



**Australian Government**

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

# **CHCINF408C Comply with information requirements of the aged care and community care sectors**

Release: 1

## **CHCINF408C Comply with information requirements of the aged care and community care sectors**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required by the worker to undertake administrative duties, including documenting in client records and contributing to the development and monitoring of service delivery plans in accordance with organisation and duty of care requirements

### **Application of the Unit**

#### **Application**

This unit may apply to work 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. Maintain accurate *records*

### PERFORMANCE CRITERIA

- 1.1 Demonstrate understanding of the purpose of health/service records
- 1.2 Provide written *reports* and *workplace forms* that are clear, concise, factual and reflect legal and organisation requirements
- 1.3 Document in the client's health/service records according to organisation protocols
- 1.4 Follow organisation protocols to protect confidentiality of the client's health/service records
- 1.5 Use basic health terminology and common abbreviations appropriately

## ELEMENT

## PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 2. Contribute information to the development and implementation of the service delivery plan in accordance with role and responsibilities | 2.1 Assist in completing assessment tools and collecting data<br>2.2 Participate in case conferences according to organisation protocols<br>2.3 Identify and incorporate the client's preferences when assisting in development of service delivery plan<br>2.4 Demonstrate basic understanding of the funding and assessment tools utilised in the organisation/ service<br>2.5 <i>Report</i> changes in client needs, abilities and circumstances to supervisor and/or health professional<br>2.6 Contribute information when the service delivery plan is reviewed<br>2.7 Provide feedback to supervisor and/or health professional regarding strategies that are effective or are ineffective in meeting identified client needs<br>2.8 Notify supervisor and/or health professional of a client's refusal to participate in activities outlined in the service delivery plan<br>2.9 Provide accurate verbal reports to supervisor, colleagues and/or health professionals |
| 3. Comply with the administration protocols of the organisation   | 3.1 Complete workplace forms and documents in accordance with organisation timeframes, protocols and procedures<br>3.2 <i>Store and maintain organisation information</i> in accordance with organisation protocols and procedures<br>3.3 Select and use <i>equipment</i> appropriate to the task according to organisation procedures and manufacturer's instructions<br>3.4 Deal with issues and problems and arising from operation of equipment in accordance with organisation protocols<br>3.5 Promptly respond to <i>inquiries and requests</i> according to established procedures and by using appropriate communication equipment  |

## ELEMENT

4. Work within a legal and ethical framework to meet duty of care requirements

## PERFORMANCE CRITERIA

- 4.1 Demonstrate basic understanding of legislation and common law relevant to work role
- 4.2 Recognise potential ethical issues and dilemmas in the workplace and discuss with *appropriate person*
- 4.3 Recognise unethical conduct and report to appropriate person
- 4.4 Apply organisation procedures to recognising and responding when client *rights* and interests are not being protected
- 4.5 Follow *organisation policy and protocols* when managing a complaint
- 4.6 Recognise witnessed signs consistent with financial, physical or emotional abuse of client and report to appropriate person
- 4.7 Demonstrate understanding of role and responsibilities of legal guardians

## 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:

- Legal aspect of documentation
- Purpose of client records
- Confidentiality and security of records
- Basic health terminology
- Common abbreviations used in the sector
- How to complete assessment tools
- How to identify and incorporate a client's personal preferences
- How to assist with the collection of data
- How to assist in identifying clients needs
- How to participate in case conferences
- Relevant assessment tools and funding sources

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Maintain accurate records
- Contribute information to the development and implementation of the service delivery plan in accordance with role and responsibilities
- Comply with the administration protocols of the organisation
- Work within a legal and ethical framework to meet duty of care requirements

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:

- Demonstrate application of skills in:

## REQUIRED SKILLS AND KNOWLEDGE

- providing handovers
- providing documentation in records
- liaison with supervisors
- use of information systems and technology
- Apply language, literacy and numeracy competence appropriate to the requirements of the organisation and client group:
  - this may range from oral communication skills if reporting verbally, to writing skills if filling in work forms
  - workplace forms may also vary in complexity
  - language used would most commonly be English however a community language may be appropriate according to the organisation's policies
- Apply oral communication skills required to fulfil the job role in the organisation/service:
  - oral skills may include listening to enquiries to providing simple factual information relevant to the workplace and client group
  - 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
  - language used would most commonly be English however a community language may be appropriate according to the organisation's policies and accreditation requirements
  - reading skills may range from understanding the names on envelopes/correspondence to reading pamphlets to determine their relevance to an enquiry
- 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 information on an organisation form

