



Australian Government

CHCCDE016 Deliver emergency relief services

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

Application

The work described in this unit will take place within an agency or service providing emergency relief to individuals and families.

Emergency relief may be provided in a range of areas including but not limited to finance, food, shelter, managing utilities, health and disaster relief.

This unit applies to emergency relief, community work or a community development work context. Workers at this level will be part of a professional team and have the responsibility of supervision of others.

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

Elements define the essential outcomes.

1. Apply communication skills appropriate to emergency relief context

PERFORMANCE CRITERIA

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

- 1.1 Communicate appropriately in order to identify client priorities and issues
- 1.2 Support clients to resolve their needs and issues using appropriate communication skills
- 1.3 Communicate mission and values of the service agency appropriately
- 1.4 Communicate appropriately in working with other agencies

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

2. Provide emergency relief services

2.1 Assess client priorities to ensure appropriate support is recommended

2.2 Provide information to clients according to their priorities

2.3 Ensure recommended relief services are within agency's capabilities and budget to provide

2.4 Refer clients to other appropriate agencies, services and professionals, according to client's needs

2.5 Provide support and advocacy for clients according to client priorities

2.6 Provide emergency relief services according to legislative and agency procedures

3. Undertake administrative duties

3.1 Maintain networks with other agencies

3.2 Attend meetings to review agency range of services

3.3 Maintain statistics in accordance with organisation requirements

3.4 Maintain client files and financial records in accordance with organisation requirements

3.5 Mentor new volunteers in working within organisation philosophies and ethical frameworks

3.6 Undertake activities as required to support organisation mission and values

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

4. Review and monitor own work

4.1 Identify scope of work to ensure that services provided are within personal and organisation capabilities

4.2 Address diverse views and conflicts within the organisation to ensure service provision is maintained

4.3 Participate in organisation monitoring activities to enable service provision to be reviewed

4.4 Seek to address difficulties and assistance with appropriate people

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>