



Australian Government

Assessment Requirements for CHCCCS016

Respond to client needs

Release: 1

Assessment Requirements for CHCCCS016 Respond to client needs

Modification History

| Release | Comments |
|-----------|--|
| 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. New unit. |

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- responded holistically to the needs of at least 5 clients

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations for working with clients and how these are applied in an organisation and individual practice, including:
 - duty of care
 - dignity of risk
 - human rights
 - discrimination
 - mandatory reporting
 - privacy, confidentiality and disclosure
 - work role boundaries – responsibilities and limitations
 - work health and safety
- organisation policies and procedures for:
 - responding to indicators of actual or potential risk of abuse, neglect or harm
 - collecting and analysing client information
 - transitioning or exiting a client from the service
- identification of the impact of, and interrelationships between issues relating to:

- physical health
- mental health
- child protection
- domestic violence
- disability
- homelessness
- unemployment
- financial
- alcohol and other drugs (AOD)
- trauma
- culture and religion
- organisation requirements and referral options for working with people experiencing issues related to:
 - physical health
 - mental health
 - child protection
 - domestic violence
 - disability
 - homelessness
 - unemployment
 - AOD
 - trauma

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, the following conditions must be met for this unit:

- use of suitable facilities and resources including organisation policies and procedures
- modelling typical workplace conditions, including interactions with clients and co-workers from a range of diverse backgrounds

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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