



**Australian Government**

# **ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces**

**Release: 1**

# ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces

## Modification History

| Release   | Comments                                                                                |
|-----------|-----------------------------------------------------------------------------------------|
| Release 1 | This version released with ACM Animal Care and Management Training Package Version 4.0. |

## Application

This unit of competency describes the skills and knowledge required to manage personal wellbeing and psychological health and safety in workplaces involving animals. It includes identifying the hazards and challenges of the work, developing a proactive self-care action plan and contributing to positive support strategies.

The unit applies to individuals who work with animals in a range of environments and facilities, performing individual and team activities. They work under broad direction and take responsibility for their own work.

All work must be carried out to comply with workplace procedures according to Commonwealth and state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace.

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

## Pre-requisite Unit

Nil

## Unit Sector

General Animal Care (GEN)

## Elements and Performance Criteria

| Elements                                         | Performance Criteria                                                                                   |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify psychological hazards and challenges | 1.1 Identify psychological health and safety hazards relevant to workplaces involving animals          |

| Elements                                                        | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>                | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                                                                                  |
| working in an animal care environment                           | 1.2 Recognise general signs in people that indicate psychological health and safety concerns<br>1.3 Recognise sources of work-related stress and personal responses to challenges in own sector or workplace<br>1.4 Identify the potential impact of psychological health and safety issues on individuals, teams and the workplace                                                                                                                     |
| 2. Develop an action or self-care plan to manage wellbeing      | 2.1 Explore strategies for promoting positive psychological health and wellbeing used at management, team or individual level at the workplace<br>2.2 Identify and select strategies to promote psychological health and wellbeing<br>2.3 Develop a holistic action or self-care plan to address stressors and promote psychological health and wellbeing<br>2.4 Identify available internal workplace and community or industry supports and resources |
| 3. Support positive communication and relationships with others | 3.1 Contribute to positive interactions and communications in the work environment<br>3.2 Recognise and respond to the emotional state of colleagues or clients in a supportive manner<br>3.3 Seek assistance to support self or others using available internal and external options and resources                                                                                                                                                     |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.*

| Skill              | Description                                                                                                                       |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Reading            | <ul style="list-style-type: none"><li>Research and interpret key information from written texts with unfamiliar content</li></ul> |
| Oral communication | <ul style="list-style-type: none"><li>Use positive verbal and body language to engage with others</li></ul>                       |

## Unit Mapping Information

| Code and title<br>current version                                                             | Code and title<br>previous version | Comments                                  | Equivalence status |
|-----------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------|--------------------|
| ACMGEN304<br>Promote positive<br>wellbeing in self and<br>others in animal care<br>workplaces | Not applicable                     | Developed in response to<br>industry need | Newly created      |

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

# Assessment Requirements for ACMGEN304 Promote positive wellbeing in self and others in animal care workplaces

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## Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- reported on a technique or strategy used to handle a stressful or emotional workplace hazard or challenge for:
  - one situation faced by an individual involving animals relating to one of the following: trauma, neglect, critical incident, palliative care, euthanasia, attachment, relocation or movement, loss or grief
  - one situation dealing with a colleague, client or member of the public relating to a situation with an animal and ethical dilemma
- developed a self-care action plan based on a case study.

## Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- basic concepts and features of:
  - emotional intelligence and resilience
  - evidence-based theory or frameworks of wellbeing
  - positive psychology
- sources of stress in an animal care and management workplace, including:
  - exposure to trauma, adversity or critical incidents involving animals
  - exposure to palliative care and euthanasia
  - attachment, loss and grief
  - dealing with behaviour of clients, colleagues or public in relation to animals
  - managing expectations and ethical dilemmas
- basic overview of mental health issues experienced by people in animal care and management industries, including:

- depression, anxiety, irritability, stress, grief
- compassion fatigue
- physical and mental exhaustion – burn-out and fatigue
- substance use
- suicide
- potential warning signs of coping issues, including:
  - lack of energy, difficulty concentrating, increased errors
  - performance changes, absenteeism, spending too little or too much time at work
  - difficulty sleeping, insomnia
  - client or customer complaints
  - substance use
- self-care strategies and techniques, including:
  - recognising own emotions and responses; practising self-compassion
  - physical health, exercise, diet and nutrition
  - complementary and alternative health options, including mindfulness, gratitude
  - work-life balance strategies
  - work planning, prioritisation techniques, time management strategies
  - fostering positive social relationships
  - counselling, personal therapy and/or debriefing
- services available for referral, including:
  - within the organisation, including employee assistance program
  - external community, medical and emergency support
- key legislative requirements for work-related psychological health and safety, including:
  - concept of duty of care
  - overview of Safe Work Australia national guidance material and relevant state/territory laws
  - legal rights relating to the Fair Work Act.

## Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
  - an animal care workplace setting or an environment that accurately represents workplace conditions and promotes safe interpersonal interactions
- resources, equipment and materials:
  - case study information
  - formats for self-care action plan
- relationships:
  - relevant colleagues and clients to interact with.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

In addition, the following specific assessor requirements apply to this unit:

- assessors must have evidence of undertaking a mental health first aid program, or hold equivalent related qualifications. (Refer to the ACM Companion Animal Implementation Guide for advice.)

## **Links**

Companion Volumes, including Implementation Guides, are available at VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d15410>