



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHCCS200D Deliver service to clients**

**Release: 1**

## **CHCCS200D Deliver service to clients**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required for new entrants to the community services industry as an orientation to how services are delivered within an established client service plan

### **Application of the Unit**

#### **Application**

This unit may apply to service delivery in a range of community service contexts

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

1. Identify responsibilities within *client service plan*

2. Implement plan to deliver client service

### PERFORMANCE CRITERIA

- 1.1 Identify responsibilities to client and follow according to the client service plan
- 1.2 Obtain advice and direction when appropriate
- 1.3 *Report* difficulties in carrying out client service plan and seek advice

- 2.1 Establish rapport with *clients* and enable high quality *service delivery*
- 2.2 Ensure dealings with clients are consistent with accepted practice, duty of care responsibilities and the code of conduct of the organisation.
- 2.3 Ensure individual work is carried out within the client service plan
- 2.4 Ensure service delivered to clients is consistent with relevant statutory or legislative requirements
- 2.5 Ensure service delivered to client is to the standard required by the organisation
- 2.6 Report information about client needs and service provided according to organisation practice

**ELEMENT****PERFORMANCE CRITERIA**

3. Respond to *changes in client needs*

3.1 Maintain records of changes in client need as required

3.2 Identify potential areas of difficulty in *client service delivery* and refer to *appropriate person*

3.3 Identify situations of risk, potential risk or urgent need and report to appropriate person promptly

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Principles of effective client service delivery
- Specific services available and provided

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Understand and adhere to own job role and responsibilities concerning client services
- Work within client service plan
- Establish rapport with clients

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Apply oral communication skills required to fulfil the job role in the organisation/service:
  - oral skills may include listening to instruction, clarifying worker responsibilities in care/case plan, and providing simple factual information relevant to the workplace and client need
  - language used may be English or community language depending on the client group
- Apply literacy competence required to fulfil the procedures of the organisation/service, and according to the support available in the workplace:
  - writing skills may range from the need to fill out a simple form to completion of a short report
  - reading skills may range from reading and understanding the names and day on a

## REQUIRED SKILLS AND KNOWLEDGE

- 'blister' medication pack to reading the case/care plan
- language used may be English or community language depending on the client group
- Apply numeracy competence required to fulfil the procedures of the organisation/ service, and according to the support available in the workplace:
  - numeracy tasks may range from the need to count supplies to recording the number of times a service was delivered to a client, and providing this information on an organisation form
- Use basic workplace technology and equipment in line with workplace requirements and instructions

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this unit of competency:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions  
This may include the use of languages other than English and alternative communications systems
- Assessment may be conducted on one or more occasions but must include the normal range of different client groups/needs

## EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
  - All workers should develop their ability to work in a culturally diverse environment
  - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
  - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
  - Resources required for assessment include access to relevant workplace or simulated realistic workplace setting where assessment may take place
- Method of assessment:*
- Assessment may include observation, questioning and evidence gathered from a workplace environment

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

## RANGE STATEMENT

*Client service plan may include:*

- Case plan
- Care plan
- Service delivery plan

*Clients may include:*

- Self referring or referred
- Individual members of the public
- Other organisations and community groups
- Other work areas of the organisation
- Individual members of the organisation
- Senior management

*Report may refer to:*

- Notes
- Records
- Memos
- Letters
- Clients records
- Verbal 'hand overs' at the end of a shift

Note: not all organisations/services require the completion of written records

*Changes in client needs could relate to:*

- Physical/health status
- Mental/health status
- Cognitive/health status
- Family circumstances
- Language
- Cultural/beliefs
- Family circumstances
- Age/stage of life
- Remote location/physical surroundings

*Service delivery is to occur within:*

- Protocol
- Duty of care responsibility
- Codes of conduct and ethical performance
- Organisation standards



**RANGE STATEMENT**

*Client service delivery includes:*

- The full range of services offered by the organisation including direct care and support, provision of information, referral to relevant organisations and application of existing organisation services

*Appropriate person may be:*

- Supervisor
- Administrator
- Nurse
- Coordinator

**Unit Sector(s)**

Not Applicable