



Australian Government

CHCCCS025 Support relationships with carers and families

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. Merged CHCICS410A/CHCICS304B. 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 work positively with the carers and families of people using the service based on an understanding of their support needs.

This unit applies to workers across 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. Include carers and family members as part of the support team

- 1.1 Assess and acknowledge the role and importance of carers and family members for the person
- 1.2 Work in a manner that recognises and supports carer's relationship with, and knowledge about, the person with support needs
- 1.3 Identify the knowledge and skills of the carer that complement the role of the worker
- 1.4 Involve carers and families in the design and delivery of the person's support services

2. Assess and respond to

- 2.1 Assess potential risks of change to the care
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ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

changes in the care relationship

relationship including any potential physical and psychological harm to carers and the person

2.2 Support the person, carer and family to identify and use strategies that maximise positive aspects of change and transition

2.3 Support carers, families and friends to maximise ongoing support and involvement in the life of the person

3. Monitor and promote carer rights, health and well being

3.1 Respect the confidentiality and privacy of the carer, as well as the person with support needs

3.2 Identify and respond to the need for services required by the carer to support the care relationship with the person

3.3 Identify and respond to issues that may impact on the physical and emotional health and well being of the carer

3.4 Provide carers and families with information about carer support services

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>
