



Australian Government

CHCCCS029 Work with involuntary and mandated clients

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant change to knowledge evidence. Supersedes CHCFAM518B

Application

This unit describes the skills and knowledge required to confirm mandated requirements and work with the client in complex situations to support and monitor compliance, including the management of unacceptable behaviour.

This unit applies to individuals in many community services contexts who work with clients who have been directed to participate or seek interventions because of legislation or as an outcome of a court order or other mandated process.

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. Confirm scope of work

1.1 Review information to confirm service and individual worker expectations and responsibilities in relation to mandated requirements

1.2 Clarify information for the client about the required compliance in service interventions and supports

1.3 Obtain feedback on the client's level of understanding

ELEMENT	PERFORMANCE CRITERIA
	of mandated requirements 1.4 Advise clients of processes and timelines when interpretation and advice may be required from others in complex matters 1.5 Identify and respond to complexities that inhibit the client's ability to comply with mandated requirements 1.6 Clearly explain organisation policies, procedures and any limitations to the client
2. Implement strategies to assist the client with compliance	2.1 Tailor communication strategies to meet the client's needs and context 2.2 Consult with the client regularly to ensure that interactions and plans support and maximise opportunities for compliance 2.3 Identify and organise assistance required from other supports or services
3. Monitor compliance with legislative requirements and/or court orders	3.1 Monitor client compliance according to organisation policy and procedures 3.2 Examine cause and effect, and use negotiation strategies to encourage appropriate responsibility and accountability for non-compliant behaviour 3.3 Document and manage non-compliance issues and any related incidents according to organisation requirements 3.4 Discuss with supervisors concerns or repeat issues of client non-compliance according to organisation procedures
4. Manage unacceptable behaviour related to mandated compliance	4.1 Challenge unacceptable behaviour and clearly outline options and opportunities for change using positive encouragement 4.2 Confirm clearly, calmly and objectively with the client the implications of continuing unacceptable behaviour 4.3 Take actions that support the safety of all parties according to organisation procedures 4.4 Use intervention strategies according to an analysis of the situation and organisation policies and procedures

Foundation Skills

The Foundation Skills describe those required skills (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 CHCCCS029 Work with involuntary and mandated clients

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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:

- confirmed, implemented and monitored compliance requirements for at least 3 different involuntary and mandated clients
- used the following strategies for problem solving issues of non-compliance:
 - active listening
 - clear and direct verbal communication
 - persuading effectively
 - empathising
 - being appropriately assertive
 - negotiating responsively.

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 considerations for working with involuntary and mandated clients, how these are applied in organisations and individual practice:

- codes of conduct
- discrimination
- duty of care
- human rights
- mandatory reporting
- privacy, confidentiality and disclosure
- records management, internal and external, including legal agencies
- rights and responsibilities of workers, employers clients and other agencies
- specific legislation that may result in court orders for clients to receive services and consequences on non-compliance for client, worker and agency
- work role boundaries – responsibilities and limitations, and when to refer
- work health and safety, including safety management and planning strategies for management of aggressive resistant behaviour
- strategies for engaging involuntary and mandated clients that support compliant behaviour
- processes for the management of non-compliance
- types of issues that may arise when working with mandated and involuntary clients and how to respond
- types of issues and complexities that impact client ability to comply, and how to respond, including:
 - alcohol and other drugs issues
 - child care problems
 - communication issues
 - conflicting orders
 - disability
 - financial problems
 - language or other cultural factors
 - mental health issues
 - transportation issues
 - violence and/or abusive behaviour
- impact of cultural factors on behaviour in a mandated participation context
- indicators of potential conflict and crisis situations and how to de-escalate these situations
- interpersonal techniques and principles for safely and constructively challenging client non-compliance, including:
 - effective communication techniques
 - negotiation
 - conflict resolution
- reporting procedures and practices, internal and external, for working with involuntary and mandated clients
- support and referral services and specialist as well as relevant legal entities.

Assessment Conditions

Skills must have been demonstrated in the 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 information about client mandated requirements
- modelling of industry operating conditions, including:
 - scenarios that involve interactions with other people
 - scenarios that involve problem-solving.

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

Links

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