CHCCCS015 Provide individualised support

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages.
	Merged CHCICS302B/HLTCSD304D. Significant change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to organise, provide and monitor support services within the limits established by an individualised plan. The individualised plan refers to the support or service provision plan developed for the individual accessing the service and may have many different names in different organisations.

This unit applies to workers who provide support under direct or indirect supervision in any community services or health context.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Determine support needs	1.1 Interpret and clarify own role in implementing individualised plan and seek appropriate support for aspects outside scope of own knowledge, skills or job role
	1.2 Confirm individualised plan details with the person and with family and carers when appropriate
	1.3 Ensure the person is aware of their rights and complaints procedures

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Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	1.4 Work with the person to identify actions and activities that support the individualised plan and promote the person's independence and rights to make informed decision-making
	1.5 Prepare for support activities according to the person's individualised plan, preferences and organisation policies, protocols and procedures
2. Provide support services	2.1 Conduct exchanges with the person in a manner that develops and maintains trust
	2.2 Provide support according to the individualised plan, the person's preferences and strengths, and organisation policies, protocols and procedures
	2.3 Assemble equipment as and when required according to established procedures and the individualised plan
	2.4 Respect and include the family and/or carer as part of the support team
	2.5 Provide support according to duty of care and dignity of risk requirements
	2.6 Provide assistance to maintain a safe and healthy environment
	2.7 Provide assistance to maintain a clean and comfortable environment
	2.8 Respect individual differences to ensure maximum dignity and privacy when providing support
	2.9 Seek assistance when it is not possible to provide appropriate support
3. Monitor support activities	3.1 Monitor own work to ensure the required standard of support is maintained
	3.2 Involve the person in discussions about how support services are meeting their needs and any requirement for change
	3.3 Identify aspects of the individualised plan that might

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Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	need review and discuss with supervisor
	3.4 Participate in discussion with the person and supervisor in a manner that supports the person's self determination
4. Complete reporting and documentation	4.1 Maintain confidentiality and privacy of the person in all dealings within organisation policy and protocols
	4.2 Comply with the organisation's informal and formal reporting requirements, including reporting observations to supervisor
	4.3 Identify and respond to situations of potential or actual risk within scope of own role and report to supervisor as required
	4.4 Identify and report signs of additional or unmet needs of the person and refer in accordance with organisation and confidentiality requirements
	4.5 Complete and maintain documentation according to organisation policy and protocols
	4.6 Store information according to organisation policy and protocols

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53