



Australian Government

Department of Education, Employment and Workplace Relations

CHCDFV406C Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities

Release: 1

CHCDFV406C Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills, attitudes and values required to provide support to people from Aboriginal or Torres Strait Islander communities who have been affected by domestic and family violence
It requires sensitivity and an understanding of diverse cultural protocols and practices, including appropriate interpersonal and networking skills

Application of the Unit

Application

This unit may apply in a range of community service contexts with clients who may experience domestic and family violence

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. Establish and maintain relationship with community

PERFORMANCE CRITERIA

- 1.1 Establish and maintain relationships with *key people within a community* to promote services and to develop respect, acceptance, confidence and credibility between the *community* and the service
- 1.2 Identify and respect *restrictions and protocols* regarding communicating and relating with the community and its members
- 1.3 *Support* developed *community* programs which meet the needs identified by *clients*
- 1.4 Collect *local information* to identify the requirements of the community in relation to domestic and family violence issues
- 1.5 Provide feedback to the community and individuals in relation to information collected
- 1.6 Respect and encourage the value of community, elders and kinship system as a social support mechanism and use when appropriate and with client consent

ELEMENT

PERFORMANCE CRITERIA

2. Work within cultural requirements

- 2.1 Ensure information provided is linguistically, visually and culturally acceptable to the community
- 2.2 Identify and recognise different views of the community and consider in planning any support activities
- 2.3 Adapt *work* processes as appropriate to meet requirements of the community and *specific needs* of individuals
- 2.4 Utilise values, issues and structures within the community to maximise outcomes for clients
- 2.5 Where relevant, work with the whole family including perpetrators, siblings, extended family and community members
- 2.6 Ensure work within the community and with individual clients is consistent with *organisation standards and procedures* and current *legislative and statutory requirements*, and gives consideration to the practices of the community

3. Support client

- 3.1 In all work with clients, prioritise their physical and emotional safety and the safety of their family
- 3.2 Use appropriate interpersonal skills to allow accurate and relevant exchange of information and to make sure individual stories are heard, accepted, understood and validated
- 3.3 Provide the individual with feedback to ensure accuracy and appropriate interpretation of their stories
- 3.4 Identify, assess and respond to any indications of risk or harm according to the degree and nature of the risk and the client's wishes and circumstances
- 3.5 Explain and promote client and worker rights and responsibilities throughout client contact
- 3.6 Undertake all appropriate record-keeping and reporting in accordance with organisation standards and 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:

- Understanding of effective ways to gain community acceptance
- Knowledge of the cultural and language groups represented within the local/regional community, and a respect of their values, beliefs and traditions
- Understanding of the key people and groups within the community and relevant protocols and restrictions for consultation and decision-making
- Understanding of how to communicate with the community (adaptation of language, verbal and non-verbal, local language)
- Knowledge of the impacts of cultural, sub-cultural, social, religious, gender, age, language issues etc on attitudes towards domestic and family violence
- Understanding of the prevalence of myths, unhelpful beliefs, attitudes and practices in the broader society regarding domestic violence and their effects on individuals' rights to safety and autonomy
- Understanding of domestic and family violence indicators and procedures for undertaking assessment of client needs
- Knowledge of community development principles and strategies and their application
- Understanding of current organisation procedures, practices and standards for client assessment, allocation of services, case management, interviewing, liaison, code of conduct, confidentiality, use of resources, programmed intervention, duty of care requirements, and community involvement and development
- Knowledge of structural barriers and their impact e.g. institutional racism and their effects on Aboriginal and Torres Strait Islander People accessing services
- Knowledge and understanding of kinship system
- Awareness of own values and attitudes and their potential impact on clients
- Understanding of specific limitations of work role, responsibility and professional abilities

Essential skills:

REQUIRED SKILLS AND KNOWLEDGE

It is critical that the candidate demonstrate the ability to:

- Use interpersonal skills and knowledge to provide domestic and family violence support in Aboriginal and Torres Strait Islander communities, in particular, to:
 - develop and maintain working relationships with key people within the community to promote domestic and family violence services and develop the confidence and support of the community and key people
 - identify the information needs of the community relating to domestic and family violence using appropriate research and evaluation techniques
 - provide services from an understanding of the Aboriginal and the Torres Strait Islander concepts of domestic and family violence
 - adapt work processes as appropriate depending on specific cultural and linguistic needs that do not compromise the safety of clients and workers
 - facilitate resolution of issues by using interpersonal methods appropriate to the community and the individuals' specific circumstances
 - depending on the work program or services provided apply specific knowledge of particular groups or issues e.g. alcohol and other drugs, same-sex relationships, religious, survivors/victims, perpetrators, ATSI, mental health etc
 - accurately interpret and comply with legal and procedural requirements