## REQUIRED SKILLS AND KNOWLEDGE

### 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
- Evidence must include observation of performance in the work environment or in a simulated work setting

*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



## EVIDENCE GUIDE

- 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 of this unit include access to:
    - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment

- Method of assessment may include:*
- Observations
  - Questioning
  - Evidence gathered from the workplace environment
  - Demonstration over a period of time to ensure consistency of performance

## 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.

- Factors to be considered when working within a plan of care include:*
- Accountability
  - Individual treatment plan
  - Personality of aged person
  - Expectations of aged person
  - Health status of aged person
  - Environment

## **RANGE STATEMENT**

*Changes in behaviour may include:*

- Substance abuse
- Distress
- Agitation
- Aggression
- Sleeplessness
- Withdrawal
- Disorientation
- Confusion

*Changes in behaviour may be reported verbally or written, and may include:*

- Telephone reports
- Face-to-face reports
- Written reports
  - notes
  - memos
  - client records
  - specially designed report forms

*Records and case history may include:*

- All records related to the aged person's health status
- Assessments
- Plans of care
- Progress notes
- Test results
- Continence management charts and activities programs

*Appropriate person may include:*

- Administrator
- Colleagues
- External agencies (complaints and advocacy services and professional registering authorities)
- Health professionals
- Immediate supervisor
- Law enforcement officers
- Member of senior management
- Other health workers
- Relative or other responsible person
- Senior manager

## **RANGE STATEMENT**

- Workplace forms may include:*
- Job sheets, time sheets, rosters
  - Client contact registers including telephone calls
  - Meeting registers and records
  - Purchase orders and invoices
  - Promotional materials
- Records may be:*
- Accounting records e.g. account for payments, petty cash payments, purchases
  - Client records e.g. client statistics, client details, contact numbers etc.
  - Assessment and referral records
  - Records of jobs/clients attended
  - Sign on/sign off sheets
  - Purpose designed report forms
- Store and maintain organisation information includes:*
- Manual and computer filing
  - Data base
  - Management of computer directories
- Equipment includes:*
- Answering machines
  - Appliances
  - Computers
  - Email
  - Fax machines
  - Machinery
  - Maintenance equipment
  - Microwave ovens
  - Photocopiers
  - Telephones
  - Two-way radios
  - Cleaning equipment
  - Vehicles
- Maintenance of equipment is:*
- According to routine maintenance instructions and responsibilities of the job role

## RANGE STATEMENT

*Inquiries and requests may be internal and external via:*

- Telephone calls
- Facsimiles
- Letters
- Email
- Internal office memos
- Personal visits

*Reports may be in English or community languages as required by the organisation/service:*

- Verbal or written
- Memos
- Letters
- Records
- Chart reports
- Notes

*Organisation policy and protocols include those relating to:*

- Filing and indexing
- Security
- Circulation
- Confidentiality

*Key statutory and legislative regulatory requirements may include those related to:*

- Privacy legislation
- Health records legislation
- Equal employment opportunities
- Discrimination and harassment
- Residential and community services
- Poisons and therapeutics
- Registration and practice of health professionals
- Pharmaceutical benefits
- Occupational health and safety
- Freedom of information
- Public health
- Building standards
- Criminal acts

## **RANGE STATEMENT**

*Report may be, and include:*

- Verbal:
  - telephone
  - face-to-face
- Non-verbal (written):
  - progress reports
  - case notes
  - incident reports

*Rights may include:*

- Privacy
- Confidentiality
- Dignity
- Freedom of association
- Informed choice
- To lodge a complaint
- Right to express ideas and opinions
- To an agreed standard of care

*Rights are detailed in:*

- Legislation
- Industry and organisation service standards
- Industry and organisation codes of practice and ethics
- Accreditation standards
- International and national charters

*Principles of access and equity may include:*

- Creation of a client orientated culture
- Non-discriminatory approach to all individuals using or accessing the service
- Respect for individual differences

## **Unit Sector(s)**

Not Applicable