



Australian Government

CHCCCS021 Respond to suspected abuse

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 identify signs of possible abuse, take appropriate action according to role and responsibilities and minimise the risk of abuse to a person.

This unit applies to workers in a range of community services 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. Identify suspected abuse

- 1.1 Identify signs of suspected abuse
- 1.2 Review all available relevant information
- 1.3 Record concerns and actions taken according to organisation requirements
- 1.4 Comply with legal and organisation reporting requirements

2. Support people experiencing suspected abuse

- 2.1 Assess the actual and potential effects of suspected abuse of the person

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2.2 Explore the person's understanding and interpretation of the situation using awareness raising methods

2.3 Empower the person to seek clarification of relevant procedures, information and advice

2.4 Determine whether a course of action is required and if the person agrees to this

2.5 Obtain consent from the person or their legal representative, for any action to be taken on their behalf

2.6 Follow strategies, where appropriate, that have been developed to manage the perpetrator

2.7 Monitor and review action in accordance with organisation policy and procedures

3. Complete reporting requirements

3.1 Complete documentation according to legal requirements and organisation policy and procedures

3.2 Maintain and store documentation appropriately

4. Contribute to systems and procedures

4.1 Promote awareness of worker responsibilities to act on suspicion and disclosure of abuse

4.2 Monitor systems and procedures for their effectiveness in supporting vulnerable people

4.3 Identify and report problems with systems and procedures

4.4 Provide input to the process of improving systems and procedures

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 CHCCCS021 Respond to suspected abuse

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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:

- recognised and responded to 3 different types of suspected abuse in accordance with legal and organisation requirements

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 abuse and how these are applied in an organisation and individual practice, including:
 - duty of care
 - human rights:
 - rights to make own decisions
 - implications when people are unable to exercise their rights
 - tension between individual rights and organisation responsibility
 - informed consent
 - mandatory reporting
 - privacy, confidentiality and disclosure
- current issues and debates relating to abuse
- types of abuse:

- emotional/psychological
- financial
- physical
- sexual
- system
- abuse statistics and characteristics
- nature of people who may be more vulnerable to abuse
- different interpretations of abuse and the importance of recognising different value systems
- relationship between abuse and devaluation
- roles and responsibilities of different people in suspected abuse situations
- indicators and behaviours of people that might raise suspicion of possible abuse
- systems and procedures used to manage suspected abuse:
 - process for identifying abuse
 - actions to take if abuse is suspected
 - how to conduct an investigation into possible abuse
 - use of abuse safeguards
 - methods to raise awareness
 - reporting systems
- sources of authoritative information and guidance

Assessment Conditions

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

- use of suitable facilities, equipment and resources, including:
 - organisation policies, protocols and procedures for responding to abuse
 - government policies and guidelines
- modelling of industry operating conditions, including:
 - people with whom the candidate can interact
 - suspected abuse scenarios
 - links with other services

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

Links

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