



Australian Government

CHCCCS029 Work with involuntary and mandated clients

Release: 1

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Modification History

Release	Comments
Release 1	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. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant change to knowledge evidence. Supersedes CHCFAM518B

Application

This unit describes the skills and knowledge required to confirm mandated requirements and work with the client in complex situations to support and monitor compliance, including the management of unacceptable behaviour.

This unit applies to individuals in many community services contexts who work with clients who have been directed to participate or seek interventions because of legislation or as an outcome of a court order or other mandated process.

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. Confirm scope of work

1.1 Review information to confirm service and individual worker expectations and responsibilities in relation to mandated requirements

1.2 Clarify information for the client about the required compliance in service interventions and supports

1.3 Obtain feedback on the client's level of understanding

ELEMENT**PERFORMANCE CRITERIA**

of mandated requirements

1.4 Advise clients of processes and timelines when interpretation and advice may be required from others in complex matters

1.5 Identify and respond to complexities that inhibit the client's ability to comply with mandated requirements

1.6 Clearly explain organisation policies, procedures and any limitations to the client

2. Implement strategies to assist the client with compliance

2.1 Tailor communication strategies to meet the client's needs and context

2.2 Consult with the client regularly to ensure that interactions and plans support and maximise opportunities for compliance

2.3 Identify and organise assistance required from other supports or services

3. Monitor compliance with legislative requirements and/or court orders

3.1 Monitor client compliance according to organisation policy and procedures

3.2 Examine cause and effect, and use negotiation strategies to encourage appropriate responsibility and accountability for non-compliant behaviour

3.3 Document and manage non-compliance issues and any related incidents according to organisation requirements

3.4 Discuss with supervisors concerns or repeat issues of client non-compliance according to organisation procedures

4. Manage unacceptable behaviour related to mandated compliance

4.1 Challenge unacceptable behaviour and clearly outline options and opportunities for change using positive encouragement

4.2 Confirm clearly, calmly and objectively with the client the implications of continuing unacceptable behaviour

4.3 Take actions that support the safety of all parties according to organisation procedures

4.4 Use intervention strategies according to an analysis of the situation and organisation policies and procedures

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-bd22cc4f1e53>