



Australian Government

Assessment Requirements for CHCAGE009 Provide services for older people

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide services according to an individualised plan for at least three older people requiring different levels or types of support, including provision of support to their family, carer or others identified by the person
- seek feedback and report on effectiveness of service provision to each of the above older people.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- aspects of elder abuse:
 - indications of neglect and abuse
 - emotional impact of abuse
 - management and reporting 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 health professionals and services involved in the provision of services to older people:
 - families, carers and others identified by the person
 - colleagues
 - health professionals and services
 - community and other support services
- support services for families and carers
- principles and practices of case management
- mechanisms used to seek feedback from older people and others regarding the effectiveness of an individualised plan
- scope and breadth of assistive technologies used across the life domains, including but not limited to:
 - self-care
 - continence and hygiene
 - communication

- mobility and transferring
- cognition and memory loss
- vision and hearing
- daily living activities
- recreation and leisure
- education and employment
- home and other environments
- eating and drinking
- pressure area management
- carer support
- role of assistive technologies in supporting a person's life activities:
 - maintaining and promoting independence
 - enabling inclusion and participation
- legal and ethical considerations and organisational policies and procedures for working with older people:
 - duty of care
 - dignity of risk
 - human rights
 - privacy, confidentiality and disclosure
 - work health and safety
- organisational policies and procedures for:
 - provision of service and support activities
 - documentation, including the importance of accurate, objective and appropriately detailed records
 - storage of information
 - referrals.

Assessment Conditions

Skills must be 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.

Assessment must ensure access to:

- individualised plans for the support of older people
- facilities, equipment and resources relevant to individualised plans that are used within an ageing support workplace
- organisational policies and procedures
- opportunities for engagement with older people and their family, carer, others identified by the person and others involved in service provision.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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