



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHCHC311C Work effectively in home and community care**

**Release: 1**

## **CHCHC311C Work effectively in home and community care**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Descriptor**

This unit describes the introductory knowledge and skills required to work effectively in a home care environment and community settings with clients, family members, staff, visitors, suppliers and others to meet established work requirements

Home care services may include: respite care, personal care, household maintenance, home modifications or maintenance, personal assistance and food services

Community settings include shops, streets, parks, day programs, venues and vehicles

### **Application of the Unit**

#### **Application**

This unit applies to work in a home and community care setting

Work will be within a prescribed range of functions involving known routines and procedures with some accountability for the quality of outcomes

### **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. Operate respectfully within a home care environment

### PERFORMANCE CRITERIA

- 1.1 Identify role and responsibilities and clarify with supervisor
- 1.2 Follow organisation's procedures to assure client of bona fide identity before entering the house
- 1.3 Use appropriate inter-personal skills to establish a positive relationship with clients
- 1.4 Demonstrate respect for the work setting being the client's home and personal space and negotiate how to best implement the work plan to suit them within organisation procedures, for example in relation to managing animals
- 1.5 Regularly observe and monitor changes in client behaviour and environment and report concerns immediately in accordance with organisation policy and procedure
- 1.6 Complete and submit documentation relating to service delivery and travel in accordance with organisation policy and procedure

**ELEMENT****PERFORMANCE CRITERIA**

## 2. Work ethically

2.1 Locate and read relevant *government and organisation procedures, policies, and awards, standards and legislation* and clarify uncertainties with appropriate personnel

2.2 Refer any breach or non adherence to standard procedures to appropriate personnel

2.3 Maintain confidentiality of any client matter in accordance with *organisation policy* and procedure

2.4 Show respect for rights and responsibilities of client and others in work practices

2.5 Demonstrate current working knowledge and understanding of *employee and employer rights and responsibilities* in all work undertaken

2.6 Recognise individuals and cultural differences and make adjustments as necessary to assist achievement of work requirements

2.7 Demonstrate understanding and compliance with the principles of duty of care, legal responsibilities and organisation goals and objectives in all work undertaken

## 3. Demonstrate importance of safety, hygiene and infection control in a home care setting and community settings

3.1 Maintain *personal hygiene*, dress standard and work practices according to organisation's manual handling and infection control requirements

3.2 Wear *personal protective equipment* correctly according to organisation requirements

3.3 Safely dispose of infectious and/or hazardous waste material according to waste management policy and procedures

3.4 Observe any changes in the work environment, equipment or client behaviours and report or initiate action within own area of responsibility, to redress any potential workplace hazards

3.5 Remain aware of own personal safety at all times and if at any time a threat is perceived, contact supervisor as per organisation procedures

**ELEMENT****PERFORMANCE CRITERIA**

4. Address relevant work issues, requirements and guidelines
- 4.1 Comply with organisation policy and programs
- 4.2 Apply broad knowledge of policy and programs such as HACCC, DVA and Government community care directions
- 4.3 Comply with duty of care implementation in home and community settings and worker roles
- 4.4 Identify and address specific duty of care issues including:
- role of worker
  - roles of other staff e.g. nurses
  - role of assessment care management
- 4.5 Address cultural and religious issues when working in home and community settings
- 4.6 Acknowledge and address different attitudes towards cleaning, food and personal care such as:
- cultural practices
  - religious requirements
  - attitudes to gender roles
  - motivation to retain independence and capacity
  - differences between client's family members
- 4.7 Follow organisation policies and procedures relating to:
- travel, including safety of vehicles and driving behaviour
  - appropriate storage of equipment
  - maintaining client records

## 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:

- Basic home fire safety
- Emergency response procedures
- Ethical and legal implications of work
- Own terms and conditions of employment
- Practices to enhance sustainability, including environmental, economic, workforce and social sustainability
- Purpose of accreditation process and quality improvement practice
- Relevance of the work role and functions to maintaining sustainability of the workplace, including environmental, economic, workforce and social sustainability
- Relevant legislation, regulations, standards and policies and how to access them
- Relevant organisation procedures and awards and how to access them
- Role and function of the organisation, and relevance to specific work role
- Security procedures
- The importance and meaning of home and belongings to individuals

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Comply with organisation procedures, policies, awards, standards and legislation relevant to a worker operating under supervision within the community services industry
- Demonstrate basic home fire safety and emergency response procedures
- Demonstrate knowledge of ramifications of infection control breaches
- Demonstrate knowledge of the ramifications of breaches of confidentiality, policies and legislation
- Identify and report workplace hazards and poisons as applied to broad work health and

