



CHWC Framework | Qualifications & Skill Sets

Comprehensive development of new skills and knowledge through formal instruction by an accredited provider. Individuals attain formal outcomes through assessment of learning to set standards to effectively undertake their job in the sector.



CHC42221 Certificate IV in Housing

The Certificate qualification reflects the role of individuals delivering housing support and services to tenants, applicants and the community in the social housing and homelessness sector. Staff may include public housing specialists or those undertaking similar roles working with vulnerable people who may be at risk of, or experiencing homelessness.

CHC52021 Diploma of Community Services

The Diploma reflects the roles of community services, case management and social housing workers involved in managing, coordinating and/or delivering person-centred services to individuals, groups and communities. It is a capstone qualification designed for housing professionals and leaders in the sector, covering key units in legal frameworks, policy and program design, and tenant care.

CHCSS00115 Social Housing Skill Set

This set provides skills for those working in the community and social housing sector. It is made up of 5 units of competency, including:

- CHCMHS001 Work with people with mental health issues
- CHCSOH013 Work with people experiencing or at risk of homelessness
- CHCSOH014 Manage and maintain tenancy agreements and services
- CHCSOH021 Work with clients within the social housing system
- CHCSOH024 Support sustainable tenancies

CHCSS00116 Work with Clients with Complex Needs Skill Set

This set provides skills for supporting clients with complex needs. It is made up of 5 units of competency, including:

- CHCCCS020 Respond effectively to behaviours of concern
- CHCCSM005 Develop, facilitate and review all aspects of case management
- CHCDFV001 Recognise and respond appropriately to domestic and family violence
- CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs
- CHCSOH007 Work effectively in trauma informed care