



Australian Government

CHCYTH024 Manage service response to young people in crisis

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop an agency approach to young people in crisis.

This unit applies to community services work in a range of contexts.

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

Youth Services

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Implement a trauma-informed framework for preventing crisis situations.

PERFORMANCE CRITERIA

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

- 1.1. Develop a framework to address prevention and response to critical situations, which consider the beliefs, rights and needs of young people and meet organisational, legislative and statutory requirements.
- 1.2. Review past crises to identify trauma-based responses to change.
- 1.3. Establish resources and mechanisms to assist workers to deal with crisis situations.
- 1.4. Define details of organisation's responsiveness to crisis situations and articulate to relevant personnel.

- 1.5. Store and maintain all information related to crisis situations to maximise accuracy, currency and legibility.
- 1.6. Implement procedures to ensure young people have ready access to information that may help to resolve crisis situations.
2. Support workers in responding to a crisis.
 - 2.1. Establish protocols for managing potential and actual crisis situations.
 - 2.2. Draft and regularly update procedures for the management of crises and communicate to workers and other relevant personnel.
 - 2.3. Review crisis management procedures to ensure consistency with legal and organisational obligations and constraints.
 - 2.4. Allocate resources for prompt and effective response to crisis situations.
 - 2.5. Provide crisis response training and update briefings to workers on a regular basis.
 - 2.6. Formulate advice for upgrade of organisational policies and procedures related to industrial and legislative requirements, including work health and safety (WHS).
3. Follow up crisis situations.
 - 3.1. Complete all required reporting and ensure it is comprehensive, accurate and consistent with organisational policies and procedures.
 - 3.2. Develop debriefing procedures and implement routinely.
 - 3.3. Provide opportunity for participation in review and evaluation of organisational responsiveness.
 - 3.4. Identify needs of all parties which arise from a crisis situation and develop strategies to ensure they are addressed.

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

Writing skills to:

- document policies, procedures and reports in line with workplace guidelines.

Unit Mapping Information

Supersedes and is equivalent to CHCYTH012 Manage service response to young people in crisis.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>