Australian Government

Department of Education, Employment and Workplace Relations

CHCICS303A Support individual health and emotional well being

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCICS303A Support individual health and emotional well being

Modification History

Not applicable.

Unit Descriptor

This unit describes the knowledge and skills required by the worker to support a clients health and emotional well being
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Application of the Unit

The skills and knowledge of this unit of competency will be applied according to an established individualised plan and with regard for the value and importance of peoples health and well being
This unit of competency covers possible indicators of abuse and neglect and a requirement to report to a supervisor
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains Employability Skills
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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.
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Elements and Performance Criteria

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Element	Performance Criteria
1 Support the **client** to engage with a relevant social **network** and the wider community	1.1 Confirm the client's social and recreational preferences
	1.2 Identify a client's social network (where possible)
	1.3 Encourage and facilitate the client to attend social and recreational activities and wherever possible, involving their social network
	1.4 Encourage and facilitate the client to attend social and recreational activities that promote the development of social networks
	1.5 Recognise the need to modify or adapt social and recreational activities to meet specific needs of the client and **report** to **appropriate person**
	1.6 1.5 Provide the client with information about **community networks** and activities available to them
2 Support the client's health	2.1 Demonstrate basic understanding of the impact the client's circumstances may have on their health
	2.2 Identify processes, actions and circumstances that support the client's good health
	2.3 Provide support in a manner that promotes the client's good health
	2.4 Confirm aspects of supporting a client's health within scope of knowledge, skills and/or job role and seek appropriate support for those outside scope
	2.5 Identify **variations in a client's physical condition** and report to supervisor
	2.6 Recognise indications that client's experience of pain is affecting their well being and report

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			according to organisation policy and protocol
3	Support the person's emotional and psychological well being	3.1	Demonstrate basic understanding of the impact of client's circumstances may have on **emotional and psychological** well being
		3.2	Identify processes, actions and circumstances that support the client's self-esteem and confidence
		3.3	Provide support in a manner that promotes the client's self-esteem and confidence
		3.4	Identify aspects of supporting a client's emotional well being outside scope of knowledge, skills and/or job role and seek appropriate support
		3.5	Identify variations to a client's emotional well being and report to supervisor
		3.6	Recognise and report possible indicators of client abuse and/or neglect and report according to organisation policy and protocol
4	Recognise and accommodate a client's **cultural** and spiritual preferences	4.1	Demonstrate acceptance of a client's cultural and **spiritual preferences**
		4.2	Ensure work practices accommodate a client's modesty and privacy according to cultural requirements
		4.3	Demonstrate cultural sensitivity in communication practices
		4.4	Facilitate the client's participation in cultural and spiritual practices and celebrations
		4.5	Provide the client with information regarding relevant cultural and spiritual networks available in the community
5	Support client to create an **environment** suitable to needs and preferences	5.1	Encourage and assist client to maintain their environment
		5.2	Assist client to feel secure and comfortable
		5.3	Identify hazards and report to supervisor
		5.4	Use appropriate aids to support comfort, safety and well being
		5.5	Facilitate established routines, rhythms and customs of client where possible
		5.6	Inform client of support services and encourage them to use services

6	Recognise and accommodate the client's **expressions of identity and sexuality**	6.1	Demonstrate understanding of the impact of the client's circumstances on an individual's expression of identity and sexuality
		6.2	Recognise the impact of community values and attitudes regarding sexuality, ageing and disability
		6.3	Avoid imposing own values and attitudes regarding sexuality on others
		6.4	Support the person to express their sexuality
		6.5	Respect different spiritual expressions of sexuality
		6.6	Acknowledge unmet needs relating to sexuality and identity and refer to an appropriate person
7	Complete documentation	7.1	Comply with the organisation's reporting requirements
		7.2	Complete documentation according to organisation policy and protocols
		7.3	Maintain documentation in a manner consistent with reporting requirements
		7.4	File documentation in accordance with organisation policy and protocols

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 perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit
These include:
Understanding of own work role and responsibilities
Basic understanding of the emotional, psychological, spiritual, cultural and sexual needs of clients
Indicators of possible emotional concerns and issues which may have an impact on general health and well being, such as prolonged sadness, distress, anxiety or depression; lack of engagement; or heightened level of emotional expression
Indications of possible neglect or abuse, including physical, sexual, psychological or financial abuse and appropriate response in accordance with organisation and/or government guidelines
Understanding basic requirements for good health, including:
diet
exercise
lifestyle
hygiene
oral health

