



Australian Government

CHCCCS007 Develop and implement service programs

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 engage consumers, analyse service needs of particular groups and develop programs and services to meet those needs.

This unit applies to workers coordinating or managing teams and operations in varied service delivery 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. Engage consumers in the analysis of service needs

- 1.1 Develop a plan for consumer participation and engagement in decisions about service provision
- 1.2 Investigate the needs of individuals as the basis for service provision in line with consumer participation and engagement plan
- 1.3 Recognise processes and communications that may be a barrier to consumer participation and develop

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mechanisms to overcome these

1.4 Interact and consult with people accessing the service to monitor changing needs so they can be addressed

1.5 Consult and collaborate with other services and networks to address multi-faceted needs of individuals and client groups

1.6 Evaluate broader organisation context and its impact on service delivery

2. Develop programs

2.1 Facilitate input to program development from internal and external stakeholders

2.2 Engage people accessing programs in management processes and develop formal arrangements as required

2.3 Incorporate consideration of individual differences, rights, needs and preferences in the planning processes

2.4 Integrate both internal and external services as required

2.5 Determine financial, human and physical resource requirements

2.6 Develop supporting systems and procedures

2.7 Develop and integrate service evaluation methods, including mechanisms for feedback from people accessing service programs

2.8 Document program identifying priorities, timelines and responsibilities

3. Implement and monitor programs

3.1 Communicate roles and responsibilities to relevant stakeholders

3.2 Facilitate provision of training to support implementation

3.3 Monitor service delivery against agreed objectives and budgetary frameworks

3.4 Make user interactions and feedback an integral part of ongoing monitoring

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Elements define the essential outcomes

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

3.5 Identify and address problems in addressing the needs of service users in accordance with organisation procedures

3.6 Maintain relevant program and service delivery documentation

4. Evaluate programs

4.1 Assess capacity of programs to meet objectives

4.2 Seek and evaluate feedback from those using the service and other stakeholders

4.3 Modify programs as needed to meet changing requirements within policy and budgetary frameworks

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>