



Australian Government

**Assessment Requirements for CHCCSS001
Work effectively in Community Safety
Services**

Release: 1

Assessment Requirements for CHCCSS001 Work effectively in Community Safety Services

Modification History

No equivalent unit.

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:

- source and use three different forms of community safety services organisational information and procedures to complete three work related activities
- identify aspects of local knowledge to support the responsibilities of the job role when completing the above activities.

Knowledge Evidence

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

- role characteristics, boundaries and responsibilities for key work activities in community safety services delivery
- issues relevant to the work of community safety services delivery:
 - crisis situations
 - child safety and wellbeing
 - individuals at risk of harm
 - youth engagement and participation
 - vulnerable groups including people who are homeless
 - vulnerable adults
 - domestic and family violence
 - anti-social and destructive behaviours
 - intoxicated people and substance abusers
- organisational policies and procedures that relate to general work practices in community safety services delivery:
 - communication
 - employment conditions
 - personal presentation and uniform standards
 - expectations for work role activities
 - limits of responsibility
 - work health and safety
 - protection of own rights

- responding to crisis situations
- emergency assistance
- reporting requirements
- role of collaboration with service providers in communities
- circumstances and types of referral processes where the following apply:
 - assistance of authorities
 - availability of care network services
 - availability and function of local services
- communication techniques and how these are applied in a community safety services delivery context:
 - active listening
 - body language
 - conflict resolution
 - culturally appropriate protocols
 - methods for conveying information clearly and concisely including oral and in routine written formats
 - open and closed questioning
 - verbal and non-verbal cues
 - voice tonality
- own well-being:
 - physical health
 - mental health
 - social and emotional well-being
 - access to supports
- cultural understanding and protocols:
 - local cultural values and beliefs
 - local representative agencies including Community Councils
 - cultural protocols
 - Traditional Owners and Elders
 - family structures
 - Working in two worlds.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Where simulation is used, it must reflect real working conditions by modelling community safety services operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessment must ensure access to:

- organisational policies and procedures for:
 - community safety services
 - cultural protocols
 - health and safety
 - collaboration with families and community
- colleagues and supervisor for communication and collaborative activities.

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-bd22cc4f1e53>