Strategies to facilitate community inclusion
Supporting existing networks and developing new networks and facilitating choice
Strategies for selecting recreational and leisure activities based on preferences and abilities
Concepts of powerlessness and empowerment
Strategies to meet the emotional needs of people
Myths and stereotypes surrounding sexuality and sexual expression of aged people and people with disabilities
Definition and explanation of the terms 'spirituality' and 'cultural'
Expressions of spirituality and culture
Effects of spirituality and culture on care delivery
Resources and networks that can support the cultural and spiritual needs of people
Definition and explanation of the terms 'sexuality' and 'personal identity'
Expressions of sexuality
Cultural and individual differences in expressing sexuality
Issues surrounding sexuality and sexual expression in residential settings
Strategies for managing inappropriate sexual behaviour

Essential skills:

It is critical that the candidate demonstrate the ability to:

Adopt a non-judgemental and accepting attitude when supporting the client to meet their emotional and psychosocial needs

Apply basic problem solving skills to resolve problems within organisation protocols

Work effectively with clients, social networks, colleagues, supervisors and other services/agencies

Liaise and report to appropriate persons/agencies

Adhere to own work role and responsibilities

In addition, the candidate must be able to demonstrate relevant task skills; task management skills; contingency management skills and job/role environment skills

These include the ability to:

Follow organisation policies and protocols

Apply reading and writing skills required to fulfil work role in a safe manner and as specified by the organisation/service:

this requires a level of skill that enables the worker to follow work-related instructions and directions and the ability to seek clarification and comments from supervisors, clients and colleagues

industry work roles will require a literacy level that will enable workers to interpret international safety signs, read client service delivery plans, make notations in client records and complete workplace forms and records

Apply oral communication skills required to fulfil work role in a safe manner and as specified by the organisation:

this requires a level of skill and ability to follow work-related instructions and directions and to seek clarification and comments from supervisors, clients and colleagues

Apply verbal and non-verbal communication skills:

industry work roles will require effective verbal and non-verbal communication skills to ask questions, clarify understanding and meaning, recognise and interpret non-verbal cues, adapt communication styles to meet specific needs, provide information and express encouragement and support including active listening and empathy

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 will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

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 appropriate workplace where assessment can take place relevant organisation policy, protocols and procedures
Method of assessment may include:	Observation in the workplace Written assignments/projects Case study and scenario analysis Questioning Role play simulation

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Related units:	This unit must be assessed in relation to the specific context in which it will (or may) be applied
	In the case of working with older people, this unit is recommended (but not required) to be assessed in conjunction with:
	CHCAC318A Work effectively with older people
	OR
	In the case of working with people with disabilities, it is recommended (but not required) to be assessed in conjunction with:
	CHCDIS301A Work effectively with people with a disability

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.

Client may include:	Individuals living in residential care environments
	Individuals living in the community
	Prospective individuals to the service or services
	Veterans/War widows
	People with disabilities
	Older people

Environment may include:	Person's own dwelling Independent living accommodation Residential aged care facilities Community centres Employment services
Emotional needs may include:	Freedom from fear Freedom from anger Freedom from loneliness Freedom from guilt Freedom from anxiety Acceptance of loss Dealing with pain, grief, bereavement and acceptance of death Love and affection Dealing with degenerative issues A sense of security and contentment Veterans'/war widows issues
Psychological needs may include:	Freedom from undue stress A sense of control Self-esteem Self-determination Acceptance of disability Personal identity Sense of belonging Life stage acceptance Veteran/war widow related issues
Variations in a client's physical condition may include:	Client reporting feeling unwell Weight loss Weight gain Skin tone and colour Aches Pain Nail status Oral health anomalies

Spiritual preferences may include:	Formal and informal religious observance Need for privacy and an appropriate environment to reflect and/or participate in spiritual activities Ceremonial observances
Cultural may refer to:	Dress and dietary observance Ceremonial and festive observances Need for continued interaction with cultural community
Expressions ofidentity andsexuality may include:	Love and affection Touch Physical appearance Need for privacy and discretion Access to assistive/protective devices
Appropriate communication and relationship building processes may include:	Courtesy Empathy Non-judgemental care Observing and listening Respect for individual differences Cross-cultural communication
Network may include:	Advocates Family members Carers Friends Clergy/pastoral care provider Veteran's/War widow organisations

Community network may include:	Ethno-specific organisations
	Clubs
	Community centres
	Support groups
	Sport and recreational groups
	Community welfare groups
	Voluntary organisations
	Veteran's/War widows organisations
Appropriate person may include:	Supervisor
	Health professionals (registered nurse, doctor, social worker, diversional therapist, psychologist)
	Sex therapist
	Clergy/pastoral care provider
	National association of loss and grief
	Palliative care association
	Special associations providing support services to individuals with specific health problems/disorder
	Support group
	Veteran's organisations
Report may include:	Verbal:
	telephone
	face-to-face
	Non-verbal (written):
	progress reports
	case notes
	incident reports

Unit Sector(s)

Not applicable.