



**Australian Government**

**CHCDFV001 Recognise and respond  
appropriately to domestic and family  
violence**

**Release: 1**

# CHCDFV001 Recognise and respond appropriately to domestic and family violence

## 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>Merged CHCDFV301A/CHCDFV403C. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.</p>

## Application

This unit describes the knowledge and skills required to identify and respond to the needs of clients who may be experiencing domestic and family violence, including responding to immediate intervention and support needs.

This unit applies to health and community service workers providing services according to established organisation procedures. These workers may not be specialised family violence workers.

*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. Adopt work practices that support interactions with those affected by domestic and family violence

### PERFORMANCE CRITERIA

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

- 1.1 Adopt work practices that reflect the values and philosophies of domestic violence work
- 1.2 Plan work practices and access environments that support client and worker safety
- 1.3 Identify and participate in support processes for workers exposed to domestic and family violence
- 1.4 Apply organisation standards and procedures and

## ELEMENT

## PERFORMANCE CRITERIA

	comply with legislative and statutory requirements
2. Identify client needs	<p>2.1 Explain rights and responsibilities of client and worker and promote throughout client contact</p> <p>2.2 Use interpersonal skills that develop rapport and promote confidence, and full, accurate and relevant exchange of information</p> <p>2.3 Show sensitivity to client's specific needs and any cultural, family and individual differences</p> <p>2.4 Assess information for complexity, urgency and eligibility so that priorities for service delivery and safety can be identified</p> <p>2.5 Identify and respond to any indications of risk or threats to safety</p>
3. Respond to client needs	<p>3.1 Identify worker and workplace limitations in addressing and assessing client needs and make referrals or seek assistance from appropriate persons</p> <p>3.2 Prioritise the physical and emotional safety of clients, their family and workers in developing responses</p> <p>3.3 Negotiate and agree strategies for intervention with the client before commencing work</p> <p>3.4 Provide client with information about available services for meeting their needs</p> <p>3.5 Complete accurate and comprehensive records, reports and referral information according to organisation requirements</p>

## 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>