

Community Services and Health Industry Skills Council

FAMILY RELATIONSHIP QUALIFICATION FRAMEWORK

Table of Contents

CHC42207 Certificate IV in Children’s Contact Service Work	3
CHC51807 Diploma of Children’s Contact Service Work.....	5
CHC51707 Diploma of Family Intake and Support Work	7
CHC80107 Vocational Graduate Diploma of Relationship Counselling.....	11
CHC80207 Vocational Graduate Diploma of Family Dispute Resolution	15

CHC42207 Certificate IV in Children's Contact Service Work

This qualification covers workers who are employed in Children's Contact Services and are responsible for the facilitation and/or changeover of contact visits and associated tasks as outlined in contact orders or defined by voluntary clients to the Service. Work at this level would occur under the direction of a senior staff member, team leader or coordinator and have limited autonomy.

Occupational titles for these workers may include:

- Children's Contact Worker
- Children's Contact Support Worker
- Children's Contact Facilitator
- Sessional Contact Worker

Packaging Rules

13 competency units are required for this qualification, including:

- 10 **compulsory** units
- 3 **elective** units

A wide range of elective units is available and may include:

- Competency units available at Certificate IV level or higher in the Community Services and/or Health Training Packages
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Certificate IV or higher

NOTE: Some relevant elective units are listed below the following compulsory units, but many more electives are available as outlined above.

Compulsory units

CHCFAM503A	Work with a child focused approach
CHCCONS401A	Facilitate changeover
CHCCONS402A	Facilitate and monitor contact
CHCCONS403A	Support families to develop relationships
CHCDFV1B	Recognise and respond to domestic and family violence
CHCCOM2B	Communicate appropriately with clients and colleagues
CHCCHILD1C	Identify and respond to children and young people at risk of harm
CHCAOD10A	Work with clients who have alcohol and/or other drugs issues
CHCFAM518A	Work with involuntary and mandated clients
CHCOHS301A	Participate in workplace safety procedures

Electives

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with the unit *CHCDFV8B Provide support to children affected by domestic and family violence*

CHCDFV2B	Manage own professional development in responding to domestic and family violence
CHCDFV8B	Provide support to children affected by domestic and family violence
CHCRF11B	Work in partnership with families to care for the child
CHCRF24B	Support parents in their parenting role

Note: *CHCRF11B Work in partnership with families to care for the child*, must be completed prior to *CHCRF24B Support parents in their parenting role*

CHCFAM505A	Operate in a family law environment
CHCFAM504A	Respond to and contain critical incidents
CHCCS6B	Assess and deliver service to clients with complex needs
HLTFA201A	Provide basic emergency life support
CHCOR3B	Participate in the work environment
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
CHCCS301A	Work within a legal and ethical framework
CHCTC1A	Deliver a service consistent with the organisations missions and values
CHCTC2A	Undertake telephone counselling
CHCTC3A	Provide counselling in a crisis situation
CHCTC4A	Provide competent suicide intervention over the telephone
HLTHIR403B	Work effectively with culturally diverse clients and co-workers

CHC51807 Diploma of Children's Contact Service Work

This qualification covers workers who are employed in Children's Contact Services and are responsible for the administrative and program support, including initial enquiries, intake and assessment interviews. Workers may also be responsible for the direct line management of sessional contact workers and may report to a Program Manager of a Children's Contact Services.

Pre-requisite

Entry to this qualification requires evidence of competence in the following units:

CHCCONS401A	Facilitate changeover
CHCCONS402A	Facilitate and monitor contact
CHCCONS403A	Support families to develop relationships

Occupational titles for these workers may include:

- Program support Worker
- Assistant Coordinator
- Sessional Supervisor
- Team Supervisor
- Coordinator

Packaging Rules

12 competency units are required for this qualification, including:

- 9 **compulsory** units
- 3 **elective** units

A wide range of elective units is available and may include:

- Competency units available at Certificate Diploma Level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Diploma Level or higher

NOTE: Some relevant elective units are listed below the following compulsory units, but many more electives are available as outlined above.

Compulsory units

CHCCONS504A	Assist families to self manage contact
CHCFAM503A	Work with a child focused approach
CHCFAM505A	Operate in a family law environment
CHCFAM519A	Prepare client court reports
CHCCS402A	Respond holistically to client issues
CHCORG6B	Co-ordinate the work environment
CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCDFV1B	Recognise and respond to domestic and family violence

CHCOHS401A Implement and Monitor policies and procedures in the workplace

Electives

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives.

Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with the unit *CHCDFV10B Provide support to children affected by domestic and family violence*

CHCDFV2B	Manage own professional development in responding to domestic and family violence
CHCDFV10B	Facilitate workplace debriefing and support processes
CHCDFV817A	Manage domestic and family violence screening and risk assessment processes
CHCORG27A	Provide mentoring support to colleagues
CHCORG28A	Reflect and improve upon professional practice
RTD4802A	Develop approaches to include cultural and human diversity
CHCMH1B	Orientation to mental health work
CHCFAM518A	Work with involuntary and mandated clients
CHCMED403A	Manage communication exchanges to define the dispute
CHCMED405A	Facilitate interactions between clients
CHCCWI3B	Work with clients intensively
CHCCWI1B	Operate under a casework framework

*The following units are co requisite:

*CHCCSL601A	Work within a structured counselling process
*CHCCSL602A	Facilitate the counselling relationship
*CHCCSL603A	Provide support for clients implementing a course of action
*CHCCSL604A	Reflect and improve upon counselling skills

CHC51707 Diploma of Family Intake and Support Work

This qualification covers workers employed in services that provide relationship support and interventions for families and/or couples. Service type examples may include Family Relationship Support Programs, Telephone Advice, and Family Mediation and Counselling services. Workers in these roles may provide some of the following non therapeutic supports, e.g. provide information, initial intake, referral, advocacy, administrative tasks, and participate in case planning. Workers generally undertake tasks with minimal direct supervision and may use elements of counselling and/or dispute resolution skills when working with clients. However, primary job functions do not involve higher level clinical or therapeutic interventions.

Occupational titles for these workers may include:

- Family Assessment Worker
- Client Intake Worker
- Case Worker
- Information and Referral Worker
- Client Services Officer
- Family Support Worker
- Advocacy Worker
- Aboriginal Family Consultant

Packaging Rules

14 competency units are required for this qualification, including:

- 8 **compulsory** units
- 6 **elective units**

A wide range of elective units is available and may include:

- Competency units available at Diploma level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Diploma level (or higher).

NOTE: Some relevant elective units are listed below the following core (compulsory) units, but many more electives are available as outlined above.

Compulsory units

CHCDFV1B	Recognise and respond to domestic and family violence
CHCOHS401A	Implement and Monitor policies and procedures in the workplace
CHCCS402A	Respond holistically to client issues
CHCCS301A	Work within a legal and ethical framework
CHCCOM3C	Utilise specialist communication skills to build strong relationships
HLTHIR403B	Work effectively with culturally diverse clients and co-workers

CHCFAM505A	Operate in a family law environment
CHCCS9A	Provide support services to clients

Electives

Electives are to be selected in line with specified Packaging Rules. The following grouping of electives is intended to facilitate the selection of electives. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Case Management electives

CHCCM3B	Develop, facilitate and monitor all aspects of case management
CHCCM4B	Promote high quality case management
CHCCWI1B	Operate under a casework framework

Family Relationship electives

CHCFAM503A	Work with a child focused approach
CHCFAM806A	Assist clients to develop parenting arrangements
CHCCHILD4A	Assess risk of harm to children and young people
CHCORG28A	Reflect and improve upon professional practice
CHCPROT2C	Undertake and implement planning with at risk children, young people and their families

Domestic and Family Violence electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with the following listed domestic and family violence units excluding *CHCDFV817A Manage domestic and family violence screening and risk assessment processes*

CHCDFV2B	Manage own professional development in responding to domestic and family violence
CHCDFV3B	Provide crisis intervention and support to those experiencing domestic and family violence
CHCDFV4B	Promote community awareness of domestic and family violence
CHCDFV6B	Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities
CHCDFV7B	Provide domestic and family violence support in non-English speaking background communities
CHCDFV8B	Provide support to children affected by domestic and family violence
CHCDFV9B	Work with users of violence to effect change
CHCDFV817A	Manage domestic and family violence screening and risk assessment processes

Information and referral electives

CHCCS6B	Assess and deliver service to clients with complex needs
---------	--

CHCADMIN5C	Work within the administration protocols of the organisation
CHCCS407A	Operate referral procedures
CHCNET4A	Work with other services
CHCPOL1A	Participate in policy development
CHCORG3B	Participate in the work environment
CHCORG15B	Promote the organisation
CHCORG21B	Act as a resource to other services
CHCAD3A	Undertake systems advocacy
CHCAD4A	Provide advocacy and representation
CHCINF5B	Meet statutory and organisational information requirements
CHCINF6B	Manage information strategically

