CHCFAM003 Support people to improve relationships

Release: 1

CHCFAM003 Support people to improve relationships

Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 3.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant change to knowledge evidence. Merged CHCFAM406B/CHCFAM515B/CHCCONS403C

Application

This unit describes the skills and knowledge required to engage with diverse people to determine relationship issues and support relationship building using a strengths-based approach.

This unit applies to individuals working with individuals and families in community services work. It does not include formal relationship counselling. When combined with other units it may apply to group work.

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. Engage with people to determine interpersonal relationship needs	1.1 Source and review available information to inform communication
	1.2 Identify the needs of people involved in the relationship and determine appropriate support and response options
	1.3 Work collaboratively with people and assist them to identify positive elements of their interpersonal

ELEMENT	PERFORMANCE CRITERIA
	relationships and relationship systems
	1.4 Assist people to identify their potential barriers to positive interpersonal relationships and relationship systems and understand key issues for change
	1.5 Work with people to help them build a positive picture of the future
	1.6 Document family relationship goals, plans and actions according to scope of service provision
2. Support relationship building	2.1 Model positive interactions and use of interpersonal skills with others
	2.2 Assist clients to recognise the impact of both negative and positive emotions on relationships
	2.3 Assist clients to identifies strengths and resources, both their own and those required from others
	2.3 Provide feedback and positive affirmations to people in relationship building
	2.4 Proactively identify client service needs and facilitate access according to organisation policy and procedures
3. Make referrals	3.1 Identify situations where client needs fall outside of scope of own work role and organisation service delivery
	3.2 Make referrals that address client needs in accordance with organisation policy, procedures and requirements
	3.3 Identify and communicate community resource options for relationship development

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