CHCAGE001 Facilitate the empowerment of older people

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages.
	Significant change to the elements and 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 required to respond to the goals and aspirations of older people and provide support services in a manner that focuses on improving health outcomes and quality of life, using a person-centred approach.

This unit applies to support workers in residential or community contexts.

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 describe the performance needed to demonstrate achievement of the element.*
1. Develop relationships with older people	1.1 Conduct interpersonal exchanges in a manner that promotes empowerment and develops and maintains trust and goodwill
	1.2 Recognise and respect older people's social, cultural and spiritual differences
	1.3 Maintain confidentiality and privacy of the person within organisation policy and protocols
	1.4 Work with the person to identify physical and social enablers and disablers impacting on health outcomes and quality of life
	1.5 Encourage the person to adopt a shared responsibility

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	for own support as a means of achieving better health outcomes and quality of life
2. Provide services to older people	2.1 Identify and discuss services which empower the older person
	2.2 Support the older person to express their own identity and preferences without imposing own values and attitudes
	2.3 Adjust services to meet the specific needs of the older person and provide services according to the older person's preferences
	2.4 Provide services according to organisation policies, procedures and duty of care requirements
3. Support the rights of older people	3.1 Assist the older person to understand their rights and the complaints mechanisms of the organisation
	3.2 Deliver services ensuring the rights of the older person are upheld
	3.3 Identify breaches of human rights and respond appropriately
	3.4 Recognise signs consistent with financial, physical or emotional abuse or neglect of the older person and report to an appropriate person
	3.5 Assist the person to access other support services and the complaints mechanisms as required
4. Promote health and re-ablement of older people	4.1 Encourage the older person to engage as actively as possible in all living activities and provide them with information and support to do so
	4.2 Assist the older person to recognise the impact that changes associated with ageing may have on their activities of living
	4.3 Identify strategies and opportunities that maximise engagement and promote healthy lifestyle practices

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	4.4 Identify and utilise aids and modifications that promote individual strengths and capacities to assist with independent living in the older person's environment
	4.5 Discuss situations of risk or potential risk associated with ageing

Foundation Skills

The Foundation Skills describe those required skills (such as 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-bd22cc4f1e53