



Australian Government

CHCCCS030 Determine and respond to carer needs

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. Merged CHCRCP402A/CHCRCP403A. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant change to knowledge evidence. Supersedes CHCRCP402A/CHCRCP403A

Application

This unit describes the skills and knowledge required to establish the needs of carers and work collaboratively with them to develop and monitor carer support plans using a strengths-based, person-centred approach.

This unit applies to individuals working in carer support roles according to established organisation procedures. They may or may not be working with the care recipient.

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. Work with the carer to establish their needs

1.1 Establish a rapport with the carer through an open, empathic and confident manner

1.2 Outline the assessment process and explain how information will be used

1.3 Use active listening to gather information that enables assessment of needs and allocation of priorities

ELEMENT	PERFORMANCE CRITERIA
	1.4 Use communication that shows understanding and respect for individual differences and needs and right to self-determination 1.5 Focus discussion on the care relationship rather than the individual 1.6 Complete the assessment process according to organisation procedures and tools 1.7 Recognise and respond to situations of risk and complexity according to organisation guidelines 1.8 Document information within identified timeframe according to organisation guidelines
2. Work with the carer to develop a support plan	2.1 Determine the carer's eligibility to access available services 2.2 Identify barriers to the provision of services 2.3 Assist the carer to identify possible services and supports to address identified needs 2.4 Support the carer's strengths and abilities as well as address their needs in the planning process 2.5 Recognise and respond to carers who are reluctant to access respite or other support services 2.6 Support the carer to make informed decisions to prioritise their identified needs and select services from a range of available options 2.7 Seek advice from supervisor, as required, to determine service issues associated with assessment information 2.8 Document agreed support plan according to organisation guidelines
3. Work with the carer to implement the support plan	3.1 Address need for support and services in order of priority 3.2 Identify and collaborate with other professionals and organisations to implement support plan 3.3 Make referrals to other service providers, according to organisation and funding guidelines 3.4 Identify and use self-care strategies for responding to impactful situations
4. Review the effectiveness of	4.1 Make a reassessment of the carer's needs in response

ELEMENT

the support plan

PERFORMANCE CRITERIA

to changes in the carer or care recipient's situation

4.2 Working with the carer, re-prioritise the carer's needs based on the reassessment

4.3 Review the carer support plan and document changes according to organisation procedures

4.4 Reflect on learning from individual situations and use to inform future practice

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>