



Australian Government

CHCCCS016 Respond to client 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 respond holistically to client needs. Clients may have a range of issues outside and in addition to the area of immediate focus or expertise of the worker and their organisation.

The unit applies to workers in a range of community services contexts who provide person-centred support to clients.

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 an interpersonal relationship with the client

1.1 Define boundaries and use communication skills to establish trust and respect

1.2 Assist the client to identify areas of concern and to determine options for action

1.3 Share information with client about options and services available to enable them to make informed decisions

2. Identify the range of issues impacting on the client

2.1 Identify indicators of harm, neglect, abuse or risk of harm

2.2 Seek information from a range of appropriate sources

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

to identify possible presenting issues

2.3 Apply organisation procedures for collecting and analysing client information

3. Analyse information to determine course of action

3.1 Identify and prioritise client's current needs and available sources of assistance

3.2 Identify organisation's capacity to meet range of client needs to be addressed

3.3 Follow relevant legislation, organisation policies and procedures and duty of care obligations and legislative requirements in responding to indicators of actual or potential risk of abuse, neglect or harm

3.4 Recognise when client needs exceed limitations of service and/or role and respond and refer within organisation policies and procedures

4. Refer client to other services to provide additional support

4.1 Identify need for additional support

4.2 Work with client to motivate, support and encourage the client

4.3 Identify sources of assistance and refer as appropriate

4.4 Follow organisation policies and procedures for transitioning or exiting from service as per organisation and legislative requirements

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 CHCCCS016 Respond to client 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:

- responded holistically to the needs of at least 5 clients

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:

- legal and ethical considerations for working with clients and how these are applied in an organisation and individual practice, including:
 - duty of care
 - dignity of risk
 - human rights
 - discrimination
 - mandatory reporting
 - privacy, confidentiality and disclosure
 - work role boundaries – responsibilities and limitations
 - work health and safety
- organisation policies and procedures for:
 - responding to indicators of actual or potential risk of abuse, neglect or harm
 - collecting and analysing client information
 - transitioning or exiting a client from the service
- identification of the impact of, and interrelationships between issues relating to:

- physical health
- mental health
- child protection
- domestic violence
- disability
- homelessness
- unemployment
- financial
- alcohol and other drugs (AOD)
- trauma
- culture and religion
- organisation requirements and referral options for working with people experiencing issues related to:
 - physical health
 - mental health
 - child protection
 - domestic violence
 - disability
 - homelessness
 - unemployment
 - AOD
 - trauma

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, the following conditions must be met for this unit:

- use of suitable facilities and resources including organisation policies and procedures
- modelling typical workplace conditions, including interactions with clients and co-workers from a range of diverse backgrounds

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

Links

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