



Australian Government

CHCCCS028 Provide client-centred support to people in crisis

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Supersedes CHCTC302B. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant change to knowledge evidence. Minimum work hours added.</p>

Application

This unit describes the skills and knowledge required to build relationships with help-seekers, use crisis support micro skills and address the personal issues that affect working with people in crisis. The support is immediate and short term, and not ongoing.

This unit applies to individuals in crisis support roles who work according to established procedures and models. They work under supervision.

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. Apply the organisation's crisis support model and procedures

1.1 Identify and use each stage of the crisis support model during client interactions

1.2 Implement organisation measures for worker care and supervision

1.3 Document information according to organisation procedures

2. Facilitate relationship building with the help-seeker

2.1 Display a client-centred approach to crisis support

2.2 Show empathy to build a strong connection with the help-seeker and create an environment within which the

ELEMENT**PERFORMANCE CRITERIA**

	<p>help-seeker feels able to discuss their concerns and pain</p> <p>2.3 Display unconditional positive regard to enable the help-seeker to communicate freely without fear of judgement</p>
3. Apply skills which assist the crisis support process	<p>3.1 Consistently use active listening skills and brief encouragers to establish rapport with help-seekers, and identify their issues</p> <p>3.2 Show respectful, empathic understanding to clarify the nature and depth of help-seeker feelings</p> <p>3.3 Develop an empowering crisis support relationship that assists help-seekers clarify options, seek support and decide on next steps to address problems and/or meet current needs</p> <p>3.4 Explore and offer options for further help and support</p> <p>3.5 Sensitively manage a timely end to the communication, facilitating transitions to ongoing self care and support or referrals</p>
4. Address personal factors in the crisis support process	<p>4.1 Identify, affirm and strengthen personal attributes and attitudes likely to facilitate the crisis support process</p> <p>4.2 Identify and contain personal issues or attitudes likely to impact negatively on the contact</p> <p>4.3 Identify and discuss personal reactions to strong help-seeker emotions or impactful stories</p> <p>4.4 Identify and implement constructive strategies for dealing with strong emotions and impactful stories</p> <p>4.5 Develop a range of self care strategies for responding to impactful presentations or stories</p>

Foundation Skills

The Foundation Skills describe those required skills (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-bd22cc4fle53>