



Australian Government

CHCCCS011 Meet personal support 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. 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 determine and respond to an individual's physical personal support needs and to support activities of daily living.

This unit applies to workers who provide support to people according to an established individualised plan in any community services context. Work performed requires some discretion and judgement and may be carried out under regular direct or indirect supervision.

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. Determine personal support requirements

- 1.1 Review individualised plan and confirm required equipment, processes and aids
- 1.2 Identify requirements outside of scope of own role and seek support from relevant people
- 1.3 Consider the potential impact that provision of personal support may have on the person and confirm with supervisor
- 1.4 Consider specific cultural needs of the person
- 1.5 Consider specific physical and sensory needs of the person

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

1.6 Identify risks associated with the provision of support and confirm with supervisor

2. Maximise participation

2.1 Discuss and confirm person's own preferences for personal support in a positive way

2.2 Consider and confirm the person's level of participation in meeting their personal support needs

2.3 Provide the person with information to assist them in meeting their own personal support needs

3. Provide personal support

3.1 Safely prepare for each task and adjust any equipment, aids and appliances

3.2 Take account of identified risks in the provision of personal support and technical support activities

3.3 Identify and respond to routine difficulties during support routines, and report more complex problems to supervisor

3.4 Identify changes in the person's health or personal support requirements and report to supervisor

3.5 Work with the person and supervisor to identify required changes to processes and aids

3.6 Maintain confidentiality, privacy and dignity of the person

4. Complete reporting and documentation

4.1 Comply with the organisation's reporting requirements, including reporting observations to supervisor

4.2 Complete and maintain documentation according to organisation policy and protocols

4.3 Store information according to organisation policy and protocols

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 CHCCCS011 Meet personal support 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:

- safely supported at least 2 individuals by performing the activities outlined in the performance criteria of this unit. This includes following support requirements of an established individualised plan and supporting each of the following activities:
 - bed bathing
 - dressing, undressing and grooming
 - eating and drinking using appropriate feeding techniques
 - oral hygiene
 - shaving
 - showering
 - toileting and the use of continence aids
 - using aids and equipment including devices used by the person
- performed the following hazardous manual handling scenarios at least once:
 - transferring a person between bed and chair
 - transferring a person in and out of car
 - falls recovering

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:

- different contexts for provision of personal support and impacts on the way services are provided
- role and responsibilities of the personal support providers and workers
- concepts of enablement and re-ablement
- legal and ethical requirements related to the provision of personal support, and how these are applied in an organisation and individual practice:
 - privacy, confidentiality and disclosure
 - duty of care
 - work health and safety, including manual handling
- basics of:
 - body hygiene
 - grooming
 - oral hygiene
 - human body system
- personal safety and security risks associated with provision of personal support and strategies to minimise those risks
- features, functions and safe use of equipment and aids used in provision of personal support and devices used by the person including the importance of adjusting equipment and aids to the needs of the individual
- techniques for completing physical support routines
- infection control procedures
- organisational reporting technologies

Assessment Conditions

Skills must have been demonstrated in a relevant workplace that provides personal support services to people, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe, impractical or threatens the dignity of the person. The following conditions must be met for the unit:

- use of suitable facilities and resources including:
 - individualised plans specifying different personal support needs
 - equipment outlined in individualised plans
- modelling of industry operating conditions including involvement of real people when simulating the provision of service and equipment use

Overall, assessment must involve some real interactions with people who require personal support.

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

Links

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