CHCCCS027 Visit client residence

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 HLTRAH302C/CHCCH522B. Minimal 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 make visits to clients to assess needs and/or deliver services in their place of residence.

This unit applies to workers who are required to deliver services to people in their home or in any temporary or permanent community residence. Work may be directed under regular (direct, indirect or remote) supervision.

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. Prepare for visit	1.1 Check that the person is expecting and prepared for a visit at the agreed time
	1.2 Clarify purpose of visit and history of the person in relation to unexpected issues and needs
	1.3 Prepare equipment, resources and/or documents required for the purpose of the visit and contingencies
	1.4 Allow time in schedule for contingencies
	1.5 Assess factors related to security of the place of residence and check that entry to the place is ensured
	1.6 Ensure co-worker(s) are aware of intended time and

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Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	place of visit and mobile contact details
2. Undertake visit	2.1 Obtain entry to the place of residence, check for hazards to own and others' health and safety and implement controls to manage risk
	2.2 Take standard precautions to control infection and, where required, take additional precautions
	2.3 Demonstrate respect and sensitivity toward the person and the place of residence
	2.4 Follow appropriate risk management practices when delivering services in an unfamiliar and potentially unsafe environment
3. Establish relationship in the place of residence	3.1 Communicate with the person to provide information, clarify purpose of visit and confirm the person's consent
	3.2 Provide opportunity for the person to identify and express any issues or concerns in relation to the visit and/or associated matters
	3.3 Engage appropriately with others in the place of residence in accordance with organisation policies
	3.4 Deal with ethical dilemmas and behaviours of concerns in accordance with relevant policies and procedures
	3.5 Deal with difficult or challenging situations appropriately and in accordance with relevant policies and procedures
	3.6 Identify any health issues or areas of concern that might place the person or others at risk
4. Follow up visit	4.1 Document all aspects of the visit in line with organisation policies and procedures
	4.2 Refer any health issues and areas of concern promptly to a supervisor
	4.3 Comply with statutory and organisation reporting

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	requirements
	4.4 Ensure any arrangements for follow up visits are recorded and implemented

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

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