



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS416A Assess and provide services for clients with complex needs

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to undertake assessments of more complex client needs and match to services available

Application of the Unit

Application

This unit may apply 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

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

1. Assess and analyse client needs

PERFORMANCE CRITERIA

- 1.1 Employ appropriate *language and interpersonal skills* to ensure diverse needs of *clients* are identified
- 1.2 Employ appropriate *mechanisms* to ensure that all relevant client information is collected
- 1.3 Seek additional information from specialists as required to assist in assessment of clients
- 1.4 Ensure all dealings with clients are consistent with organisation standards and practices
- 1.5 Record information collected and store in accordance with organisation procedures
- 1.6 Assess information about client needs in accordance with accepted organisation procedures to inform decisions about the relevant services which can be provided to best address client needs
- 1.7 Assess client information for complexity, urgency and eligibility so priorities for service delivery can be identified
- 1.8 Provide clients with all relevant information about the range of services required and available to them
- 1.9 Ensure decisions about client needs are based on a full range of relevant information

ELEMENT**PERFORMANCE CRITERIA**

2. Identify and provide for the delivery of services to meet client needs

- 2.1 Identify services that match client needs, from within and outside the organisation
- 2.2 Establish and maintain relevant *networks*, to ensure referral of clients to appropriate services
- 2.3 Assist clients appropriately to access targeted services from within and outside the organisation
- 2.4 Provide clients with information about the services available to them in accordance with organisation procedures
- 2.5 Work within own scope of responsibility, to ensure clients have access to services that meet their needs
- 2.6 Ensure decisions about targeting of *client services* are based on up to date information about the client and available services
- 2.7 Consider service delivery and referral options from strengths-based perspective
- 2.8 Identify own limitations in assessing and addressing client needs, and where appropriate, seek assistance from colleagues, senior staff and experts in the area
- 2.9 Make appropriate referrals to specialist services based on the assessment of client needs

3. Evaluate client service delivery

- 3.1 Review the allocation of services delivered to meet client requirements routinely, or as required, to ensure a continuing match
- 3.2 Review changes in circumstances, environmental factors or urgency of client needs in accordance with organisation practices and procedures to ensure client needs continue to be met
- 3.3 Collect client feedback on adequacy of service delivery as required by the organisation, to inform revision of service delivery arrangements
- 3.4 Routinely seek feedback on individual performance in client service delivery from colleagues and clients

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
- Accepted organisation procedures, systems and practice for client assessment and allocation of services
- Strengths-based approach
- Accepted practices for delivery of services to particular clients
- Issues affecting particular client groups including:
 - income/economic
 - health
 - cognitive
 - social
 - community support and interaction
 - education and training
 - employment
 - impact of assessment
 - client needs
 - local services available for clients

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Administer organisation's instruments and mechanisms to assess client needs
- Select appropriate services from a range of services provided by the organisation to match client needs
- Select from others services available in the broader community to address client needs

REQUIRED SKILLS AND KNOWLEDGE

- Develop and maintain appropriate networks
- Provide referrals to relevant organisations or providers of specialist services

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:

- Apply a strengths-based approach to client intake, assessment and referral
- Demonstrate application of skills in:
 - high level interpersonal skills
 - analysis and judgement
 - risk management
- Demonstrate oral communication skills required to develop rapport with client
 - oral communication skills may include listening, asking questions, providing encouragement , minimising the impact of challenging behaviours
 - language used may be English, sign language or community language depending on client group
- Demonstrate literacy competency required to fulfil the procedures of the organisation/ service
 - language used may be English or community language depending on service/organisation
- Maintain documentation as required, including effective use of relevant information technology in line with occupational health and safety (OHS) guidelines

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills

EVIDENCE GUIDE

demonstrate this unit of competency:

- 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 a number of clients with complex needs

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

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.

Clients include:

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

Language and interpersonal skills include:

- Means for communicating with people with disabilities or where English is not the first language
- Means for communication with people in particular communities
- Communication with different age and gender groups

Client services include:

- Income, financial and community support services
- Employment services
- Housing services
- Access to recreation services
- Care and support services
- Transport and communication services

Complex issues include:

- Combinations of physical, social , economic and personal factors

RANGE STATEMENT

Mechanisms for information collection include:

- Interviews with clients, family, significant others and carers
- Questionaries
- Applications and other forms
- Case documentation
- Using specialist communicators
- Classification tools
- Information from professionals including medical reports
- Information from service providers

Networks include:

- Specialist providers in the community services and health areas including health and cognitive assessments
- Specialist services to assist communication with client and identification of their needs
- Providers of any of the identified client services required by clients of the organisation

Unit Sector(s)

Not Applicable