



Australian Government

CHCDIV001 Work with diverse people

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>Merged HLTHIR403C/CHCCS405C. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.</p>

Application

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

This unit applies to all 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

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

- | | |
|--------------------------------|---|
| 1. Reflect on own perspectives | 1.1 Identify and reflect on own social and cultural perspectives and biases
1.2 Work with awareness of own limitations in self and social awareness
1.3 Use reflection to support own ability to work inclusively and with understanding of others
1.4 Identify and act on ways to improve own self and social awareness |
|--------------------------------|---|

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Appreciate diversity and inclusiveness, and their benefits

2.1 Value and respect diversity and inclusiveness across all areas of work

2.2 Contribute to the development of work place and professional relationships based on appreciation of diversity and inclusiveness

2.3 Use work practices that make environments safe for all

3. Communicate with people from diverse backgrounds and situations

3.1 Show respect for diversity in communication with all people

3.2 Use verbal and non-verbal communication constructively to establish, develop and maintain effective relationships, mutual trust and confidence

3.3 Where a language barrier exists, use effective strategies to communicate in the most efficient way possible

3.4 Seek assistance from interpreters or other persons according to communication needs

4. Promote understanding across diverse groups

4.1 Identify issues that may cause communication misunderstandings or other difficulties

4.2 Where difficulties or misunderstandings occur, consider the impact of social and cultural diversity

4.3 Make an effort to sensitively resolve differences, taking account of diversity considerations

4.4 Address any difficulties with appropriate people and seek assistance when required

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>