Leadership and management electives

CHCCM5B	Develop practice standards
CHCCS7C	Co-ordinate the assessment and delivery of services to clients with particular needs
CHCFAM504A	Respond to and contain critical incidents
CHCOHS501A	Manage workplace OHS management system
CHCDFV10B	Facilitate workplace debriefing and support processes
BSBMGT609A	Manage risk
CHCORG19B	Develop and maintain the quality of service outcomes
CHCORG23B	Co-ordinate work
CHCORG27A	Provide mentoring support to colleagues

Counselling electives

*The following units are co requisite:

*CHCCSL601A	Work within a structured counselling process
*CHCCSL602A	Facilitate the counselling relationship
*CHCCSL603A	Provide support for clients implementing a course of action
*CHCCSL604A	Reflect and improve upon counselling skills
CHCTC1A	Deliver a service consistent with the organisations missions and values
CHCTC2A	Undertake telephone counselling
CHCTC3A	Provide counselling in a crisis situation
CHCTC4A	Provide competent suicide intervention over the telephone

Mediation electives

CHCMED401A	Conduct a sound assessment of a dispute for mediation
CHCMED402A	Gather and use information for the mediation process
CHCMED403A	Manage communication exchanges to define the dispute
CHCMED404A	Facilitate the mediation process
CHCMED405A	Facilitate interactions between clients
CHCMED406A	Consolidate and conclude the mediation process
CHCMED407A	Reflect and improve upon professional practice
CHCMED408B	Identify the need for alternative dispute resolution
CHCMED409B	Facilitate alternative dispute resolution processes

Other electives

RTD4802A	Develop approaches to include cultural and human diversity
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
PSPMNGT605A	Manage diversity
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
CHCAOD10A	Work with clients who have alcohol and/or other drugs issues
CHCYTH6C	Provide appropriate services for young people
CHCMH1B	Orientation to mental health work

CHC80107 Vocational Graduate Diploma of Relationship Counselling

This qualification applies to workers who are employed in a family and/or couples relationship counselling role. This qualification has particular relevance to counsellors working in agencies or independently, providing counselling interventions, (rather than counselling support), for families and/or couples experiencing relationship issues of a complex nature. Counselling contexts may include pre or post separation and divorce or where the client has involvement with the Family Law system. Counsellors at this level are making high level, independent, complex judgements in highly specialised contexts. Counselling occupations may also involve full responsibility and accountability for all aspects of work of self and others and functions including, program planning, budget, strategy, design and analysis.

Entry requirements

Learners seeking entry to this qualification must demonstrate one of the following:

- An undergraduate degree or higher qualification in Counselling, Psychotherapy, Psychology, Social Work, Social Science or equivalent

OR

- An accredited qualification in counselling at Diploma or Advanced Diploma level

OR

- Learners undertaking this qualification need to have previous experience in a family counselling environment, the job role would have involved the self directed application of knowledge with substantial depth in some areas, the exercise of independent judgement and decision making, and a range of technical and other skills.

Workplace application

For award of this qualification, candidates must complete workplace application under direct supervision. Based on this workplace application, evidence provided by the supervisor will contribute to assessment of the candidate's ability to apply skills and knowledge as specified in the compulsory units as outlined below.

CHCDFV811A	Respond to family domestic violence in family work
CHCFCS801A	Apply theory and practice of counselling approaches
CHCFCS802A	Provide relationship counselling
CHCFCS804A	Provide counselling to children and young people
CHCFCS806A	Work within a clinical supervision framework

Occupational titles for these workers may include:

- Family Relationship Counsellor
- Family Counsellor
- Marriage Counsellor
- Couples Counsellor
- Divorce Counsellor
- Separations Counsellor
- Child and Family Counsellor
- Contact Service Practice Manager

Packaging Rules

11 competency units are required for this qualification, including:

- 5 **compulsory** units
- 6 **elective** units

A wide range of elective units is available and may include:

- Competency units available at Diploma level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Diploma (or higher).

NOTE: Some relevant elective units are listed below the following core (compulsory) units, but many more electives are available as outlined above.

Compulsory units

CHCDFV811A	Respond to family domestic violence in family work
CHCFCS801A	Apply theory and practice of counselling approaches
CHCFCS802A	Provide relationship counselling
CHCFCS804A	Provide counselling to children and young people
CHCFCS806A	Work within a clinical supervision framework

Elective units

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives.

Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Family Relationship electives

CHCFAM801A	Develop an understanding of child inclusive practice
CHCFAM802A	Work within a child inclusive framework
CHCFAM503A	Work with a child focused approach
CHCFAM505A	Operate in a family law environment
CHCFAM806A	Assist clients to develop parenting arrangements
CHCYTH10A	Work effectively with the families of young people
CHCYTH6C	Provide appropriate services for young people
CHCHILD3A	Promote the safety, well being and welfare of children, young people and their families

CHCCS601A	Work with clients with specific and complex needs
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
CHCFCS803A	Provide grief and loss counselling
CHCFAM518A	Work with involuntary and mandated clients
CHCAOD10A	Work with clients who have alcohol and/or other drugs issues

Family and Contact Service Practice Management electives

CHCORG7B	Manage workplace issues
CHCORG19B	Develop and maintain the quality of service outcomes
CHCORG24B	Provide leadership in community services delivery
CHCORG28A	Reflect and improve upon professional practice
CHCORG29A	Provide coaching and motivation
CHCPOL5A	Manage research activities
CHCPOL7A	Manage policy development
CHCCM5B	Develop practice standards
CHCINF4B	Manage the organisation's information systems
CHCCS7C	Co-ordinate the assessment and delivery of services to clients with particular needs
CHCCONS403A	Support families to develop relationships
CHCCONS504A	Assist families to self manage contact
CHCOHS502A	Evaluate and improve workplace OHS management systems

Group work electives

CHCFCS805A	Provide group counselling
CHCGROUP805A	Support change in the social systems of group members
CHCGROUP806A	Plan group interventions
CHCGROUP807A	Implement group interventions

Domestic and Family Violence electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with units coded *CHCDFV2B*, *CHCDFV5B*, *CHCDFV8B*, *CHCDFV9B* and *CHCDFV10B*.

CHCDFV2B	Manage own professional development in responding to domestic and family violence
CHCDFV5B	Counsel clients affected by domestic and family violence
CHCDFV8B	Provide support to children affected by domestic and family violence
CHCDFV9B	Work with users of violence to effect change
CHCDFV10B	Facilitate workplace debriefing and support processes
CHCDFV812A	Assist user of domestic and family violence to accept responsibility for their violent and abusive behaviour
CHCDFV813A	Promote accountability of users of domestic and family violence and abuse
CHCDFV814A	Establish and manage change promoting relationship with users of domestic and family violence and abuse

- | | |
|------------|---|
| CHCDFV815A | Establish and maintain the safety of people who have experienced domestic and family violence |
| CHCDFV816A | Safety planning with people who have been subjected to domestic and family violence |
| CHCDFV817A | Manage domestic and family violence screening and risk assessment processes |

The competency units, CHCFDV816A Safety planning with people who have been subjected to domestic and family violence and CHCFDV817A Manage domestic and family violence screening and risk assessment processes, must be completed prior to or in conjunction with the following domestic and family violence unit.

- | | |
|------------|--|
| CHCDFV818A | Provide programs to people who have been subject to domestic and family violence |
|------------|--|

Diversity and Cultural Context electives

- | | |
|------------|---|
| HLTHIR403B | Work effectively with culturally diverse clients and co-workers |
| HLTHIR404B | Work effectively with Aboriginal and/or Torres Strait Islander people |
| CHCDFV6B | Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities |
| CHCDFV7B | Provide domestic and family violence support in non-English speaking background communities |
| RTD4802A | Develop approaches to include cultural and human diversity |
| CHCCD13C | Work within specific communities |

The following electives are intended for use by Aboriginal and Torres Strait Islander workers currently working in the area of social and emotional well being:

- | | |
|------------|--|
| HLTAHW507A | Work effectively in social and emotional well being |
| HLTAHW508A | Develop healing framework for social and emotional well being work |
| HLTAHW509A | Respond to loss, grief and trauma |

CHC80207 Vocational Graduate Diploma of Family Dispute Resolution

This qualification relates to dispute resolution practitioners working in agencies or independently to provide dispute resolution services and interventions for families experiencing high levels of relationship conflict and/or where the clients may be involved in the Family Law system. Dispute resolution in this qualification has a direct link to the provisions of the Family Law Act. Practitioners at this level are making high level, independent, complex judgements in highly specialised contexts. Some practitioner roles may also involve full responsibility and accountability for all aspects of work of self and others functions including, program planning, budget, strategy, design and analysis.