## REQUIRED SKILLS AND KNOWLEDGE

safety (WHS) area

- Identify diverse attitudes and beliefs of clients and respond appropriately
- Identify own responsibilities within the workplace
- Observation and reporting

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 including:
  - functional literacy skills needed for written and oral information about workplace requirements
  - communication skills to seek clarification of tasks and to interpret and follow instructions
  - observation of client's well being and interaction with their environment and any changes in this
  - problem solving skills to constructively achieve planned outcomes
- Follow correct hygiene/infection control procedures
- Recognise opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

## 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 best assessed in the workplace or in a simulated workplace under the normal of range conditions
- To establish consistency assessment should be

## EVIDENCE GUIDE

conducted on more than one occasion to cover a variety of circumstances

- A diversity of assessment tasks is essential for holistic assessment

- 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 of this unit include access to all relevant resources commonly provided in the health service setting, including:
  - relevant policies and procedures manuals, legislation and standards
  - organisation's mission statement, strategic and business plan
  - other documentation relevant to the work context such as:
    - organisation charts
    - instructions for the use of equipment
    - specific instructions for staff
    - emergency response procedures
    - security procedures
    - relevant human resource management policies and procedures
    - quality improvement policies
    - customer service standards and policy
    - waste management policies and procedures

### *Method of assessment:*

- Observation of work performance
- Written tasks
- Interview and questioning
- Authenticated portfolio/log book
- Supporting statement of supervisor/s
- Authenticated evidence of relevant work experience and/or formal/informal learning

## 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.

*Type of work role should consider:*

- Accreditation standards
- Individual awards and benchmarks
- Legislation relevant to work area
- Level of responsibility
- Organisation guidelines

*Organisation policy on confidentiality may relate to:*

- Access to records
- Carriage and storage of records
- Collection and use of client's personal and health information
- Destruction of records
- Release of information

## RANGE STATEMENT

*Government and organisation procedures, policies, awards, standards and legislation may include:*

- Carer and respite programs
- Disability Services Program standards and policies
- Health records legislation
- Home and Community Care National Service Standards
- National Program Guidelines for the Home and Community Care Program
- WHS industry guides
- Packaged Care Guidelines
- Privacy legislation
- Quality management policy and practice
- Relevant health regulations and guidelines
- State and Territory community care program policies
- Veterans Home Care Program standards and policies

*Employee rights and responsibilities may relate to:*

- Adherence to WHS procedures
- Attendance requirements
- Confidentiality and privacy of organisation, patient and colleague information
- Duty of care responsibilities
- Leave entitlements
- Obeying lawful orders
- Protection from discrimination and sexual harassment in the workplace
- The right to union representation

*Employer rights and responsibilities may relate to:*

- Enterprise workplace agreements
- Legislative requirements for employee dismissal i.e. Workplace Relations Act
- Legislative requirements to provide a safe work environment free from discrimination and sexual harassment (see State and Commonwealth anti-discrimination legislation)
- Relevant State and Territory employment legislation i.e. wage rates, employment conditions

## RANGE STATEMENT

- Personal hygiene may include:*
- Clean uniforms worn correctly
  - Standard and additional precautions
  - Washing hands according to specified standards
- Personal protective equipment (PPE) may include:*
- Enclosed footwear
  - Gloves
  - Plastic aprons
- Basic home fire safety includes knowledge of:*
- Behaviour that may contribute to fire injury and/or fatality
  - High fire risk groups
  - Optimum placement of smoke alarms
  - Referring client for smoke alarm installation and maintenance
  - Role of a working smoke alarm
  - Smoke alarm testing and cleaning
  - Types of smoke alarms
- Quality activities may include:*
- Assessing/observing/measuring environmental factors
  - Checking equipment
  - Monitoring tasks
  - Observing changes in client's well being and environment
  - Reporting and implementing suggested improvements
  - Responding to surveys and questionnaires
  - Seeking and utilising client feedback

**RANGE STATEMENT**

*Designated knowledge/skill development may include:*

- Communication, conflict resolution
- Cultural awareness
- Customer service
- Discrimination, harassment and bullying in the workplace
- Emergency procedures
- Formal and informal resolution of grievances
- Hazard control
- Infection control
- Observation
- WHS
- Others
- Quality improvement policy and practice
- Security procedures
- Waste management

**Unit Sector(s)**

Not Applicable