Australian Government

PSPCRT014 Contribute to an integrated service delivery program

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.
	This unit supersedes and is equivalent to PSPCRT413A Contribute to an integrated service delivery program.
	• Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to participate effectively as a member of an integrated service delivery program in which a number of organisations collaborate to deliver services. It includes identifying program roles and responsibilities, establishing positive collaborative relationships, supporting implementation of integrated service delivery programs and sharing and disclosing client information.

This unit applies to those working within the court system operating under procedures set by the court.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those set by the court.

Those undertaking this unit would generally work independently with occasional supervisory responsibilities. They would perform complex tasks in a range of familiar and unfamiliar contexts.

No licensing, legislative or certification requirements apply to unit at the time of publication.
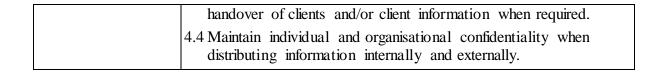
Competency Field

Courts

Elements and Performance Criteria

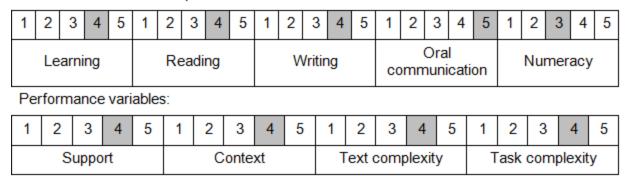| ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Identify program roles and responsibilities	1.1 Identify program stakeholders and partners and agreed roles and responsibilities. 1.2 Identify agreed program objectives, services, operational procedures, reporting requirements, documentation required and performance standards. 1.3 Determine own role and responsibilities from legislation, regulations, organisational procedures and/or service agreements and communicate. 1.4 Identify outcomes and objectives of program for own organisation. 1.5 Identify agreed priorities for service delivery and agreed assessment protocols for eligibility of program services.
2. Establish positive collaborative relationships	2.1 Generate stakeholder and partner trust, confidence and support by demonstrating a high standard of personal performance and professional conduct. 2.2 Use communication strategies to represent your organisation positively to stakeholders and partners. 2.3 Clarify and discuss objectives, skills and expertise of all stakeholders and/or partners to promote understanding and enhance collaboration. 2.4 Make decisions in consultation with relevant stakeholders and partners where appropriate. 2.5 Participate in processes to resolve conflict.
3. Support implementation of integrated service delivery program	3.1 Provide services according to agreed standards of delivery. 3.2 Maintain systems, records, documentation and reporting procedures as required. 3.3 Recognise limits of own expertise, obligations and legal accountability, and access appropriate sources of authority and/or expertise as required. 3.4 Identify and address issues, concerns and problems identified by program stakeholders, partners and clients.
4. Share and disclose client information	4.1 Obtain consent to receive services and exchange personal information, from stakeholders, partners and clients. 4.2 Identify and apply legal limits of information sharing before providing information. 4.3 Liaise with stakeholders and partners to ensure appropriate

	handover of clients and/or client information when required.
	4.4 Maintain individual and organisational confidentiality when distributing information internally and externally.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPCRT413A Contribute to an integrated service delivery program.

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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