



**Australian Government**

**Assessment Requirements for CHCCCS039  
Coordinate and monitor home-based  
support**

**Release: 1**

# Assessment Requirements for CHCCCS039 Coordinate and monitor home-based support

## 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:

- coordinate and monitor services to at least two people in different home-based support settings, including:
  - communicating with the person to establish a positive and respectful relationship
  - gathering and documenting information to identify required support services
  - assessing and managing risks to the person and support worker
  - complying with work health and safety standards
  - allocating support worker
  - monitoring provision of support services and addressing concerns where required.

## Knowledge Evidence

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

- legal and ethical considerations for home-based support services:
  - codes of practice
  - basic home fire safety and associated state/territory smoke alarm legislation
  - dignity of risk
  - duty of care
  - privacy, confidentiality and disclosure
  - practice standards
  - awards and standards and how to access them
  - work role boundaries, responsibilities and limitations
  - work health and safety (WHS)
- organisational policies and procedures and how to access them:
  - undertaking work in the person's home
  - risk assessment and management when the work environment is a person's home
  - emergency responses
  - personal and property security
  - documentation and reporting

- techniques for communicating with the person, colleagues and others
- approaches to adjusting work practices to accommodate language, cultural or religious practices
- strategies to determine support needs of people requiring assistance in a home-based support environment
- strategies to address and resolve concerns and issues:
  - with the person
  - with the support worker
- the nature and significance of working in the person's home.

## Assessment Conditions

Skills must be demonstrated in the workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

Assessment must ensure access to:

- facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- organisational policies and procedures
- individualised plans and equipment and resources outlined in plans
- opportunities for engagement with people requiring home-based support and support workers involved in service provision.

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-bd22cc4fle53>