CHCCS405C Identify and address specific client needs

Release: 1
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Modification History
Not Applicable

Unit Descriptor
Descriptor
This unit describes the knowledge and skills required to establish the first point of contact between the client and the organisation/service. It will involve collecting routine information from clients to enable a matching of services to meet their needs.

Application of the Unit
Application
This unit may apply to service delivery in a range of community service contexts.

Licensing/Regulatory Information
Not Applicable

Pre-Requisites
Not Applicable
### Employability Skills Information

**Employability Skills**

This unit contains Employability Skills

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### 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.

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### Elements and Performance Criteria

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<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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| 1. **Establish and maintain an appropriate relationship with clients** | 1.1 Employ appropriate language and interpersonal skills to establish rapport with clients  
1.2 Ensure interactions with clients are in accordance with organisation's standards and procedures  
1.3 Conduct interviews and interact with clients in a manner that promotes positive client participation  
1.4 *Introduce self* appropriately  
1.5 Demonstrate courtesy towards the client  
1.6 In all dealings with the client, aim to generate a trusting relationship  
1.7 Demonstrate respect for the *individual differences* of the client  
1.8 Support the client's own interests, *rights* and decision-making  
1.9 Maintain confidentiality and privacy of client within organisation guidelines  
1.10 Take part in *short interpersonal exchanges* with client to establish, maintain and develop relationships |
2. Extract and analyse information about client needs

2.1 Apply organisation mechanisms to identify and assess client needs

2.2 Collect information on relevant environmental issues affecting clients and utilise in assessment

2.3 Ensure decisions about the matching of services to client needs are based on up to date information

3. Match services to client needs

3.1 Identify services from within the organisation to match client needs

3.2 Where client needs are complex or there are issues outside the area of responsibility, seek immediate support and make appropriate referrals according to organisation procedures

3.3 Provide clients with relevant information about the services available to them, in a timely manner

3.4 Working within own scope of responsibility, ensure clients have access to services that meet their needs

3.5 Ensure all advice to clients about available services is consistent with current relevant, legislative and statutory framework and the practices of the organisation

3.6 Undertake appropriate record-keeping and reporting in accordance with defined procedures
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:

- Legislative requirements and provisions relevant to area of service delivery and delegated responsibility
- Organisation procedures, protocols and practice for client assessment and allocation of services
- Relevant assessment instruments

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Administer the organisation's instruments and information gathering mechanisms to assess client needs and their eligibility for specific services
- Conduct an assessment interview within defined area of responsibility
- Select an appropriate service from a range provided by the organisation to match to client needs

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:

- Demonstrate oral communication skills required to fulfil the job role in the organisation/service
  - oral communication skills may include listening, asking questions, providing encouragement
  - language used may be English, sign language or community language depending on client group
REQUIRED SKILLS AND KNOWLEDGE

- Demonstrate literacy competence required to fulfil the procedures of the organisation/service
  - language used may be English or community language depending on the service/organisation

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 is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment must include clients with a range of different needs
EVIDENCE GUIDE

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

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 relevant workplace or simulated realistic workplace setting where assessment may take place

Method of assessment:
- Assessment may include observations, questioning or evidence gathered from the workplace e.g. testimonials from clients or colleagues, completed client records etc.
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.

Introduce self may need to involve consideration of the following:

- Cultural background of client
- Customs familiar to client
- Any physical, cognitive or mental problems which may hinder communication, such as deafness, dementia, acquired brain injury

Individual differences may be:

- Culture
- Age
- Economic
- Social
- Gender
- Physical
- Emotional
- Intellectual
- Cognitive
- Language
- Spiritual

Rights may be detailed in:

- Service/outcomes standards documents
- Legislation
- Organisation policies and practices
RANGE STATEMENT

Short interpersonal exchanges will be appropriate to the cultural and individual differences of the client and may include:

- Chatting in friendly manner
- Inquiring about the client's health
- Short casual exchanges

Client needs may include:

- Physical, sexual, physical and emotional support and care
- Financial
- Household assistance and maintenance
- Religious
- Cultural
- Spiritual
- Ceremonial
- Recreational
- Social
- Housing

Assistance may include:

- Providing information and advice
- Accompanying or providing specific services
- Encouragement and support for decisions and actions

Clients may include:

- Individual members of the public
- Referred or self referred
- People with specific needs seeking access to services
- Family members and significant others

Organisation's standards and procedures include those relating to:

- Duty of care
- Client interviews and client/staff relationships
- Administration of questionnaires and other testing instruments and checklists
- Completion of forms and applications

Interviews cover:

- Telephone and in person
- Through an interpreter or other specialist assistance
- Scheduled and impromptu
RANGE STATEMENT

Client information includes:
- Personal and confidential information provided by the client and/or referring agency/person
- Client feedback data
- Internal organisation information resulting from meetings and assessment panels

Client services include:
- Income support (including disability, aged and sole parent support)
- Financial and community support services
- Training and employment services
- Recreational activities
- Care and support
- Transport and communication
- Referrals to specialist services
- Referrals to community support and/or education groups
- Community participation

Accepted organisation procedures and practice include those related to:
- Collection and storage of information
- Client interview protocols and procedures
- Client communication protocols
- Assessment for eligibility to access particular services

Work undertaken includes:
- Accessing and providing information about services available from within, and outside the organisation
- Assistance in completing forms e.g. Applications, and other written materials/submissions
- Assistance in seeking access to specific services
- Establishing contact with appropriate people to provide support to clients
- Setting up meetings and interviews for clients
- Acting as spokesperson, as required, for clients
Unit Sector(s)

Not Applicable