



Australian Government

CHCAGE003 Coordinate services for older people

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Removed pre-requisites. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge to provide services to an older person. It involves following and contributing to an established individual plan.

This unit applies to workers in a residential or community context, or those in personal care or support services that work with older people. Work performed requires some discretion and judgement and is carried out under regular direct or indirect supervision.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

Coordinate the delivery of the individualised plan

1.1 Identify and prioritise the needs, goals and preferences of the older person outlined in the individualised plan

1.2 Coordinate services and support activities in consultation with the older person and colleagues

1.3 Outline and clarify all service providers' understanding of the individualised plan and their roles and responsibilities

1.4 Recognise signs consistent with financial, physical or

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

emotional abuse or neglect of the older person and respond in line with organisation guidelines

2. Liaise and negotiate with appropriate personnel and service providers

2.1 Support the older person to access and negotiate resources in order to deliver identified services

2.2 Support the older person to access community support agencies to facilitate the achievement of established goals

2.3 Recognise when a service and/or support worker is no longer able to provide the level of service required and take action to minimise disruption to service delivery

3. Support family and carers

3.1 Recognise the impact of support issues on the carer/s and families and refer appropriately

3.2 Provide support and respite for carer/s

4. Coordinate feedback

4.1 Explain to all service providers the mechanism/s for providing feedback on the effectiveness of the individualised plan

4.2 Obtain feedback from service providers on the effectiveness of the individualised plan and report to supervising health professional

4.3 Seek feedback from the older person and/or their advocate and report to supervising health professional

4.4 Support the older person to seek advice and assistance from relevant health professionals when their goals are not being reached

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCAGE003 Coordinate services for older people

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- coordinated the service needs for at least 3 older people requiring varying levels or types of support

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- the social model of disability
- aspects of elder abuse, including:
 - indications of neglect or abuse
 - emotional impact of abuse
 - appropriate management of issues surrounding abuse
- manifestations and presentation of common health problems associated with ageing, appropriate actions in response to these problems and when to refer
- role and function of various relevant health professionals
- relevant community and support services
- principles and practices of case management
- organisation standards, policies and procedures
-

Assessment Conditions

Skills must have been demonstrated in an ageing support workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe, impractical or threatens the dignity of the older person. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - individualised plans and any relevant equipment outlined in the plan
 - organisation guidelines for abuse or neglect

Overall, assessment must involve workplace interactions with older people, colleagues, families/carers and working with the older person's individualised plan.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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