



Australian Government

**CHCDIS010 Provide person-centred
services to people with disability with
complex needs**

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 change 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 skills and knowledge required to provide person-centred services to people with disability with complex or special support needs under the supervision of a relevant professional.

This unit applies to workers in varied disability contexts. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs.

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. Evaluate and prioritise the needs of a person with complex support issues

PERFORMANCE CRITERIA

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

1.1 Identify and prioritise the needs of the person, taking into account the possibility of co-existing issues

1.2 Identify specific problems, issues and challenges for the person in line with job role and organisation procedures

ELEMENT

PERFORMANCE CRITERIA

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| 2. Develop an individualised plan to achieve maximum quality of life | 1.3 Analyse and interpret data, with assistance from health professionals and other relevant personnel |
| | 1.4 Recognise the impact of complex support issues on the persons family |
| | 1.5 Establish priorities for support with the person and/or family and/or carer and/or relevant other |
| 3. Coordinate the delivery of the individualised plan | 2.1 Utilise best practice guidelines when developing strategies to address complex and/or special needs |
| | 2.2 Liaise with relevant experts and/or health professionals when developing individualised plans |
| | 2.3 Negotiate and establish goals with the person and/or family and/or carer and/or relevant other |
| | 2.4 Access and negotiate resources in order to deliver identified services |
| | 2.5 Access community support agencies to facilitate the achievement of established goals |
| 4. Coordinate the monitoring, evaluation and review of the individualised plan | 3.1 Ensure services and support activities are undertaken by appropriately skilled workers |
| | 3.2 Recognise when a service and/or support worker is no longer able to provide the level of service required |
| | 3.3 Support all stakeholder involved in the service provision to understand the individualised plan and their roles and responsibilities within that plan |
| | 4.1 Seek feedback from all stakeholder when evaluating effectiveness of the individualised plan and re-prioritising support needs |
| | 4.2 Seek feedback from the person and/or carer and/or relevant other when evaluating effectiveness of the individualised plan |
| | 4.3 Seek advice and assistance when the person's goals |

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

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

and needs are not being achieved

4.4 Make necessary revisions to the individualised plan in line with role, organisation and/or program guidelines and in consultation with the person and/or family and/or carer and/or relevant other

Foundation Skills

The Foundation Skills describe those required skills (such as 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.education.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>