Australian Government

Department of Education, Employment and Workplace Relations

CHCSW402B Undertake bicultural work with forced migrants in Australia

Release: 1

ISC INDUSTRY
SKILLS
COUNCILS
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CHCSW402B Undertake bicultural work with forced migrants in Australia

Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCSW402A Undertake bicultural work with forced migrants in Australia	CHCSW402B Undertake bicultural work with forced migrants in Australia	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 by settlement workers from diverse cultural backgrounds to work with forced migrants within an Australian context

Application of the Unit

Application	The work described in this unit will take place within an agency directly or indirectly involved with the provision of services to recently arrived migrants and refugees
	Work may include the provision of support and services in a range of areas including but not limited to settlement, accommodation, counselling, financial advice, family services, youth work, income support, education, health care and crisis intervention

Licensing/Regulatory Information

Not Applicable

Community Services and Health Industry Skills Council

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	PERFORMANCE CRITERIA
1. Develop an understanding of work within the Australian context	1.1 Recognise *frameworks and legislation relevant to working within the Australian context*
	1.2 Identify *Australian cultural protocols*
	1.3 Identify and describe *Australian management processes and workplace behaviours*
	1.4 Identify and analyse differences between Australian processes and own cultural process
	1.5 Identify differences in relation to working as a person from a culturally diverse background within mainstream Australia society
	1.6 Adjust approaches in light of new information and protocols
	1.7 Identify own role and responsibilities and confirm in accordance with organisation procedures

ELEMENT	PERFORMANCE CRITERIA
2. Operate within the workplace	2.1 Identify organisation goals and priorities
	2.2 Prioritise competing demands to achieve organisation's goals and objectives
	2.3 Identify and use professional networks to build and develop relationships, maintain own skills base and knowledge and provide identifiable benefits for the organisation and its clients
	2.4 Identify professional development opportunities to improve own skills and knowledge and confirm in accordance with organisation procedures
	2.5 Identify factors affecting the achievement of work objectives, establish contingencies and incorporate into work plans
3. Recognise and deal with trauma and *vicarious traumatisation*	3.1 Recognise vicarious traumatisation in self
	3.2 Access *support services* to assist in dealing with own vicarious traumatisation
	3.3 Recognise vicarious traumatisation in others and develop strategies to respond to this
	3.4 Identify the overt and covert signs of trauma in clients and the support framework available for such clients
	3.5 Apply accepted procedures to evaluate the options of bringing in specialist support and/or appropriate referral while continuing to work with the client
4. Understand and manage boundaries	4.1 Explore the concept of professional boundaries
	4.2 Explore the competing demands of worker and community member
	4.3 Identify strategies to help manage boundaries
5. Recognise the impact of ethnicity, class, gender and religion on settlement work	5.1 Explore how worker's own ethnicity, class, gender and religion may impact their work with clients
	5.2 Identify strategies to manage this in the workplace

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:

- Organisation and government structures in Australia
- Legislative frameworks
- The impact of forced migration on the family and the impact of changed roles within the family
- The importance of identity - the worker's own identity and the identity of their clients
- Legislation and policy relevant to the provision of settlement services
- Client confidentiality and privacy requirements
- Mandatory reporting requirements as appropriate
- Organisation codes of practice
- Services available from the agency
- Own role and responsibilities
- Knowledge of the principles of equal employment opportunity, sex, race, disability, anti-discrimination and similar legislation and the implications for work and social practices
- Referral networks and their service provision
- Availability of resources and assistance within and external to the organisation
- Tools, equipment and other resources utilised in the learning process
- Strategies for worker to maintain their own well being and to support well being of colleagues and clients
- Knowledge of life skills development

Essential skills:

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:

- Sensitively communicate with people from diverse backgrounds and cultures
- Form effective workplace relationships with co-workers and colleagues from diverse backgrounds and cultures

- Participate in identifying and implementing safe work practices
- Employ basic conflict resolution and negotiation skills
- Complete government and other documentation and forms
- Involve clients in decision-making processes
- Maintain a distance between self and client in service provision
- Manage competing demands
- Refer appropriately
- Demonstrate and apply knowledge of learning and development in order to assess, determine, implement, monitor and evaluate the skills development of a person

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 - Assessment may be conducted on one or more occasions, but should include the normal range of workplace activities
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 appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment
Method of assessment	• Assessment may include observation, 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.

Frameworks and legislation relevant to working within the Australian context include:	• Access and equity • Privacy and confidentiality • Work health and safety (WHS) • Anti-discrimination laws • Mandatory reporting • Gender equality • Respectful behaviour in the workplace
Australian cultural protocols may include:	• Respectful behaviour to everyone, irrespective of their gender, age, ethnicity, religion or position within the organisation • Appropriate dress standards for the workplace • Types of acceptable interaction in the workplace • Punctuality

Australian management processes and workplace behaviours may include:	• Having women, including younger women, in a supervisory role • Completing time sheets • Completing record forms • Attending meetings and training • Dealing with conflict or grievances in the workplace • Effective advocacy
Vicarious traumatisation:	• Occurs when there is transference of the client's trauma to the worker • Is more likely when the worker shares some of the experiences of the client • Results in the worker experiencing (or re-experiencing) signs of traumatisation
Support services may include:	• Counselling services • Torture and trauma services • Financial planners • Translators and interpreters • English teachers • Accommodation workers • Specialist workers within own organisation

Unit Sector(s)

Not Applicable