



**Australian Government**

# **CHCCCS004 Assess co-existing needs**

**Release: 2**

## CHCCCS004 Assess co-existing needs

### Modification History

| Release   | Comments                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release 2 | This version was released in <i>CHC Community Services Training Package release 3.0</i> .<br>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.<br>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>