



Australian Government

CHCCCS004 Assess co-existing needs

Release: 2

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Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> . Amended modification history and mapping. Equivalent outcome.
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. Merged CHCCS416B/CHCCS500B/CHCCS504B. Significant change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to assess the diverse and multi-faceted needs of people and determine both internal and external services required to meet those needs.

This unit applies in a range of community service contexts.

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.

1. Prepare for assessment

1.1 Identify and prepare assessment tools and processes according to organisation policy and procedures

1.2 Gather existing information about the person

1.3 Seek additional information from specialists and other sources as required to determine the range of issues that may be affecting the person

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

1.4 Organise practical aspects of assessment in consultation with the person being assessed

1.5 Provide information about the assessment process to the person and obtain consent

2. Analyse the person's needs using a collaborative approach

2.1 Work within scope of own role and seek assistance from colleagues and experts as required

2.2 Empower the person to identify and prioritise their own needs

2.3 Evaluate needs based on full range of relevant information

2.4 Identify and analyse complex, multiple and interrelated issues

2.5 Evaluate issues of urgency and eligibility

2.6 Assess potential risk factors for service delivery

3. Determine appropriate services

3.1 Consider service delivery and referral options from strengths-based perspective

3.2 Evaluate internal capability and other service networks to determine best fit for the person

3.3 Provide the person with service information and support their decision making process

3.4 Encourage the person to advocate on their own behalf to access services

4. Complete reporting

4.1 Document the outcomes of the assessment process according to organisation procedures

4.2 Maintain and store the person's information according to confidentiality requirements

4.3 Provide the person's information to other services according to consent and confidentiality requirements

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

5. Evaluate assessment and referral processes

5.1 Seek feedback about assessment processes from the person and other networks

5.2 Monitor processes and their outcomes in terms of success in meeting the person's needs

5.3 Routinely seek feedback and reflect on own performance

5.4 Use feedback and own evaluation as a basis for improving processes

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 CHCCCS004 Assess co-existing needs

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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:

- assessed and appropriately responded to the requirements of at least 3 people presenting with co-existing needs
- used analytical and critical thinking skills in each case:
 - applying a strengths-based approach to assessment
 - analysing information about co-existing issues
 - making evidence-based judgements about the person's needs

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:

- different types of assessment and their use in different contexts
- assessment process:
 - roles and responsibilities of different people
 - impact of the setting on the process

- roles and types of assessment tools
- ways of collecting information
- validity and reliability requirements
- reporting requirements and formats
- nature and impact of diverse and multi-faceted needs and issues affecting client groups, and potential interrelationships between them, including:
 - mental health
 - alcohol and other drugs
 - imprisonment
 - child protection
 - family violence
 - homelessness
 - poverty
 - health
 - age
 - disability
 - behaviours of concern
 - employment
 - culture and religion
- common service requirements and basic features of those services including:
 - employment
 - physical and mental health
 - housing
 - community support
 - social inclusion
 - education and training
 - financial support
- networks and specialist services available
- legal and ethical considerations relating to assessment processes, including:
 - privacy, confidentiality and disclosure
 - duty of care
 - informed consent

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit, including:

- use of suitable facilities, equipment and resources, including:
 - organisation policies and procedures
 - use of peoples information on which to base assessment

- individualised plans and any relevant equipment outlined in the plan
- assessment tools and processes
- modelling typical workplace conditions and contingencies, including:
 - interactions with people with a range of needs
 - typical workplace reporting processes

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

Links

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