



**Australian Government**

# **CHCCSL007 Support counselling clients in decision-making processes**

**Release: 1**

## CHCCSL007 Support counselling clients in decision-making processes

### Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Additional assessor requirements.</p> <p>Supersedes CHCCSL507B</p>

### Application

This unit describes the skills and knowledge required to assist clients to clarify their goals, explore options and develop a course of action.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues, within established policies, procedures and guidelines.

*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

#### PERFORMANCE CRITERIA

*Elements define the essential outcomes*

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

1. Assist clients to clarify goals and requirements

1.1 Explain clearly to clients the policy on record-keeping and confidentiality

1.2 Encourage clients to identify and explore their aims, requirements and ideas

1.3 Assist clients to identify practical goals and requirements for these, and discuss with clients how goals

**ELEMENT****PERFORMANCE CRITERIA**

	might be modified based on client strengths
	1.4 Identify situations where aims and requirements of clients cannot be met, and make referrals to alternative sources of guidance and support
2. Explore options with clients	2.1 Identify collaboratively potential courses of action for meeting individual aims and requirements
	2.2 Identify and explore factors which could influence the preference for, and ability to achieve, a course of action
	2.3 Determine and explore features and likely consequences of possible courses of action
	2.4 Check client's understanding of what is likely to be involved in each possible course of action
3. Support client to reach decisions	3.1 Assist clients to assess possible advantages and disadvantages of each possible course of action, and their appropriateness for meeting client requirements
	3.2 Encourage clients to decide on a course of action and to consider alternatives which could be used, if necessary
	3.3 Document decisions and agreed ongoing support within organisation guidelines

**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-bd22cc4fle53>