



Australian Government

CHCAGE009 Provide services for older people

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge to provide services to an older person and to support their family, carer or others identified by the person. It involves following and contributing to an established individualised plan.

This unit applies to workers in a residential or community context, or those in personal care or support services that work with older people. Work performed requires some discretion and judgement and is carried out under regular direct, indirect or remote supervision.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Unit Sector

Aged Care

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Deliver services according to an individualised plan.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Establish and prioritise the needs, goals and preferences of the older person outlined in their individualised plan.
- 1.2. Provide services and support activities in consultation with the person, their family, carer or others identified by the person in accordance with legal and ethical considerations and organisational policies and procedures.
- 1.3. Support the person's use of assistive technologies in meeting their individual needs.
- 1.4. Outline and clarify all service providers' understanding of the individualised plan and their roles and responsibilities.
- 1.5. Recognise signs consistent with financial, physical or

- emotional abuse or neglect of the older person and report according to organisational policies and procedures.
2. Liaise and negotiate with appropriate personnel and service providers.
 - 2.1. Support the older person to access and negotiate resources to deliver identified services.
 - 2.2. Support the person to access community support agencies to facilitate the achievement of established goals.
 - 2.3 Recognise when a service or support worker is no longer able to provide the level of service required and take action to minimise disruption to service delivery.
 3. Support family, carer or others identified by the person.
 - 3.1. Recognise impact of the older person's support issues on the family, carer or others identified by the person and refer according to organisational policies and procedures.
 - 3.2. Provide support and respite for family, carer or others identified by the person.
 4. Coordinate feedback.
 - 4.1. Explain to the older person, their family, carer, others identified by the person, or service providers the mechanisms for providing feedback on the effectiveness of the individualised plan.
 - 4.2. Seek feedback from the person and their family, carer or others identified by the person and report to supervising health professional.
 - 4.3. Support the person to seek advice and assistance from relevant health professionals when their goals are not being reached.
 - 4.4. Consult with the person to determine gaps in assistive technology needs and report according to organisational policies and procedures.
 - 4.5. Obtain feedback from service providers on the effectiveness of the individualised plan and report to supervising health professional.

Foundation Skills

Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CHCAGE003 Coordinate services for older people.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>