



Australian Government

CHCSET003 Work with forced migrants

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work with, and for, refugees within an ethical, social, political and economic context.

This unit applies to work within an agency, directly or indirectly, involved with the provision of services to forced migrants, people with refugee and special humanitarian visas, people granted refugee status in Australia, business and skilled migrants whose prime motivation for leaving their country was to escape violence or persecution, and the immediate family members of anyone from these groups.

Workers have limited responsibilities and work within established guidelines to develop, monitor and provide support and services in a range of areas, including but not limited to, settlement, accommodation, counselling, financial advice, family services, youth work, income support, education, health care and crisis intervention.

The skills in this unit must be applied in accordance with Commonwealth and State or 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

Settlement Support

Unit Sector

Community Services

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. Develop a professional rapport

1.1. Apply cultural sensitivity and adapt communication techniques, style and language to accommodate cultural

ELEMENT	PERFORMANCE CRITERIA
with people who are forced migrants.	values and practices of people who are forced migrants. 1.2. Identify how own ethnicity, religion, class and gender affect interactions with people and modify approach to suit people who are forced migrants. 1.3. Identify the communication needs of people who are newly arrived, traumatised and confused and modify approach to suit. 1.4. Identify where an interpreter is needed and work to ensure that interpreter services are accessed.
2. Plan settlement services.	2.1. Identify current issues which may impact on own work and organisation relevant to the provision of settlement services. 2.2. Collect, discuss and use the views of key stakeholders and representatives from relevant target groups when determining service requirements. 2.3. Develop and maintain links with workers in complementary roles in the provision of settlement services. 2.4. Evaluate issues in relation to a person's culture, family background and interest and modify settlement plan to suit. 2.5. Identifying specific needs of individuals and determine learning program requirements. 2.6. Document and agree on settlement plan with person and other relevant service providers and stakeholders.
3. Address issues associated with people who are forced migrants.	3.1. Provide support to people who are forced migrants using a collaborative approach. 3.2. Discuss and provide information regarding services available in Australia and the importance of using these services. 3.3. Take into account the culture, religion, gender and experiences of the person in all actions and decisions. 3.4. Recognise signs of trauma and refer to other services. 3.5. Support person to deal with loss and grief. 3.6. Support person to deal with discrimination from the mainstream community and other ethnic groups. 3.7. Support person to make links within their own community and within the broader Australian community. 3.8. Refer person to other service providers as required to meet their needs.
4. Monitor and review support.	4.1. Obtain ongoing feedback from people in relation to service and support. 4.2. Evaluate progress in relation to settlement plan. 4.3. Monitor stress and emotions of self and colleagues and

ELEMENT**PERFORMANCE CRITERIA**

- implement strategies to maintain wellbeing.
- 4.4. Identify opportunities for improved service provision and modify approach.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CHCSET001 Work with forced migrants.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>