



Australian Government

CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers

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. Minimal changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.

Application

This unit describes the skills and knowledge required to gather information and contribute to the continuous improvement of services for consumers and carers.

This unit applies to peer work with individuals affected by a mental illness in a range of 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 areas for service improvement

- 1.1 Gather and review information from consumers and/or carers about their satisfaction with, and access to, existing services
- 1.2 Gather and review feedback from consumers and carers on the effectiveness of services provided and areas for improvement
- 1.3 Consult with stakeholders to identify available service options, service gaps and any access issues
- 1.4 Consult with stakeholders to identify culturally

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appropriate systems and services

1.5 Maintain data collection according to organisation policy and procedures

2. Contribute to service improvements

2.1 Collect and provide consumer and carer feedback about service provision to facilitate improvement to services

2.2 Compile and provide relevant information about possible improvements to services

2.3 Promote the development of linkages and coordination between service providers

2.4 Participate in the development of new systems and processes that promote continuity of care

2.5 Promote service delivery that is visible, accessible and culturally relevant

2.6 Respond appropriately to indications of neglect or abuse in service delivery

3. Participate in activities that support the development of the peer workforce

3.1 Maintain knowledge of research on current trends and resources as they relate to the peer workforce

3.2 Engage in professional development activities to improve own practice

3.3 Establish communication and information sharing processes between service providers

3.4 Establish and maintain connections with consumer and carer networks and/or organisations

3.5 Promote effective systems to support the ongoing development of a peer work force

4. Contribute to service review and evaluation

4.1 Support consumer and carer initiatives

4.2 Identify methods of evaluation and research that are consumer and carer friendly

4.3 Undertake self-reflection and self-evaluation to assess own practice against identified agency objectives

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

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

or code of ethics, using a range of valid evidence

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>