



Australian Government

CHCMHS010 Implement recovery oriented approaches to complexity

Release: 1

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Modification History

Release	Comments
Release 1	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. New unit.

Application

This unit describes the skills and knowledge required to identify and respond to issues of complexity when supporting people living with mental illness and their care networks. The unit is based on a strengths-based approach and acknowledges that complexity is not a characteristic of an individual. Complexity may be impacted by a range of interactions between the worker, the organisation and the environmental context.

This unit applies to work with people living with mental illness in a range of community services work contexts.

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. Identify the person's issues that may contribute to complexity

1.1 Invite the person to share their life experience, values, hopes, expectations and needs

1.2 Respond sensitively and warmly and exchange information with the person to assist in facilitating understanding of issues and establish rapport

1.3 Identify with the person the breadth of issues they are facing and any associated or impacting factors

1.4 Listen actively to ensure experiences are heard to

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	support exploration and validation of issues raised
	1.5 Engage in collaborative record keeping and ongoing consent
2. Identify worker or service issues that may affect capacity to work with the person	<p>2.1 Identify strengths and limitations of worker and their expertise and experience in dealing with the person's circumstances</p> <p>2.2 Discuss the compatibility of the service approach to the persons values and preferences to facilitate real choice</p> <p>2.3 Identify systemic and personal issues and challenges and report according to organisation procedures</p>
3. Identify environmental issues that may contribute to complexity	<p>3.1 Identify any limitations relating to geographical location and isolation</p> <p>3.2 Identify extent of the person's social and support network and any indications of social exclusion or inclusion</p> <p>3.3 Identify current policies, at a state and federal level and any funding limitations or criteria</p> <p>3.4 Identify differences in other service practice environments and compatibility to the persons preferences</p>
4. Work collaboratively to prioritise needs and develop self-determined directions	<p>4.1 Seek agreement on the process for prioritising needs</p> <p>4.2 Prioritise needs and hopes in collaboration with the person</p> <p>4.3 Agree on options, directions and timelines</p> <p>4.4 In conjunction with the person, explore risks, opportunities and strategies</p> <p>4.5 Identify other members of their support network, other services or professionals they wish to involve</p> <p>4.6 Develop and agree on contingency plans as necessary</p> <p>4.7 Respond flexibly to the changing needs and</p>

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circumstances of the person

4.8 Provide and negotiate flexible responses in service provision

5. Coordinate and negotiate recovery oriented service

5.1 Establish, expand and maintain partnerships and support networks to meet the persons needs and create sustainable service pathways

5.2 Work effectively with colleagues, and partner organisations to integrate any existing service provision

5.3 Create supportive and collaborative partnerships with carers, family, friends and community supports

5.4 Collect, review and maintain information on local community services and supports, and share and engage in knowledge exchange

5.5 Use outcomes measures and feedback to ensure the persons needs are being met by contributing services and natural supports

5.6 Continually utilise a range of strategies to actively inspire and foster the persons ongoing involvement

5.7 Proactively respond to support and service gaps both internally and externally

5.8 Proactively and consistently follow up with the person and gather feedback about service provision

6. Address challenges to communication and relationships

6.1 Communicate clearly, honestly and transparently to develop and maintain trusting relationships

6.2 Adapt the communication style and language to meet the needs of others, identifying and addressing any barriers

6.3 Adapt to changing circumstances and respond to the reactions and feedback of others, including responding to person in distress or crisis

6.4 Proactively anticipate change and utilise advanced negotiation skills to address challenges and resolve systemic issues

6.5 Respond to de-escalate potential incidents or risks and promote safety

6.6 Promote and support self advocacy

7. Review and reflect on practice

7.1 Reflect on own work practice and identify areas for improvement

7.2 Seek and use feedback from others as the basis for improving approaches to working with complexity

Foundation Skills

The Foundation Skills described those required skills (language, literacy and numeracy) 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>