



Australian Government

CHCCCS009 Facilitate responsible behaviour

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. 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 monitor individuals, respond to behaviours of concern, deal with conflict and support responsibility for behaviour management and change.

This unit applies to workers who work directly with people 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. Observe individuals

1.1 Use formal and informal methods to observe and monitor individuals

1.2 Recognise situations for potential conflict and identify appropriate preventative and defusing strategies that can be employed

1.3 Evaluate the person's behaviour and interactions in a fair, objective and consistent manner

1.4 Ensure decisions on action are consistent with available evidence and organisation policies

1.5 Seek specialist advice and make necessary referrals

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Manage conflict

2.1 Conduct interactions with individuals in a fair, just, humane, equitable and positive manner

2.2 Use communication strategies with individuals for effective interaction and problem solving

2.3 Consider cultural sensitivities and adapt style and language to accommodate different cultural values and practices

2.4 Identify potential causes of conflict and use a range of appropriate and effective defusing responses

2.5 Use negotiation techniques to divert and minimise aggressive behaviour

2.6 Use negotiation to examine cause and effect and encourage appropriate responsibility and accountability for behaviour and its outcomes

3. Respond to behaviours of concern

3.1 Challenge behaviours of concern and clearly outline options and opportunities to change with positive encouragement

3.2 Confirm using clear, calm and objective language the implications of continuing behaviours of concern

3.3 Follow procedures to ensure personal safety of self, the individual, colleagues and others

3.4 Select strategies and responses for their potential to provide role models and examples of confident assertive behaviour

3.5 Carry out interventions based on an analysis of the situation and organisation policies and procedures

4. Complete reporting requirements

4.1 Report incidents in a manner that complies with policy, procedures and legislation

4.2 Prepare reports and other documentation according to organisation requirements

4.3 Maintain currency of documentation by making

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Elements define the essential outcomes

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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>