <p>Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>PC1.2 ‘Ensure members of the governing body have sufficient training and communication skills to carry out their role’ replaced with ‘Evaluate communication and training capabilities of governing body according to organisational governance requirements’</p> <p>PC1.6 ‘to support governance accountability and compliance’ added</p> <p>PC2.2 ‘Establish authority and accountability for management of risks to the business’ replaced with ‘Assign authority and accountability for organisational risk management’</p> <p>PC3.2 ‘document and maintain’ removed</p> <p>PC3.4 ‘Define the’ replaced with ‘Support transparency by defining’</p> <p>PC4.1 “Contribute to the development and documentation” replaced with ‘develop and document’; ‘in consultation with stakeholder’ added</p> <p>PC6.3 ‘organisational’ removed</p> <p>PC7.1 ‘improvement in’ added</p> |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Knowledge Evidence                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

**Table 1.23: Proposed changes to CHCSOH021M Support people within the social housing system**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Application                       | ‘who are looking for’ replaced with ‘seeking’                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Elements and performance criteria | <p>Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>‘client’ replaced with ‘tenants’ throughout unit</p> <p>‘client group’ replaced with ‘tenant cohort’ throughout unit</p> <p>‘issues’ replaced with ‘challenges’ throughout unit</p> <p>PC1.3 ‘Research client groups and stakeholders and use information to identify potential issues and problems experienced by clients and current factors impacting on the provision of housing’ replaced with ‘Research tenant cohort and stakeholders to identify potential challenges and factors impacting on provision of housing’</p> <p>PC2.1 ‘Communicate with client in a patient, empathetic and respectful manner’ replaced with ‘Communication with tenant using core interpersonal skills</p> <p>PC2.3 ‘Provide assistance to client’ replaced with ‘Support tenants’</p> <p>PC2.4 ‘Follow organisational policies and procedures for resolving and escalating issues’ replaced with ‘Respond to and escalate situations affecting service delivery following organisational policies and procedures’</p> <p>PC2.6 removed</p> |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Knowledge Evidence                | <p>KE added:</p> <ul style="list-style-type: none"> <li>interpersonal communication values including: <ul style="list-style-type: none"> <li>Respect</li> <li>empathy</li> <li>patience</li> </ul> </li> <li>organisational policy and procedures relating to documentation within scope of role</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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Revised AC: 'opportunities for engagement with people, including tenants and stakeholders from multiple agencies'

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**Table 1.24: Proposed changes to CHCSOH022M Develop social housing enterprise opportunities**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Application                       | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Elements and performance criteria | <p>Updates to Elements and PCs to ensure PCs are clear, assessable and measurable in line with TPOF requirements</p> <p>PC2.4 'Involve stakeholders in risk management' replaced with 'Engage stakeholders in risk management analysis process'</p> <p>PC3.2 'Determine business timeframe' replaced with 'Determine operational timeline for new business'</p> <p>PC 3.4 'Establish, monitor and review organisational policies and procedures to manage the use of staff, equipment and other physical assets on a regular basis' replaced with 'Establish, monitor and review organisational policies and procedures to manage the use of human and operational resources and physical assets'</p> |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Knowledge Evidence                | No changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Assessment Conditions             | <p>Assessor conditions updated to reflect TPOF requirements</p> <p>'client' replaced with 'people'</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

**Table 1.25: Proposed changes to CHCSOH023M Acquire properties by purchase or transfer**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                                               |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                                       |
| Application                       | No changes                                                                                                                                                                                                                                                                                                                       |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                                       |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                                       |
| Elements and performance criteria | <p>Comprehensive revision and updates to PCs to ensure they reflect contemporary sector and legal terminology; and are clear, assessable and measurable in line with TPOF requirements</p> <p>‘client’ replaced with ‘individual’ throughout unit</p> <p>‘relevant/all parties’ replaced with ‘stakeholders’ throughout unit</p> |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                                                                                                                                               |
| Knowledge Evidence                | <p>KE added:</p> <ul style="list-style-type: none"> <li>organisational policies and procedures regarding acquisition processes and records keeping</li> </ul>                                                                                                                                                                    |
| Assessment Conditions             | <p>Assessor conditions updated to reflect TPOF requirements</p> <p>‘client’ replaced with ‘people’</p>                                                                                                                                                                                                                           |

**Table 1.26: Proposed changes to CHCDFV002M Support children and young people experiencing domestic and family violence**

| Section                           | Public and Government Consultation                                                                                                                                                             |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | Revised to reflect sector approaches and person-centred terminology                                                                                                                            |
| Application                       | Revised to reflect unit outcome and scope of worker’s role                                                                                                                                     |
| Pre-requisite unit                | No changes                                                                                                                                                                                     |
| Foundation Skills                 | No changes                                                                                                                                                                                     |
| Elements and performance criteria | Comprehensive revision and updates to Elements and PCs to ensure they reflect current sector practices and approaches; and are clear, assessable and measurable in line with TPOF requirements |

|                       |                                                                    |
|-----------------------|--------------------------------------------------------------------|
| Performance Evidence  | Comprehensive revision and update of PEs to align with revised PCs |
| Knowledge Evidence    | Comprehensive revision of KEs to align with revised PCs            |
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements           |

