



Australian Government

Assessment Requirements for CHCCSM003 Work with carers and/or families in complex situations

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>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- demonstrated appropriate inclusion of 3 carers and/or families or other appropriate supports in assessment, planning, implementation and review processes related to the provision of services and resources to support the care relationship in complex situations

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- documentation requirements and practices
- legal and ethical considerations for working with families and/or carers in complex situations and how these apply to organisation policies and procedures and individual practice, including:
 - professional standards and codes of ethics
 - practitioner/client boundaries
 - rights and responsibilities of client, carer, family and other significant supports
 - non-maleficence
 - mandatory reporting
- significance of service delivery setting, such as working in the client's home

- the nature of the family care relationship and family dynamics and how this might impact on service delivery and achievement of client goals
- mediation, conflict resolution and problem solving techniques
- risks to the care relationship, including:
 - conflict in relationships with family or service providers
 - high intensity care
 - high levels of carer stress
 - loss of formal or informal supports
 - multiple competing role demands
 - deteriorating carer health
 - deteriorating health or behaviour of the client

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including individualised case plans
- modelling of industry operating conditions, including:
 - scenarios that reflect standard operating conditions and contingencies
 - links to other local service agencies or organisations

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency 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>