



Australian Government

CHCCCS008 Develop strategies to address unmet needs

Release: 1

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Modification History

Release	Comments
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. New unit.

Application

This unit describes the skills and knowledge required to assess unmet needs of individuals and to develop and monitor individualised plans in response.

This unit applies to workers in a range of community services 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. Identify potential unmet needs

1.1 Recognise signs that the person may have unmet needs

1.2 Determine information needed to inform full assessment of unmet needs

1.3 Establish ways of gathering information to confirm the scope and nature of the unmet needs

1.4 Identify other people who should be involved in the assessment process and facilitate their involvement

1.5 Collect information to support reporting, analysis and development of individualised plans for the person

2. Develop individualised strategies to meet the person's

2.1 Contribute to the development of proactive support strategies that respect the dignity, rights and personal

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

needs

choices of the person

2.2 Incorporate approaches to address impaired social judgement and decision-making capacity where necessary and use a directive approach to setting limits and boundaries

2.3 Integrate individual active, reactive and crisis responses based on individual needs

2.4 Develop responses according to duty of care, ethical and legal requirements

2.5 Consult with colleagues and stakeholders as an integral part of the planning process

2.6 Document in formalised individualised plan

3. Monitor effectiveness of individualised plans

3.1 Monitor effectiveness of strategies in developing and maintaining positive and adaptive responses

3.2 Monitor effectiveness of strategies in reducing risk of harm to the person and others

3.3 Identify level of intrusion on the person's dignity and self-esteem and report to the appropriate person

3.4 Review individualised plans and recommend modifications as required in consultation with appropriate staff and stakeholders

4. Complete reporting requirements

4.1 Prepare reports and other documentation according to organisation requirements

4.2 Maintain currency of documentation by making appropriate updates

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 CHCCCS008 Develop strategies to address unmet 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:

- developed strategies in response to at least 3 different situations of unmet needs of a person

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:

- indicators that a person has unmet needs
- factors that may contribute to unmet needs, including:
 - physical well being
 - emotional well being
 - environmental context
 - medications
 - conditions and dual diagnosis
- principles and practices that focus on addressing individual unmet needs:
 - methods of data collection
 - functional/cognitive assessment
 - features and inclusions of support plans
 - specific response strategies:
 - ecological manipulations
 - focussed support

- positive programming
- reactive strategies
- competency and image enhancement as a means of addressing devaluation
- strengths-based support approaches
- specialist services and referral options
- organisation policies and procedures for reporting incidents and accidents
- legal and ethical considerations relevant to individualised planning and support, and how these are applied in an organisation and individual practice, including:
 - duty of care
 - individual rights and equality
 - constraint
 - imprisonment
 - abuse

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modeling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

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

Links

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