



Australian Government

CHCCCS017 Provide loss and grief support

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 recognise and respond to the needs of people who are experiencing loss, grief and bereavement.

This unit applies to workers in a range of community services and health 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. Recognise reactions to loss and grief

1.1 Recognise reactions to loss and grief

1.2 Take into account social, cultural, ethnic and spiritual differences

1.3 Identify situations where there may be risk to the health and/or safety of the person or other people and make appropriate referrals

1.4 Identify and assess an individual's suicide risk and where necessary refer to appropriate services

2. Engage empathically

2.1 Interact with individuals with empathy, sensitivity,

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

professionalism and courtesy

2.2 Identify and respect social, cultural, ethnic and spiritual differences

2.3 Select and use verbal and non-verbal communication approaches that acknowledge the individual's emotional needs

3. Offer support and information

3.1 Identify individuals experiencing difficulty in coping with grief and trauma and link or refer them to options for further help as needed

3.2 Provide information about grief and bereavement support services and resources

3.3 Identify, suggest or use strategies for formal and informal grief and bereavement support

3.4 Obtain feedback from individual to confirm that options are clearly understood

3.5 Maintain confidentiality in line with organisation practices

4. Care for self

4.1 Monitor own stress level in relation to working in the area of grief and loss

4.2 Recognise and minimise risks to self associated with grief and bereavement support

4.3 Identify and respond to the need for supervision and debriefing

5. Review support provided

5.1 Reflect on outcomes during and after support is provided

5.2 Identify where further support is required

5.3 Review practices for continuous improvement

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 CHCCCS017 Provide loss and grief support

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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 effectively to at least 3 diverse situations of loss, grief, bereavement or trauma
- engaged with people using effective communication skills at least once that included:
 - empathic listening skills
 - verbal and non-verbal techniques
 - providing information clearly and sensitively
 - obtaining feedback to confirm understanding

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:

- spectrum of loss situations, including:
 - primary loss
 - secondary loss
 - cumulative loss
 - integration of loss
- potential impacts at the individual, family and community level, of grief, bereavement and trauma
- features and expressions of grief and how these may vary, including:

- complex grief
- disenfranchised grief
- reactions that may indicate risk of suicide and required responses
- how loss, grief and bereavement can impact on social and emotional health and well being
- social, cultural, ethnic and spiritual differences in responses to loss, grief and bereavement
- different contexts and circumstances that may be present prior to loss and their impact on grief and bereavement
- strategies and communication techniques for formal and informal grief and bereavement support
- grief and bereavement care services and information resources
- stress vulnerability model and its application to loss and grief support
- self care strategies and support services for workers
- legal and ethical considerations and how these are applied in an organisation and individual practice, including:
 - duty of care
 - privacy, confidentiality and disclosure
 - work role boundaries – responsibilities and limitations

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including organisation policies, procedures and related documentation to assist in the provision of grief and loss support
- modelling typical workplace conditions and contingencies, including:
 - interactions with people from a diverse range of backgrounds
 - links to other services

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

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