Entry requirements

Learners seeking entry to this qualification must demonstrate one of the following:

- An undergraduate degree or higher qualification in Psychology, Social Work, Law, Conflict Management, Dispute Resolution, Family Law Mediation or equivalent

OR

- An accredited qualification in conflict management or dispute resolution at Diploma or Advanced Diploma level

OR

- Certificate IV in Community Mediation together with significant relevant vocational practice

OR

- Learners undertaking this qualification need to have previous experience in a dispute resolution environment, the job role would have involved the self directed application of knowledge with substantial depth in some areas, the exercise of independent judgement and decision making, and a range of technical and other skills

Workplace application

For award of this qualification, candidates must complete workplace application under direct supervision. Based on this workplace application, evidence provided by the supervisor will contribute to assessment of the candidate's ability to apply skills and knowledge as specified in the compulsory units as outlined below:

CHCDFV811A	Respond to family domestic violence in family work
CHCFAM505A	Operate in a family law environment
CHCDISP801A	Facilitate dispute resolution in a family law context
CHCDISP802A	Implement dispute resolution strategies
CHCDISP803A	Facilitate family dispute resolution in an impartial manner and adhere to ethical standards

CHCDISP804A Create a supportive environment for safety of vulnerable parties in dispute resolution

Occupational titles for these workers may include:

- Family Relationships Mediator
- Family and Couples Mediator
- Aboriginal Family Consultant
- ADR Practitioner
- Family and Child Mediator
- Family Law Mediator
- Barrister Mediator
- Dispute Resolution Facilitator
- Manager of an ADR service
- Indigenous Family Facilitator

Packaging Rules

10 competency units are required for this qualification, including:

- 6 **compulsory** units
- 4 **elective** units

A wide range of elective units is available and may include:

- Competency units available at Diploma level or higher in the Community Services and/or Health Training Packages.
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Diploma (or higher).

NOTE: Some relevant elective units are listed below the following core (compulsory) units, but many more electives are available as outlined above.

Compulsory units

CHCDFV811A	Respond to family domestic violence in family work
CHCFAM505A	Operate in a family law environment
CHCDISP801A	Facilitate dispute resolution in a family law context
CHCDISP802A	Implement dispute resolution strategies
CHCDISP803A	Facilitate family dispute resolution in an impartial manner and adhere to ethical standards
CHCDISP804A	Create a supportive environment for safety of vulnerable parties in dispute resolution

Elective units

Electives are to be selected in line with specified Packaging Rules.

The following grouping of electives is intended to facilitate the selection of electives. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Family Relationship electives

CHCFAM801A	Develop an understanding of child inclusive practice
CHCFAM802A	Work within a child inclusive framework
CHCFAM503A	Work with a child focused approach
CHCFAM806A	Assist clients to develop parenting arrangements

CHCYTH10A	Work effectively with the families of young people
CHCHILD3A	Promote the safety, well being and welfare of children, young people and their families
CHCCS501A	Assess and respond to individuals at risk of self-harm or suicide
CHCCS601A	Work with clients with specific and complex needs
CHCFIN1A	Provide information and support to assist clients to manage personal and household finances
CHCFIN2A	Determine client needs in respect to financial issues

Domestic and Family Violence electives

The competency unit, *CHCDFV2B Manage own professional development in responding to domestic and family violence*, must be completed prior to or in conjunction with units coded *CHCDFV2B*, *CHCDFV8B*, *CHCDFV9B* and *CHCDFV10B*.

CHCDFV2B	Manage own professional development in responding to domestic and family violence
CHCDFV8B	Provide support to children affected by domestic and family violence
CHCDFV9B	Work with users of violence to effect change
CHCDFV10B	Facilitate workplace debriefing and support processes
CHCDFV817A	Manage domestic and family violence screening and risk assessment processes

Leadership Practitioner electives

CHCORG28A	Reflect and improve upon professional practice
CHCORG29A	Provide coaching and motivation
CHCPOL5A	Manage research activities
CHCORG11B	Lead and develop others

Diversity and Cultural Context electives

HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
CHCDFV6B	Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities
CHCDFV7B	Provide domestic and family violence support in non-English speaking background communities
RTD4802A	Develop approaches to include cultural and human diversity
CHCCD13C	Work within specific communities

The following electives are intended for use by Aboriginal and Torres Strait Islander workers currently working in the area of social and emotional well being:

HLTAHW507A	Work effectively in social and emotional well being
HLTAHW508A	Develop healing framework for social and emotional well being work
HLTAHW509A	Respond to loss, grief and trauma