**Table 1.27: Proposed changes to CHCDFV003M Promote community awareness of domestic and family violence**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                                                             |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | No changes                                                                                                                                                                                                                                                                                                     |
| Application                       | Revised to reflect unit outcome and scope of worker's role                                                                                                                                                                                                                                                     |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                                                                     |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                                                                     |
| Elements and performance criteria | Comprehensive revision and updates to Elements and PCs to ensure they are clear, assessable and measurable in line with TPOF requirements<br>Elements revised to scaffold learning – identify needs, determine strategies and implement/evaluate strategies – PCs revised to align with new Element statements |
| Performance Evidence              | Comprehensive revision and update of PEs to align with revised PCs                                                                                                                                                                                                                                             |
| Knowledge Evidence                | Comprehensive revision of KEs to align with revised PCs                                                                                                                                                                                                                                                        |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                                                                                                                       |

**Table 1.28: Proposed changes to CHCDFV005M Provide domestic and family violence support in culturally and linguistically diverse communities**

| Section            | Public and Government Consultation                                       |
|--------------------|--------------------------------------------------------------------------|
| Title              | Updated to reflect common sector terminology                             |
| Application        | Revised to reflect current sector terminology and scope of workers role. |
| Pre-requisite unit | No changes                                                               |

|                                   |                                                                                                                                                                                                                       |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Foundation Skills                 | No changes                                                                                                                                                                                                            |
| Elements and performance criteria | Comprehensive revision and updates to Elements and PCs to ensure they reflect are clear, assessable and measurable in line with TPOF requirements<br>Additional element added to address analysis of support provided |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                                                    |
| Knowledge Evidence                | Comprehensive revision of KEs to align with revised PCs and meet TPOF requirements                                                                                                                                    |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                                              |

**Table 1.29: Proposed changes to CHCDFV006M Counsel people experiencing domestic and family violence**

| Section                           | Public and Government Consultation                                                                                                                                                  |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | Title updated to reflect person centred language                                                                                                                                    |
| Application                       | Updated to reflect scope of role<br>'clients' replaced with 'people' throughout unit                                                                                                |
| Pre-requisite unit                | No changes                                                                                                                                                                          |
| Foundation Skills                 | No changes                                                                                                                                                                          |
| Elements and performance criteria | Updates to Elements and PCs to ensure they reflect are clear, assessable and measurable in line with TPOF requirements<br>PC1.7 removed<br>PC2.2 removed<br>PC2.8 and PC2.9 removed |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance                                                                                                                  |
| Knowledge Evidence                | Comprehensive update to KE to reflect revised PCs                                                                                                                                   |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                            |

**Table 1.30: Proposed changes to CHCDFV007M Work with persons who use violence to effect change**

| Section                           | Public and Government Consultation                                                                                                                                                                   |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | ‘user’ replaced with ‘persons who use’                                                                                                                                                               |
| Application                       | Revised to reflect unit outcomes and scope of role                                                                                                                                                   |
| Pre-requisite unit                | No changes                                                                                                                                                                                           |
| Foundation Skills                 | No changes                                                                                                                                                                                           |
| Elements and performance criteria | Comprehensive revision and updates to Elements and PCs to ensure they reflect are clear, assessable and measurable in line with TPOF requirements<br>Person-centred language adopted throughout unit |
| Performance Evidence              | PE revised to reflect revised PCs and to align with TPOF requirements                                                                                                                                |
| Knowledge Evidence                | Revised to reflect revised PCs and ensures reflection of TPOF principles                                                                                                                             |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                                                                             |

**Table 1.31: Proposed changes to CHCDFV009M Engage with people who use domestic and family violence to facilitate behaviour change**

| Section                           | Public and Government Consultation                                                                                                                                                                                                                                  |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | ‘users’ replaced with ‘people who use’                                                                                                                                                                                                                              |
| Application                       | Revised to reflect unit outcomes and define scope of role                                                                                                                                                                                                           |
| Pre-requisite unit                | No changes                                                                                                                                                                                                                                                          |
| Foundation Skills                 | No changes                                                                                                                                                                                                                                                          |
| Elements and performance criteria | Comprehensive revision and updates to Elements and PCs to ensure they reflect are clear, assessable and measurable in line with TPOF requirements<br>PCs follow similar sequence to those outlined in Multi-Agency Risk Assessment and Management (MARAM) framework |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance<br>Revision of PEs to align with revised PCs                                                                                                                                                     |

|                       |                                                          |
|-----------------------|----------------------------------------------------------|
| Knowledge Evidence    | KE updated to reflect revised PCs and align with TPOF    |
| Assessment Conditions | Assessor conditions updated to reflect TPOF requirements |

**Table 1.32: Proposed changes to CHCDFV012M Make safety plans with people who experience domestic and family violence**

| Section                           | Public and Government Consultation                                                                                                                |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Title                             | Title updated to reflect person centred language                                                                                                  |
| Application                       | Revised to reflect unit outcomes and scope of role                                                                                                |
| Pre-requisite unit                | No changes                                                                                                                                        |
| Foundation Skills                 | No changes                                                                                                                                        |
| Elements and performance criteria | Comprehensive revision and updates to Elements and PCs to ensure they reflect are clear, assessable and measurable in line with TPOF requirements |
| Performance Evidence              | Updated use of numerical numbers to specific volume of performance<br>Revision of PEs to align with revised PCs                                   |
| Knowledge Evidence                | KE updated to reflect revised PCs and align with TPOF                                                                                             |
| Assessment Conditions             | Assessor conditions updated to reflect TPOF requirements                                                                                          |

## 2. Next Steps

Once we have received your feedback and attended to any adjustments required, the units 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. 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.

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

**HumanAbility**

ABN 36 665 836 608

Suite 4, 109 Union Road, Surrey Hills VIC 3127

[humanability.com.au](http://humanability.com.au)



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