



Australian Government

Department of Education, Employment and Workplace Relations

PSPGSD405A Introduce the government service delivery model

Revision Number: 2

PSPGSD405A Introduce the government service delivery model

Modification History

PSPGSD405A Release 2: Layout adjusted. No changes to content.
PSPGSD405A Release 1: Primary release.

Unit Descriptor

This unit covers introduction of the government service delivery model by staff working as the first point of contact between applicants and the government. It includes agreeing on the initial service offer, establishing or updating of accounts, and providing personalised service. In practice, introduction of the government service delivery model may overlap with other generalist and specialist work activities, such as working ethically, complying with legislation, applying government processes, gathering and analysing information etc. This is a new unit of competency, added to the *Government Service Delivery* Competency field of the Training Package in 2004.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Agree on initial service offer	<p>1.1 <i>Needs</i> are profiled and entitlement eligibility, outcome and <i>compliance risk</i> are assessed in accordance with <i>legislation, policy and procedures</i>.</p> <p>1.2 <i>Service options</i> are identified to suit applicant needs and entitlements and preferred business delivery channel is established.</p> <p>1.3 Personal information is recorded in accordance with legislation and organisational procedures.</p> <p>1.4 Applicant options are researched and <i>advice</i> is obtained when necessary in accordance with organisational policy and procedures.</p> <p>1.5 Handover of applicants' accounts is negotiated with other staff.</p>
2. Establish and/or update accounts of service recipients	<p>2.1 System tools and business management systems are used to record and process services requested and delivered.</p> <p>2.2 <i>Information for statutory or performance reporting</i> is provided in the required format and timeframes.</p> <p>2.3 Action is taken to prevent and identify any debts to and initiate withholdings for recovery in accordance with legislation and organisational procedures.</p>
3. Provide personalised service	<p>3.1 Initial encouragement is provided to those identified as having a <i>participation requirement</i>.</p> <p>3.2 <i>Adverse decisions</i> are communicated in a professional manner in line with organisational policy and procedures.</p> <p>3.3 Motivational interviewing and questioning is employed.</p> <p>3.4 Referrals are made to <i>external service providers</i>, and services relevant to the life event are brokered in a timely manner.</p> <p>3.5 Liaison is undertaken with other staff to ensure the best service commencement outcome.</p>

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- the range of circumstances and complexity of needs in the context of government service delivery
- special needs of applicants
- mutual obligations, rights and responsibilities
- the range of service options
- system tools and business systems for establishing and updating accounts
- methods of preventing or minimising debt
- legislation, policy, procedures and protocols relating to government service delivery, including occupational health and safety and environment
- principles of equal employment opportunity and diversity

Skill requirements

Look for evidence that confirms skills in:

- reading complex, formal documents such as legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information to assess eligibility and research service options
- communicating with a range of audiences for purposes such as liaison, referral, handover of information, communicating adverse decisions etc
- undertaking motivational interviewing and questioning of people from diverse backgrounds
- responding to diversity, including gender and disability
- identifying and responding to debt
- using system tools and business systems
- applying workplace safety procedures in the context of government service delivery

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:

PSPETHC401A Uphold and support the values and principles of public service

PSPGOV406B Gather and analyse information

PSPGOV422A Apply government processes

PSPGSD401A Identify and select government service delivery options

PSPGSD403A Conduct government service delivery interviews

PSPLEGN401A Encourage compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- introduction of the government service delivery model in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to government service delivery
- case studies and workplace scenarios to capture the range of circumstances and cases likely to be encountered

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when introducing the government service delivery model, including coping with difficulties, irregularities and breakdowns in routine
- introduction of the government service delivery model in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

- Needs*** may include:
- income support
 - rent assistance
 - family support
 - supported/crisis accommodation
- Compliance risk*** may include:
- assessment of barriers to compliance
 - previous history
- Legislation, policy and procedures*** may include:
- service level agreements with client departments
 - participation agreements between personal advisers and clients
 - statutory or legislative provisions
 - Centrelink Development Agreement 2002 - 2005, or as revised
- Service options*** may include:
- income support
 - rent assistance
 - family support
- Advice*** may include:
- interpretation of legislation
 - process
 - expert information
- Information for statutory or performance reporting*** may include:
- data relating to agency key performance indicators
 - proof of identity
- Participation requirement*** may include:
- looking for work
 - completing job seeker diary
- Adverse decisions*** may include:
- non-eligibility for income support or other government services
 - breaches
 - debt recovery
- External service providers*** may include:
- health professionals
 - social workers
 - psychologists

Unit Sector(s)

Not applicable.

Competency field

Government Service Delivery.