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 application of skills in:
 - research involving analysis and evaluation for identifying domestic and family violence information and resource requirements of the community
 - facilitation relating to the provision of guidance to achieve outcomes and gain agreement on concepts which are required to enlist support from key people and groups within the community
 - problem solving for a broad range of unpredictable problems involving analysis, assessment, evaluation and the development of new ways of delivering domestic and family violence services which address the specific cultural needs of the community
 - basic counselling such as questioning and active listening (paraphrasing, clarifying, summarising, story telling) techniques, including non-judgemental and empathic approaches to provide a first point of contact
 - literacy and communication in relation to presentation of information in a manner appropriate to the culturally and linguistically diverse needs of the community
 - response ranging from responding sensitively to disclosures to maintaining confidentiality in relation to people affected by domestic and family violence
 - interpreting regarding social, historic, spiritual and environmental factors which have an impact on the lives of the community and which are reflected in community relationships and practices

REQUIRED SKILLS AND KNOWLEDGE

- community development and mediation

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
- Assessment of performance should be over a period of time covering all categories within the Range Statement statements that are applicable in the learning environment
This will include contexts applicable to the work environment, such as actual or simulated workplace situations involving a combination of direct, indirect and supplementary forms of evidence

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 delivered and assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment of this unit include access to:
 - an appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment
 - Where assessment is conducted within the workplace there are no resource implications above those normally available in the workplace
 - Where assessment is conducted in a simulated or non-workplace environment then access to the necessary equipment and research resources should be provided
 - Access to simulated exercises, case studies related to service delivery issues will also be required if non-workplace assessment paths are utilised

EVIDENCE GUIDE

Method of assessment:

- Evidence will be determined by organisation from the Range Statement, justified in terms of work requirements, work roles and responsibilities and occupational specialisations
- Evidence for assessment of competence may be gathered by appropriate combination of the following:
 - demonstration of competency within the working environment in providing domestic and family violence support to Aboriginal and Torres Strait Islander communities
 - assessment must be in the workplace, however, where there is not an opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'what if?' scenarios
 - observation of processes and procedures, oral and/or written questions on Essential knowledge and skills and consideration of required attitudes
 - where performance is not directly observed and/or is required to be demonstrated over a period of time and/or in a number of locations, any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons
 - review of any documentation produced by the candidate related to providing domestic and family violence support to Aboriginal and Torres Strait Islander communities

EVIDENCE GUIDE

Related units:

This unit should be assessed after or in conjunction with related unit:

- CHCDFV402C Manage own professional development in responding to domestic and family violence

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following units:

- CHCDFV403C Provide crisis intervention and support to those experiencing domestic and family violence
- CHCDFV404C Promote community awareness of domestic and family violence
- CHCAD401D Advocate for clients
- CHCCS412D Deliver and develop client service
- CHCCM402D Establish and monitor a case plan

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.

RANGE STATEMENT

Key people within a community include:

- Community elders
- Members and staff of community councils
- Local interpreters/spokesperson
- Support groups such as survivors/victims of violence groups, drug and alcohol groups, community houses, women's networks and refuges, professional associations
- Government representatives and service providers
- Acknowledged domestic violence specialists and other specialists
- Acknowledged language experts/translators and interpreters
- Family members, friends, care-givers
- Community members
- Authorities/people responsible for provision of community and justice administration services, e.g. local councils, and State and Commonwealth agencies

Community may relate to a specific location, language/ cultural or social structure and include:

- Traditional
- Rural, remote or metropolitan
- People with specified needs
- Individuals or groups within a community
- Groups defined by organisation programs and services
- People/groups living in 'town camps' and outstations/homelands

RANGE STATEMENT

Restrictions and protocols may relate to, but are not limited to:

- Kinship systems
- Worker's role in the community
- Land Council or Community Council permits for approval to enter Aboriginal or Torres Strait Islander Land
- Community leaders
- Ceremonial times and ceremonies e.g. sorry business, men's business, women's business
- Areas of coverage regarding service provision, such as local government boundaries, state/territory borders, Aboriginal and/or Torres Strait Islander lands
- Accommodation and supplies
- Working relationships between agencies/services
- Weather conditions, physical access and transport
- Protocols between culture and language groups

Clients may include:

- Individuals including of children, youth, adults and the aged
- Referred or self-referred
- People with specific needs
- Family members and significant others
- Voluntary or involuntary
- Community groups

Specific needs relating to clients may include, but are not limited to those:

- Who have a disability
- Who are aged or young
- Who live in a remote or rural location
- Who are in same-sex relationships
- Who are of a particular gender
- With a dual diagnosis
- Who have addiction or dependency issues
- Who have mental health issues

