



# CHWC Framework | Learning & Development Journey Map

## Access & Demand Frontline Staff



AWARE			APPLY			COMMENCE			PERFORM			PROGRESS		
APPLICATION			RECRUITMENT & SELECTION			INDUCTION			3-6 MONTHS			12+ MONTHS		
Adaptable	Agility	Coachability	Emotional Intelligence	Empathy	Flexible	CHIA NSW Induction Program	Self Care & Boundaries	Conflict Resolution	Cultural Safety	Managing Difficult Behaviour	Ageing Support	Self Care & Boundaries	Ageing Support	Antisocial Behaviour
Compassion	Resilience	Social Responsibility	Open-Minded	Collaboration	Critical Thinking	Workplace Boundaries & Bullying	Antisocial Behaviour	Challenging Behaviour	Complex Needs & Vulnerable Clients	Disability	Domestic & Family Violence	Child Protection	Complex Needs & Vulnerable Clients	Domestic & Family Violence
Values	Communication	Cultural Awareness & Diversity	Growth Mindset	Information & New Technology	Related Qualification	Child Protection	Contract Management	Emergency Preparedness	Judgement & Decision Making	National Disability Insurance	Reflective Practice	Emergency Preparedness	Hoarding & Squalor	Housing Policies
Cultural Safety	Language, Literacy & Numeracy	Customer Service				Housing Policies	Income Assessment	Mental Health	Time Management	Trauma Informed Care & Practice	Related Skill Set	Mental Health	Reflective Practice	Risk & Compliance
Related Qualification						Residential Tenancy Act	Risk & Compliance	Sector Context & History				Sector Context & History	Strengths Based Practice	Work Health & Safety
						Strengths Based Practice	Understand Tenants, Clients & Customers	Work Health & Safety				Emerging Leaders	CHC52021 Diploma of Community Services	Related Skill Set
						CHC42221 Certificate IV in Housing	Related Skill Set							