



Australian Government

Assessment Requirements for CHCCCS033

Identify and report abuse

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- recognise and respond to three different scenarios of abuse in accordance with legal requirements and organisational policies and procedures, including:
 - identifying signs and indicators of abuse
 - providing support to the person
 - completing documentation and reporting requirements
- identify three indicators of physiological impacts on self of supporting a person who has experienced abuse, neglect or exploitation and identify options for accessing support services.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, policy and ethical considerations relevant to identifying and reporting abuse and how these are applied in an organisational and individual practice:
 - regulatory requirements
 - codes of conduct
 - duty of care
 - dignity of risk
 - human rights:
 - right to make own decisions
 - implications when people are unable to exercise their rights
 - organisation's responsibility to the care recipient
 - informed consent
 - mandatory reporting
 - compulsory reporting
 - reportable incidents
 - privacy, confidentiality and disclosure
- types of abuse, neglect and exploitation:
 - emotional

- psychological
- financial
- physical
- sexual
- coercion
- grooming
- undue influence
- systemic
- relationship between abuse and devaluation
- roles, responsibilities and scope of practice of parties involved in supporting people who are at risk of abuse
- processes and techniques for responding to an allegation of abuse:
 - ensuring the safety of the person
 - listening supportively and reassuring the person
 - recording information provided accurately and objectively
 - explaining the process of reporting internally to the person
 - escalating the issue to the relevant party
 - supporting the person throughout the process
- indicators of abuse, neglect and exploitation:
 - physical and mental distress
 - changes in behaviour
 - changes in appearance
 - environmental signs
 - external signs
- systems and procedures used to manage suspected abuse:
 - process for identifying abuse
 - actions to take if abuse is suspected
 - use of abuse safeguards
 - reporting procedures
- organisational policies and procedures for:
 - escalating an incident:
 - when to seek additional support
 - types of support or services that may be required
 - documentation and reporting:
 - accurate
 - timely
 - objective
 - maintaining and storing documentation:
 - privacy and confidentiality
 - allowing the person access to their own records on request

- reflecting on own actions in responding to incidences of abuse, neglect or exploitation
- techniques for reflection:
 - what is reflection
 - why and how to use a process of reflection
 - what makes for meaningful reflection
- techniques for:
 - identifying workplace stressors
 - responding to workplace stressors
 - building resilience
 - monitoring personal health and wellbeing
- techniques to respond to physical, mental and emotional impacts of an incident:
 - supervisor de-briefing
 - taking a break
 - returning home from the workplace
 - supports provided by the workplace
 - external support services
 - professional counselling.

Assessment Conditions

Skills must be demonstrated in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- individualised plans
- organisational policies and procedures
- government policies and guidelines relating to the reporting of suspected abuse
- opportunities for engagement with people who participate in simulations and scenarios that involve suspected abuse in a range of contexts.

Assessors must satisfy the Standards for Registered Training Organisations' 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>