RANGE STATEMENT

Local information may relate to:

- Community structures and meetings
- Education levels of the community
- Types of work in the community
- Mobility/transience of community
- The role and impact of native title in the community
- Family interactions in the community
- Income levels
- Age groupings
- Types of dwellings
- Holistic health status of the community
- Environmental issues
- Meetings/storytelling
- Interviews with clients, family, significant others and carers
- Questionnaires
- Applications and other forms
- Case documentation
- Using specialist communicators
- Reports by other people
- Classification tools
- Information from professionals including medical reports
- Information from various service providers

Support may be provided through internal or external services and could include, but is not limited to:

- Safety and physical and emotional security
- Assistance to gain economic support
- Legal or medical information and/or assistance
- Accommodation/transportation
- Access to services/information
- Ongoing assessment
- Educational materials
- Referrals to specialist services
- Community awareness programs/education
- Provision of assistance to address issues, gather information and locate other resources
- Support from community, extended family members, friends and elders
- Advocacy

RANGE STATEMENT

Work may relate to:

- Specific groups, issues or communities e.g. health issues of young people from particular cultural backgrounds and/or geographical areas
- Research activities
- Policy development
- Individual casework
- Community development
- Child protection work
- Referrals
- Project development and implementation
- Organisation standards
- Provision of information/materials

Organisation standards and procedures may include those relating to:

- Client and worker safety
- Collection and storage of information
- Client interview protocols and procedures
- Code of conduct/code of ethics
- Principles and implementation of duty of care
- Departmental, inter-departmental regulations, protocols and procedures relevant to work role and responsibilities
- Personnel procedures
- Use of interpreter and interpreter services
- Organisation mission and/or philosophy
- Inter-agency practice and protocols
- Assessment for eligibility to access particular services
- Completion of forms and applications
- Guidelines relating to parameters of confidentiality/client consent
- Principles of client and community self-determination

RANGE STATEMENT

Legislative and statutory requirements may include:

- Relevant state/territory/commonwealth legislation e.g. domestic violence, guardianship, disability services, immigration, anti-discrimination, racial discrimination, child protection, legal practice legislation
- International conventions relating to the rights of children and young people
- Relevant international conventions on civil and human rights
- Freedom of information legislation
- Legislation and practices which include identification of boundaries and how to deal with them in specific communities

Interpersonal skills may include:

- Cultural awareness/sensitivity
- Methods of communicating with people of different age and gender, religious and sexual preference - ensuring community/individual protocols and restrictions are followed in communication
- Means for communicating with people with disabilities or where English is not the first or main language
- Methods for establishing an emotionally safe and empathic environment
- Non-judgemental communication techniques
- Using strategies that empower clients
- Demonstrating empathy
- Using appropriate body language
- Using conflict management skills if appropriate
- Reflecting and summarising
- Asking open-ended questions
- Ability to ask direct questions about violence in a sensitive and appropriate way
- Active listening
- If needed, use of a qualified interpreter whose involvement will not jeopardise the safety of the client and/or client's family
- Recognition of client/worker power differences
- Maintaining confidentiality

RANGE STATEMENT

Risk may refer to client, client's family and/or worker and be indicated by the following:

- Self identification of risk
- Evidence of physical injuries
- Threat to safety
- Current or previous criminal charges for assault of client/others by partner/ex-partner
- Current or previous police involvement
- Objective assessment of client's current ability to protect self and children from further assault or harm
- Threat or attempts to self-harm
- Feelings of depression, anger, low self-esteem, suicidal thoughts, emotional distress or sleep disturbances
- Medical problems such as overuse of tranquillisers, or alcohol or illegal or legal drug/substance abuse i.e. petrol, glue
- Intimidation and harassment
- Existing or previous orders relating to domestic violence e.g. apprehended violence order, or breach of orders
- Avoidance of discussion regarding possible abuse
- Client being denied access to funds, resources or required medications
- Implausible explanation for injuries
- Repeated requests for financial assistance
- Other factors that may indicate a history of violence
- Children's behaviour and developmental levels
- Perceived or actual threats to harm the worker
- Frequent hospital visits/admissions
- Current or previous separation
- Homelessness
- Family court and/or relationship history

RANGE STATEMENT

Rights and responsibilities include those relating to:

- Rights of safety
- Rights under common law
- Rights outlined under relevant standards/principles and charters e.g. UN declaration on rights of the child
- Rights under the Constitution
- Rights and responsibilities
- Under legislation e.g. freedom of information, child protection
- Guidelines relating to parameters of confidentiality/client consent
- Worker's code of ethics
- Rights of victim to crime compensation

Unit Sector(s)

Not Applicable