



Australian Government

CHCCOM006 Establish and manage client relationships

Release: 2

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Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> . Typographical error updated. Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to 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 to establish and manage professional one-to-one relationships with clients in the context of providing an ongoing health service or intervention.

This unit applies to community services or health workers who have defined responsibilities to work independently with clients within broad but established guidelines.

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 specify the performance needed to demonstrate achievement of the element

1. Establish professional relationship with the client

1.1 Establish relationship within appropriate professional boundaries

1.2 Build trust and respect through use of effective communication techniques

1.3 Identify and respond to client special needs

1.4 Communicate in ways that take account of cultural

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria specify the performance needed to demonstrate achievement of the element

considerations

1.5 Exercise discretion and confidentiality

2. Manage client interactions

2.1 Use a collaborative and person centred approach when working with clients

2.2 Use motivational interviewing as a basis for client interactions

2.3 Seek client information respectfully and sensitively, using purposeful, systematic and diplomatic questions

2.4 Support the client to identify and articulate key information that supports the provision of service

2.5 Encourage clients to voice queries or concerns and address these appropriately

2.6 Respond to difficult or challenging behaviour using established techniques

2.7 Maintain professional integrity and boundaries at all times

2.8 Work within scope of role and identify and respond to situations where interactions suggest the need for client referral

3. Provide effective responses to client enquiries

3.1 Select the most appropriate mode of communication for the information being provided

3.2 Use language and terminology that the client will understand

3.3 Present information clearly and with sufficient detail to meet client needs

3.4 Confirm with client that the information has been understood and address any unresolved issues

Foundation Skills

The Foundation Skills describe those required skills (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-bd22cc4fle53>