



Australian Government

CHCCCS020 Respond effectively to behaviours of concern

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. Minimal 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 respond effectively to behaviours of concern of people. Skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties.

The unit applies to workers in any context exposed to difficult and challenging behaviour.

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 behaviour and plan response

1.1 Identify behaviours of concern in line with work role and organisation policies and procedures

1.2 Identify appropriate response to potential instances of behaviours of concern

1.3 Ensure planned responses to behaviours of concern maximise the availability of other appropriate staff and resources

1.4 Give priority to safety of self and others in responding to behaviours of concern

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Apply response

2.1 Ensure response to instances of behaviours of concern reflect organisation policies and procedures

2.2 Seek assistance as required

2.3 Deal with behaviours of concern promptly, firmly and diplomatically in accordance with organisation policy and procedure

2.4 Use communication effectively to achieve the desired outcomes in responding to behaviours of concern

2.5 Select appropriate strategies to suit particular instances of behaviours of concern

3. Report and review incidents

3.1 Report incidents according to organisation policies and procedures

3.2 Review incidents with appropriate staff and offer suggestions appropriate to area of responsibility

3.3 Access and participate in available debriefing mechanisms and associated support and/or development activities

3.4 Seek advice and assistance from legitimate sources as and when appropriate

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>