Australian Government

Department of Education, Employment and Workplace Relations

CHCNET501C Work effectively with other services and networks

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCNET501C Work effectively with other services and networks

Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCNET501B Work effectively with other services and networks	CHCNET501C Work effectively with other services and networks	Unit updated in V4. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to liaise and facilitate linkages between a comprehensive range of community services to ensure ongoing development of the organisation and provision of support to the relevant client group

Application of the Unit

Application	The skills described in this unit may be applied across a range of community work contexts, including specialist and generalist services in the community

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

| Community Services and Health Industry Skills Council

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. Identify and maintain *links* with *relevant services*	1.1 Identify and prioritise needs relating to organisation and professional *networks*
	1.2 Identify, gather, store and maintain *information on appropriate services* to meet client and organisation needs
	1.3 Identify, develop and maintain communication processes within and across services to establish and maintain inter- and intra-sector links
	1.4 Incorporate significant cultural practices, needs and traditions into liaison and *networking* with other services
	1.5 Implement *strategies to develop effective links with new services and networks* in consultation with key people and in accordance with organisation objectives

Community Services and Health Industry Skills Council

ELEMENT	PERFORMANCE CRITERIA
2. Reflect social and cultural awareness in working with other services	2.1 Identify potential discrimination or culturally based obstacles to agencies accessing a service
	2.2 Identify potential discrimination or culturally based obstacles to accessing other agency's services
	2.3 Develop and implement strategies to address any culturally based obstacles that arise
	2.4 Value cultural difference and diversity of others as a resource for the agency in the liaison and service delivery process
	2.5 Where individual relationships interfere with the liaison and networking with other services, take timely remedial action in accordance with organisation procedures, to ensure continued linkage and ongoing benefits for clients
3. Provide relevant information to services	3.1 Maintain knowledge of and access to internal means of support within own organisation
	3.2 Provide information and resources to *support* other agencies and community networks as appropriate
	3.3 Ensure materials and resources provided are relevant and current
	3.4 Seek feedback on the materials and resources provided and act appropriately to address feedback received and ensure ongoing quality and linkage to other services

ELEMENT	PERFORMANCE CRITERIA
4. Work in collaboration with other organisations to enhance networks and service delivery	4.1　Define the type and level of service or collaboration to be provided and negotiate with the relevant organisation
	4.2　Define the scope of the agency's participation in the network
	4.3　Maintain appropriate contact where client referrals have occurred
	4.4　Ensure provision of appropriate support to the network where applicable
	4.5　Provide information and services to clients and networks in line with organisation's confidentiality, consent, privacy policies and procedures and relevant legislation
	4.6　Develop and negotiate longer term plans to assist services to operate self sufficiently, where appropriate
	4.7　Regularly evaluate effectiveness and relevance of services and networks against organisation goals and client needs in consultation with key people and modify as necessary

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:

- Confidentiality and privacy
- Current community services issues
- Existing information systems
- Existing relevant networks
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds
- Importance of principles and practices to enhance sustainability in the workplace,

including environmental, economic, workforce and social sustainability
- Language used in community services work
- Lobbying in the context of organisation protocols
- Power relationships within and between organisations
- Processes of initiating and supporting community development planning
- Range of community services and how to access
- Referral networks - criteria and procedures for referral
- Relevant agency policies and procedures
- Relevant legislation
- Strategic planning
- Values, limitations and dynamics of networks

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Ensure networks developed meet the needs of the organisation and its clients
- Facilitate effective working relationships within community services and within the general community

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:

- Develop and provide information about community services
- Develop promotional material
- Develop appropriate agency forms such as intake and referral forms
- Demonstrate application of skills in:
  - negotiation
  - reporting and record-keeping
  - lobbying
  - dealing with diverse and/or specific cultural groups
  - questioning
  - active listening
  - verbal and non-verbal communication
  - referral
  - participating and conducting interagency meetings
  - promotion
  - liaison and networking
- Recognise own limitations and agency boundaries
- Use and coordinate the use of relevant information technology effectively in line with work health and safety (WHS) guidelines

Community Services and Health Industry Skills Council

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 range of conditions • Consistency in performance should consider the community services networking and liaison requirements within the workplace
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 • Resource requirements for assessment of this unit include access to: • an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment

Method of assessment:	• Assessment may include observations, questioning and evidence gathered from the workplace environment

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.

Links may be:	• Case conferences
	• Community consultative committees
	• Informal contacts
	• Inter agency meetings
	• Joint projects
	• Memorandum of understanding
	• Referral to and from other services
	• Service level agreements
	• Telephone contact
	• Worker networks

Relevant services may include:	• Aboriginal and Torres Strait Islander services • Accommodation services • Commercial enterprises such as real estate agents, and financial institutions • Community based disability support services • Community services departments • Consumer groups • Correctional • Emergency services • Employment services • Income support services • Judicial • Police • Religious organisations • Services specific to the person's needs • Trans-cultural
Information on appropriate services may include:	• Contacts • Criteria for referral to each agency • Information on own agency • Information to provide to clients • List of all relevant services • Pamphlets and other information sources
Support may include:	• Community education • Consultations • Exchanging of reports • Joint initiatives • Participation in case conferences • Provision of staff development and training • Telephone advice • Visits
Policies and procedures may include:	• Referral protocols

Formal networks may include:	• Advisory committees • Associations • Businesses • Government ministers/departments • Interest and support groups • Key people • Law enforcement agencies • Lobby groups • Local organisations • Regional specialist and peak associations
Networks may serve the purpose of:	• Accessing the services and resources of other organisations • Achieving corporate objectives • Encouraging coordination amongst organisations and workers • Enhancing service delivery • Promotion of organisation and/or programs • Strategic planning
Networking needs may be as a result of, or leading to:	• Enhanced service delivery • Funding imperatives • New government policies • New or reviewed strategic plan • New organisations/services starting up • Restructuring of organisation
Strategies to develop effective links with new services and networks may include:	• Liaison with other network organisations • Liaison with relevant government, community, business and other representatives • Negotiating with relevant organisations for network participation • Participating and managing formal network committees

Unit Sector(s)

Not Applicable