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PSPGSD005 Introduce the government service delivery model

Release: 1

PSPGSD005 Introduce the government service delivery model

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGSD405A Introduce the government service delivery model. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required by staff working as the first point of contact between applicants and the government, to introduce the government service delivery model. It includes agreeing on the initial service offer, establishing or updating of accounts, and providing personalised service.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently in consultation with others as required, performing complex tasks in a familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Government service delivery

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Deal with initial service offer	1.1 Profile needs and assess entitlement eligibility, outcome and compliance risk. 1.2 Identify service options to suit applicant needs and entitlements and establish preferred business delivery channel. 1.3 Record personal information. 1.4 Research applicant options and obtain advice when necessary. 1.5 Negotiate handover of applicants' accounts with other staff.
2. Establish and/or update accounts of service recipients	2.1 Use system tools and business management systems to record and process services requested and delivered. 2.2 Provide information for statutory or performance reporting in the required format and timeframes. 2.3 Take action to prevent and identify any debts and initiate withholdings for recovery.
3. Provide personalised service	3.1 Provide initial encouragement to those identified as having a participation requirement. 3.2 Communicate adverse decisions. 3.3 Employ motivational interviewing and questioning. 3.4 Make referrals to external service providers and broker services relevant to the life event. 3.5 Undertake liaison with other staff to ensure the best service commencement outcome.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGSD405A Introduce the government service delivery model.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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