



Australian Government

Department of Education, Employment and Workplace Relations

PSPCRT413A Contribute to an integrated service delivery program

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Elements and performance criteria pre-content edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers the ability to participate effectively as a member of an integrated service delivery program where a number of organisations collaborate to deliver services.

In practice, this requires identifying and complying with a range of legislative, procedural and policy requirements.

In the workplace, staff must be able to contribute productively to team relationships in an environment where there are competing legislative, procedural and policy requirements for team members. They must be able to develop positive collaborative relationships and contribute to the achievement of team and program goals and deliverables, in addition to complying with the requirements of their own organisation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit is for those who are involved in integrated service delivery programs either from an administrative or case management perspective.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

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 statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify program roles and responsibilities.	1.1. Identify program <i>stakeholders and partners</i> and agreed roles and responsibilities. 1.2. Identify agreed program objectives, services, operational procedures, reporting requirements, documentation and performance standards. 1.3. Determine own roles and responsibilities from legislation, regulations, organisational procedures and/or service agreements and communicate according to organisational requirements. 1.4. Identify outcomes and objectives of program for own organisation. 1.5. Identify agreed priorities for service delivery and agreed <i>assessment protocols</i> for eligibility for 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 conduct. 2.2. Use <i>communication strategies</i> to represent your organisation positively to stakeholders and partners. 2.3. Clarify and discuss objectives, skills and expertise of all stakeholders and 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 in a fair, equitable and collaborative manner.
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 <i>legal accountability</i> , 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 with <i>relevant persons</i> using appropriate procedures.
4. Share and disclose client information appropriately.	4.1. Consent to receive services and exchange personal information is obtained from stakeholders, partners and clients according to organisational policy and procedures. 4.2. Provide information to others in accordance with legislation, regulations, organisational procedures, standards, codes of practice and/or service agreements. 4.3. Identify and apply legal limits of information sharing before providing information. 4.4. Liaise with stakeholders and partners to ensure appropriate handover of clients and/or client information when required.

- 4.5. Implement protocols for internal and external distribution of information to ensure appropriate individual and organisational confidentiality is maintained.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- initiative and enterprise skills to apply legislation, rules, regulations and codes of practice
- communication and interpersonal skills to:
 - provide explanations to others
 - promote understanding of applicable legislation, regulations, organisational procedures and codes of practice
 - develop productive working relationships
- problem-solving skills to:
 - deal responsively with complaints, conflict and issues arising from collaboration
 - contribute to problem-solving strategies
- self-management skills to work as an individual representing own organisation and as a member of a team
- teamwork skills to participate and contribute to implementation of project goals
- literacy skills to collect, analyse and organise information

Required knowledge

- organisation goals, processes and hierarchy relating to court services and integrated service delivery programs
- relevant legislation, regulations, organisational procedures and/or codes of practice in particular in the context of privacy
- relevant integrated service agreements, policies and procedures
- limitations on resources and authority to contribute services
- procedural and policy requirements for reporting and decision making
- principles of effective client service delivery
- public sector legislation, such as OHS, diversity and equal opportunity in the context of communication

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- identify personal role and responsibilities for integrated service delivery program and the role and responsibilities of:
 - individual's own organisation as a whole
 - other individuals and organisations involved in integrated service delivery program
- understand the extent and limitation of programs and apply eligibility criteria
- interact professionally with integrated service delivery program stakeholders
- deliver services according to organisational standards, requesting assistance as appropriate
- apply information sharing and privacy protocols

Consistency in performance

Competency should be demonstrated by delivering services in a range of settings over time.

Context of and specific resources for assessment

Assessment must comply with:

- applicable regulations and codes
- workplace procedures and protocols

Access may be required to:

- a workplace environment or one that closely resembles normal work practices and replicates the range of conditions likely to be encountered when implementing an integrated service delivery program, including coping with difficulties, irregularities and breakdowns in routine
- relevant legislation, policy and procedures for stakeholders and partners of the integrated service delivery program
- specific court practice procedures, agreements, plans and policy for an integrated service delivery program
- scenarios and/or case studies to capture the range of situations and issues likely to be encountered
- relevant communication and reporting systems

Guidance information for assessment

The following assessment methods are suggested:

- oral questioning about relevant programs, roles of stakeholders, and eligibility criteria
- observation of the candidate providing services in a range of

contexts to ensure achievement of the unit outcomes

- feedback from peers and/or supervisor that the candidate consistently applies relevant workplace procedures
- review of records completed by candidate or reports of performance

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency that are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.

Range Statement

<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below. 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) may also be included.</p>	
<p><i>Stakeholders and partners</i> may include:</p>	<ul style="list-style-type: none"> • external agencies under contract • government departments • police • local councils • individuals • community representatives • welfare and other associated agencies • treatment centres, including: <ul style="list-style-type: none"> • drug and alcohol • mental health
<p><i>Assessment protocols</i> may include:</p>	<ul style="list-style-type: none"> • medical or professional referral • presiding officer referral or order • interview with applicant for services • application form • means testing
<p><i>Communication strategies</i> may include:</p>	<ul style="list-style-type: none"> • active listening • positive non-verbal actions • timeliness • plain English • accurate information
<p><i>Legal accountability</i> may include:</p>	<ul style="list-style-type: none"> • provide services • provide information • change hearing dates • lodge documents
<p><i>Relevant persons</i> may include:</p>	<ul style="list-style-type: none"> • agreed mediator • own supervisor or manager • program director

Unit Sector(s)

Not applicable.

Competency field

Courts.