



Australian Government

CHCCCS006 Facilitate individual service planning and delivery

Release: 2

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Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> . Amended modification history and mapping. Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> 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 contribute to the development, implementation and review of individualised support.

This unit applies to workers in a range of community services and service delivery contexts. Work will involve collaborating with the person requiring support and other people involved in the support network. Service needs may be complex or multiple.

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

Elements define the essential outcomes

1. Establish and maintain relationships

PERFORMANCE CRITERIA

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

1.1 Conduct interpersonal exchanges in a manner that develops and maintains trust and goodwill

1.2 Maintain confidentiality and privacy of the person within organisation policy and protocols

1.3 Recognise and respect diverse and multi-faceted needs of the individual and collaborate with other service

ELEMENT**PERFORMANCE CRITERIA**

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providers as needed

1.4 Provide clear and current information about service delivery and support the interests, rights and decision-making of the person in all dealings

2. Prepare for planning

2.1 Determine the physical and psychological factors relevant to the person's life stage that will influence service delivery

2.2 Explain the purpose of the planning process and discuss different service options with the person

2.3 Work with the person to determine readiness for the development of an individualised plan and select most appropriate service option

2.4 Determine who needs to be included in the planning process and organise practicalities

2.5 Collate and prepare information and distribute to relevant stakeholders as required

2.6 Liaise with the assessor of the person's requirements prior to the planning session as required

3. Plan service delivery

3.1 Respect the person's perspective, foster their strengths and capacities and promote their participation

3.2 Follow process requirements of service planning tools

3.3 Identify and confirm key aspects of individualised service delivery by working collaboratively with the person and other stakeholders to establish goals

3.4 Consider interrelated needs of the person and plan an integrated approach to service delivery

3.5 Conduct risk assessment specific to the person's circumstances, discuss with person and work collaboratively to minimise risk

3.6 Manage any conflict or differences with regard for the person's perspective

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

4. Review service delivery implementation

4.1 Consult with relevant people to assess the quality of, and satisfaction with, service

4.2 Address and report any problems with the quality of, or satisfaction with, service delivery within organisation procedures

4.3 Work with the person and relevant others to identify and respond to the need for adjustments to individualised plans

4.4 Support the person's self-determination in making adjustments to plans

4.5 Identify areas for improvement to overall service delivery implementation of organisation

5. Complete reporting requirements

5.1 Clearly record planning activities and decisions made

5.2 Prepare reports and other documentation according to organisation requirements

5.3 Maintain currency of documentation by making appropriate updates

5.4 Incorporate review findings into continuous improvement processes

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>