



Australian Government

Department of Education, Employment and Workplace Relations

CHCAC317A Support older people to maintain their independence

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required by the worker to support the older person to maintain their independence with activities of living

Application of the Unit

Application

This unit applies to workers in the aged care sector, or those working with older people

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Support the older person with their *activities of living*

- 1.1 Encourage *older people* to utilise support services where appropriate
- 1.2 Clearly explain the scope of the service to be provided to the older person and/or their advocate
- 1.3 Identify the needs of the older person from the service delivery plan and from consultation with a supervisor
- 1.4 Ensure visits and service delivery accommodate the older person's established routines and customs where possible
- 1.5 Perform work in a manner that acknowledges that the services are being provided in the client's own home
- 1.6 Provide services in a manner that enables the older person to direct the processes where appropriate
- 1.7 Provide support/assistance in accordance with organisation policy, protocols and procedures
- 1.8 Demonstrate appropriate use of equipment to support/assist the older person with *activities of living* within work role and responsibility

ELEMENT**PERFORMANCE CRITERIA**

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| 2. Recognise and <i>report</i> changes in an older person's ability to undertake <i>activities of living</i> | 2.1 Monitor the older person's activities and environment to identify increased need for support/assistance with <i>activities of living</i>
2.2 <i>Report</i> to a supervisor the older person's inability to undertake <i>activities of living</i> independently
2.3 Support/assist the older person to modify or adapt the environment or activity to facilitate independence
2.4 Seek <i>aids and/or equipment</i> to support/assist the older person undertake <i>activities of living</i> independently |
| 3. Support the older person to maintain an environment that maximises independence, safety and security | 3.1 Encourage and support/assist the older person to maintain their environment
3.2 Provide support to promote security of the older person's environment
3.3 Adapt or modify the environment, in consultation with the older person, to maximise safety and comfort
3.4 Recognise <i>hazards</i> and address in accordance with organisation policy and protocols |
| 4. Support the older person who is experiencing loss and grief | 4.1 Recognise signs that older person is experiencing grief and <i>report</i> to appropriate person
4.2 Use appropriate communication strategies when older person is expressing their fears and other emotions associated with loss and grief
4.3 Provide older person and/or their support network with information regarding relevant support services as required |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Relevant policies, protocols and practices of the organisation in relation to Unit Descriptor and work role
- The importance of community engagement and the ability to undertake instrumental activities of living for older people
- Principles and practices of confidentiality and privacy
- Principles and practices associated with providing services in a client's own living environment
- Strategies for supporting/assisting an older person to undertake instrumental activities of living independently
- Services and aids available to support independence with instrumental activities of living
- Referral mechanisms
- Safety and security risks associated with ageing
- Hazards in an older person's environment
- Strategies for minimising hazards in older person's environments
- Stages of loss and grief and impact of ageing on person's experiences of loss and grief

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply demonstrated understanding of own work role and responsibilities
- Follow organisation policies and protocols
- Liaise and report appropriately to supervisor
- Adhere to own work role and responsibilities
- Monitor older people's ability to undertake instrumental activities of living and providing support/assistance in accordance with service delivery plans

REQUIRED SKILLS AND KNOWLEDGE

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Accommodate older people's established routines and customs and right to direct service delivery processes
- Apply reading and writing skills required to fulfil work role in a safe manner and as specified by the organisation/service:
 - this requires a level of skill that enables the worker to follow work-related instructions and directions and the ability to seek clarification and comments from supervisors, clients and colleagues
 - industry work roles will require workers to possess a literacy level that will enable them to interpret international safety signs, read client's service delivery plans, make notations in clients records and complete workplace forms and records
- Apply oral communication skills required to fulfil work role in a safe manner and as specified by the organisation:
 - this requires a level of skill that enables the worker to follow work-related instructions and directions and the ability to seek clarification and comments from supervisors, clients and colleagues
 - industry work roles will require workers to possess oral communication skills that will enable them to ask questions, clarify understanding, recognise and interpret non-verbal cues, provide information and express encouragement
- Apply numeracy skills required to fulfil work role in a safe manner and as specified by the organisation:
 - industry work roles will require workers to be able to perform basic mathematical functions, such as addition and subtraction up to three digit numbers and multiplication and division of single and double digit numbers
- Apply basic problem solving skills to resolve problems of limited difficulty within organisation protocols
- Work effectively with clients, social networks, colleagues and supervisors

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to:
 - appropriate workplace where assessment can take place
 - relevant organisation policy, protocols and procedures
 - equipment and resources normally used in the workplace

Method of assessment may include:

- Observation in the workplace
- Written assignments/projects
- Case study and scenario analysis
- Questioning
- Role play simulation

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Older people may include:

- Individuals living in residential aged care environments
- Individuals living in the community

Contexts may include:

- The older person's own dwelling
- Independent living accommodation
- Residential aged care facilities

RANGE STATEMENT

Activities of living may include:

- Home maintenance
- Garden maintenance
- Transport and attendance at appointments and social and recreational activities
- Domestic cleaning
- Domestic laundry
- Meal preparation
- Shopping
- Attendance to financial matters and personal correspondence
- Pet care

Report may be and include:

- Verbal:
 - telephone
 - face-to-face
- Non-verbal (written):
 - progress reports
 - case notes
 - incident reports

Aids and/or equipment may include:

- Domestic appliances utilised for cleaning, laundering and meal preparation
- Gardening equipment
- Personal and security alarms
- Mobility devices

Hazards may include:

- Poor or inappropriate lighting
- Slippery or uneven floor surfaces
- Physical obstructions (e.g. furniture and equipment)
- Poor home and domestic appliance maintenance
- Inadequate heating and cooling devices
- Inappropriate footwear and clothing

Unit Sector(s)

Not Applicable