



Australian Government

CHCCCS031 Provide individualised support

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to organise, provide and monitor personal support services for a person within the limits established by an individualised plan. The individualised plan refers to the support or service provision plan developed for the person accessing the service and may have different names in different organisations.

This unit applies to workers who provide care or support under direct, indirect or remote supervision. Work is carried out in a manner which supports independence as well as the physical and emotional wellbeing of the person receiving support.

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

Client Care and Support

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine personal support requirements.	1.1. Refer to individualised plan to confirm support services to be provided with the person receiving support, their family, carer or others identified by the person. 1.2. Consult with the person, their family, carer or others identified by the person to determine any specific physical, sensory or cultural needs or preferences. 1.3. Discuss and confirm the person's preferences for personal support and their own level of participation in meeting their support needs in a positive manner that develops and

- maintains trust.
- 1.4. Work with the person to determine actions and activities that support the individualised plan and promote the person's independence and right to informed decision-making.
 - 1.5. Confirm and assemble required equipment, processes and aids, and prepare for support activities according to the person's individualised plan, their preferences and organisational policies and procedures.
 - 1.6. Recognise requirements outside of scope of own job role and seek support from supervisor.
2. Provide support services.
- 2.1. Provide support according to the individualised plan, the person's preferences and strengths, legal and ethical considerations and organisational policies and procedures.
 - 2.2. Support the person's use of assistive technologies in meeting their individual needs.
 - 2.3. Provide assistance to the person to take pre-packaged medication, in accordance with written direction from a health professional and according to legislative requirements and organisational policies and procedures.
 - 2.4. Respect and include the family, carer and others identified by the person as part of the support team.
 - 2.5. Provide support according to duty of care and dignity of risk considerations, maintaining the privacy of the person according to organisational policies and procedures.
 - 2.6. Provide assistance to maintain a safe and healthy environment that is comfortable for the person, according to organisational policies and procedures for infection control.
 - 2.7. Seek assistance from supervisor when it is not possible to provide required support.
3. Monitor support activities.
- 3.1. Monitor own work to ensure the required standard of support is maintained.
 - 3.2. Recognise and respond to situations of potential or actual risk within scope of own job role and report to supervisor.
 - 3.3. Involve the person in discussions about how support services are meeting their needs, confirming any requirements for change.
 - 3.4. Recognise signs of additional or unmet needs of the person and report and refer in accordance with organisational policies and procedures.
 - 3.5. Consult with the person to ascertain gaps in assistive technology needs and report according to organisational policies and procedures.
 - 3.6. Participate in discussion with the person and supervisor in a manner that supports the person's self-determination and

respects their rights, privacy and dignity.

4. Complete reporting and documentation.
 - 4.1. Maintain confidentiality and privacy of the person according to organisational policies and procedures.
 - 4.2. Comply with organisational reporting requirements, including reporting observations to supervisor.
 - 4.3. Complete, maintain and store documentation and reports according to organisational policies and procedures.

Foundation Skills

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

Unit Mapping Information

Supersedes and is not equivalent to CHCCCS011 Meet personal support needs and CHCCCS015 Provide individualised support.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>