



Australian Government

CHCECE052 Plan service and supports for children and families

Release: 1

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Modification History

Release 1. CHCECE052 Plan service and supports for children and families supersedes and is equivalent to CHCECE028 Collaborate with families to plan service and supports.

Application

This unit describes the performance outcomes, skills and knowledge required to explore the needs of children and families experiencing complex challenges and to plan and review services and supports in collaboration with families and with other service providers as required.

This unit applies to educators working at a senior leadership level in children's education and care services in Australia. Work is undertaken collaboratively according to the philosophy of the service.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Early Childhood Education and Care

Unit Sector

Children's Education and Care

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

1. Explore the needs of the child and family.
 - 1.1. Work collaboratively with families to identify needs of the child and family.
 - 1.2. Gather sufficient information about needs from a range of sources to enable decisions to be made.
 - 1.3. Determine needs for additional interventions or crisis support through collaboration and shared decision making with families.
 - 1.4. Treat and document information according to service procedures and legislative requirements.
 - 1.5. Show and communicate respect for a family's decision not to share information about their family.
 - 1.6. Demonstrate respect for the family and their child rearing practices in all communications.
2. Provide information about the service and discuss issues.
 - 2.1. Provide accurate and comprehensive information about the service and service system to family members using appropriate language and other communication aids.
 - 2.2. Clearly explain family's rights and responsibilities in relation to service policies.
 - 2.3. Sensitively communicate with family members about any issues relating to their child.
 - 2.4. Make appropriate referrals and provide required information regarding other services.
3. Facilitate interventions.
 - 3.1. Implement intervention and/or crisis support according to service policy and procedures.
 - 3.2. Monitor intervention and support services in consultation with family and adjust and document approaches to support ongoing satisfaction and positive outcomes.
 - 3.3. Identify and collaborate with other relevant services and professionals that may assist the family.
4. Review service provision with family members.
 - 4.1. Identify and use opportunities to seek feedback from family members and act upon it appropriately.
 - 4.2. Review agreement for service with the family using communication methods suited to the situation.
 - 4.3. Support family members to follow service guidelines according to policy and procedures.
 - 4.4. Explore and negotiate issues and concerns identified by family members through collaboration.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	research and interpret information about services and supports available to families.
Oral communication skills to:	- ask open and closed questions and actively listen to seek information and confirm understanding - interact and engage with children and families to build rapport.
Technology skills to:	make referrals to other organisations and document service and support plans using digital media.

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>