



Australian Government

CHCCCS019 Recognise and respond to crisis situations

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 situations where people may be in imminent crisis, and then to work collaboratively to minimise any safety concerns and make plans to access required support services.

This unit applies to any community services worker involved in crisis intervention. Management of the crisis may involve face-to-face, telephone or remote contact with persons involved.

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 imminent crisis situations

1.1 Recognise and respond to signs indicating that there may be safety issues for people

1.2 Consider indicators from direct and indirect communications that suggest the presence of safety issues

1.3 Ask directly about safety issues whenever there are grounds for concern, and take immediate action based on organisation's procedures

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Address immediate safety concerns

- 2.1 Listen empathetically to details of current crisis situation
- 2.2 Affirm and strengthen links to safety and living
- 2.3 Provide structure and strategies for dealing with the immediate crisis through enabling thoughts and behaviours
- 2.4 Balance collaboration and direction according to the person's current capacity for decision-making and coping
- 2.5 Identify and agree actions to reduce immediate danger and risk to others, including mobilisation of emergency assistance as required
- 2.6 Confirm that actions are legal, ethical, consistent with organisation policy and meet duty of care requirements
- 2.7 Seek advice or assistance from supervisor as required

3. Provide referral for crisis intervention support

- 3.1 Empower person to make informed choices about further help
- 3.2 Explore possible barriers to seeking or accepting help and develop responses
- 3.3 Develop a plan with the individual that includes agreed first steps to access and use informal supports and professional help
- 3.4 Refer to appropriate professionals as required
- 3.5 Complete and maintain accurate documentation

4. Care for self

- 4.1 Recognise and minimise risks to self associated with crisis support
- 4.2 Identify and respond to the need for supervision and debriefing

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 CHCCCS019 Recognise and respond to crisis situations

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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:

- been involved in crisis intervention activities on at least 3 occasions

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 consideration relevant to recognising and responding to crisis situations including:
 - duty of care
 - privacy, confidentiality and disclosure
 - work role boundaries, responsibilities and limitations
 - mandatory reporting
 - codes of practice
- organisation policies and procedures for responding to crisis situations
- types of crisis situations, including:
 - potential suicide
 - threats to harm others
 - self harm
 - received threats

- abuse, including child abuse
- domestic and family violence
- common indicators or signs of crisis in other people
- personal values, beliefs and attitudes that facilitate or impede crisis care:
 - assumptions about who may be at risk
 - common notions about crisis situations
- principles and practices of crisis intervention:
 - critical incident procedures
 - facilitating emergency interventions
 - addressing safety concerns
- referral options and procedures for accessing services
- principles and practices of self-care and supervision

Assessment Conditions

Skills must be demonstrated in a crisis support 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 resources
- modelling typical workplace conditions and contingencies, including:
 - interactions with people from a range of diverse backgrounds
 - links to other services
 - realistic, in-depth, validated industry scenarios and simulations of crisis situations

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

Links

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