



Australian Government

CHCDEV003 Analyse client information for service planning and delivery

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 1.0</i> and meets the requirements of the New Standards for Training Packages.</p> <p>Significant changes to elements and performance criteria.</p> <p>New evidence requirements for assessment.</p> |

Application

This unit describes skills and knowledge required to develop and tailor service plans to address specific client needs. Workers are required to undertake this task with an underpinning knowledge of human development.

This unit applies to people working in a range of community service contexts. The worker may or may not supervise the work of others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

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

1. Analyse available client information

- 1.1 Source and interpret any results and reports from tests, observations and assessments
- 1.2 Observe client to consider accuracy of available reports
- 1.3 Identify specific social, psychological and/or developmental issues for the client
- 1.4 Analyse client information in relation to preparation for planning services, observing organisational requirements and protocols

2. Plan action/s to address client developmental status and identified issues

- 2.1 Work with client to develop an action plan to address their needs and personal circumstances
- 2.2 Consider life and developmental stage of client and ensure that proposed actions are appropriate
- 2.3 Ensure that the plan has clear actions, with agreed timelines and responsibilities, and is documented and stored in line with organisational policies and procedures

3. Implement services

- 3.1 Provide services in accordance with the action plan, organisational policies and procedures, and occupational health and safety requirements
- 3.2 Maintain current, complete, accurate and relevant records for each client contact as required by the organisation
- 3.3 Monitor impact of services in line with scope of own work role and organisational policies and procedures
- 3.4 Adjust and refine plan if circumstances change

Foundation Skills

The foundation skills described those required skills (language, literacy and numeracy) that are essential to performance.

- *Numeracy* - in order to analyse available client information, including test results

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

No equivalent unit.

Links

Companion volumes are available from the CS&HISC website - <http://www.cshisc.com.au/>