



Australian Government

CHCCCS006 Facilitate individual service planning and delivery

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. 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 contribute to the development, implementation and review of individualised support.

This unit applies to workers in a range of community services and service delivery contexts. Work will involve collaborating with the person requiring support and other people involved in the support network. Service needs may be complex or multiple.

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. Establish and maintain relationships

1.1 Conduct interpersonal exchanges in a manner that develops and maintains trust and goodwill

1.2 Maintain confidentiality and privacy of the person within organisation policy and protocols

1.3 Recognise and respect diverse and multi-faceted needs of the individual and collaborate with other service

ELEMENT**PERFORMANCE CRITERIA**

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providers as needed

1.4 Provide clear and current information about service delivery and support the interests, rights and decision-making of the person in all dealings

2. Prepare for planning

2.1 Determine the physical and psychological factors relevant to the person's life stage that will influence service delivery

2.2 Explain the purpose of the planning process and discuss different service options with the person

2.3 Work with the person to determine readiness for the development of an individualised plan and select most appropriate service option

2.4 Determine who needs to be included in the planning process and organise practicalities

2.5 Collate and prepare information and distribute to relevant stakeholders as required

2.6 Liaise with the assessor of the person's requirements prior to the planning session as required

3. Plan service delivery

3.1 Respect the person's perspective, foster their strengths and capacities and promote their participation

3.2 Follow process requirements of service planning tools

3.3 Identify and confirm key aspects of individualised service delivery by working collaboratively with the person and other stakeholders to establish goals

3.4 Consider interrelated needs of the person and plan an integrated approach to service delivery

3.5 Conduct risk assessment specific to the person's circumstances, discuss with person and work collaboratively to minimise risk

3.6 Manage any conflict or differences with regard for the person's perspective

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

4. Review service delivery implementation

4.1 Consult with relevant people to assess the quality of, and satisfaction with, service

4.2 Address and report any problems with the quality of, or satisfaction with, service delivery within organisation procedures

4.3 Work with the person and relevant others to identify and respond to the need for adjustments to individualised plans

4.4 Support the person's self-determination in making adjustments to plans

4.5 Identify areas for improvement to overall service delivery implementation of organisation

5. Complete reporting requirements

5.1 Clearly record planning activities and decisions made

5.2 Prepare reports and other documentation according to organisation requirements

5.3 Maintain currency of documentation by making appropriate updates

5.4 Incorporate review findings into continuous improvement 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 CHCCCS006 Facilitate individual service planning and delivery

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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:

- worked within established guidelines to contribute to the planning and reviewing of services which meet the needs of at least 3 people
- contributed to the planning processes by communicating effectively with the person and other stakeholders using active listening and questioning

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:

- role and responsibilities of different people in the planning process:
 - person's assessor
 - carers and other support workers
 - health professionals
 - other service providers
 - service delivery workers

- human development across the lifespan and influences on service delivery
- strengths-based planning processes:
 - assessment process
 - collaborative approach
 - documentation and reporting requirements
- features and modes of service delivery:
 - range of service options
 - variations for individualised service
 - resource requirements
 - motivational goal setting
 - collaborating with other service providers to address diverse and multi-faceted needs
 - transitioning to other services
 - exiting service
- legal and ethical considerations related to planning and service delivery and how these are applied in an organisation and individual practice, including:
 - duty of care
 - privacy, confidentiality and disclosure
 - safety and security
- risk management considerations and ways of minimising risk:
 - environmental
 - physical
 - physiological
- continuous improvement processes

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:

- use of suitable facilities, equipment and resources, including:
 - planning and service delivery policies and procedures
 - planning templates and tools
 - individualised plans and any relevant equipment outlined in the plan

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

Links

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