



Australian Government

CHCCCS038 Facilitate the empowerment of people receiving support

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to facilitate the empowerment of people receiving support, and to deliver rights-based services using a person-centred approach. It should be carried out in conjunction with individualised plans.

This unit applies to workers in varied care and support contexts.

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

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Demonstrate commitment to empowerment for people receiving support.

1.1. Reflect on personal values and attitudes regarding disability and ageing and acknowledge their potential impact when providing support.

1.2. Develop and adjust approaches to address impact and facilitate empowerment.

2. Foster human rights.

2.1. Assist the person to understand their rights.

2.2. Work with the person using a person-centred approach to deliver services that ensure their rights and needs are upheld.

2.3. Consult with the person to confirm cultural needs and ensure these are respected and prioritised in service delivery.

2.4. Consult with the person to identify breaches of human

- rights and respond and report according to organisational policies and procedures and scope of own job role.
- 2.5. Consult with the person to identify indications of abuse and neglect and report according to organisational policies and procedures and legislative requirements.
3. Facilitate choice and self-determination.
- 3.1. Use a person-centred approach and work in a manner that acknowledges the person as their own expert.
- 3.2. Work with the person to facilitate person-centred options for action on relevant issues and discuss with the person, family, carer or others identified by the person.
- 3.3. Provide assistance to the person to facilitate communication of their personal goals.
- 3.4. Work with the person to provide person-centred support in a manner that encourages and empowers the person to make their own choices and action.
- 3.5. Support the person's use of assistive technologies in meeting their individual needs.
- 3.6. Work with the person to implement strategies to ensure that the person is comfortable with decisions made.
- 3.7. Work with the person to identify barriers to empowerment and determine strategies to address.
- 3.8. Assist the person to access advocacy services and other complaint mechanisms when required.

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 CHCDIS007 Facilitate the empowerment of people with disability and CHCAGE001 Facilitate the empowerment of older people.

Links

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