



**Australian Government**

# **CHCCCS027 Visit client residence**

**Release: 1**

## CHCCCS027 Visit client residence

### Modification History

| Release   | Comments                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release 1 | <p>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.</p> <p>Merged HLTRAH302C/CHCCH522B. Minimal change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.</p> |

### Application

This unit describes the skills and knowledge required to make visits to clients to assess needs and/or deliver services in their place of residence.

This unit applies to workers who are required to deliver services to people in their home or in any temporary or permanent community residence. Work may be directed under regular (direct, indirect or remote) supervision.

*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. Prepare for visit

1.1 Check that the person is expecting and prepared for a visit at the agreed time

1.2 Clarify purpose of visit and history of the person in relation to unexpected issues and needs

1.3 Prepare equipment, resources and/or documents required for the purpose of the visit and contingencies

1.4 Allow time in schedule for contingencies

1.5 Assess factors related to security of the place of residence and check that entry to the place is ensured

1.6 Ensure co-worker(s) are aware of intended time and

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place of visit and mobile contact details

**2. Undertake visit**

2.1 Obtain entry to the place of residence, check for hazards to own and others' health and safety and implement controls to manage risk

2.2 Take standard precautions to control infection and, where required, take additional precautions

2.3 Demonstrate respect and sensitivity toward the person and the place of residence

2.4 Follow appropriate risk management practices when delivering services in an unfamiliar and potentially unsafe environment

**3. Establish relationship in the place of residence**

3.1 Communicate with the person to provide information, clarify purpose of visit and confirm the person's consent

3.2 Provide opportunity for the person to identify and express any issues or concerns in relation to the visit and/or associated matters

3.3 Engage appropriately with others in the place of residence in accordance with organisation policies

3.4 Deal with ethical dilemmas and behaviours of concerns in accordance with relevant policies and procedures

3.5 Deal with difficult or challenging situations appropriately and in accordance with relevant policies and procedures

3.6 Identify any health issues or areas of concern that might place the person or others at risk

**4. Follow up visit**

4.1 Document all aspects of the visit in line with organisation policies and procedures

4.2 Refer any health issues and areas of concern promptly to a supervisor

4.3 Comply with statutory and organisation reporting

**ELEMENT**

*Elements define the essential outcomes*

**PERFORMANCE CRITERIA**

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

requirements

4.4 Ensure any arrangements for follow up visits are recorded and implemented

**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 CHCCCS027 Visit client residence

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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:

- prepared and undertaken visits to 5 different people in their place of residence
- accurately documented all aspects of the visit and referred appropriately

### 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:

- issues relevant to visiting a client residence
- different types of residence
- organisation policies and procedures relating to:
  - infection control
  - reporting issues observed during visits
  - working in unfamiliar and unpredictable environments
  - working alone
  - working in home environments
  - duress
- basic home fire safety and applicable state and/or territory smoke alarm legislation
- legal and ethical requirements and how these are applied in an organisation and individual practice, including:
  - duty of care
  - dignity of risk

- human rights
- discrimination
- mandatory reporting
- practice standards
- privacy, confidentiality and disclosure
- work role boundaries – responsibilities and limitations
- work health and safety (WHS)
- work as part of a multi-disciplinary team

## Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modeling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

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

## Links

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