



Australian Government

Assessment Requirements for CHCCCS031 Provide individualised support

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide personal support to people with individualised plans, using aids and equipment including devices used by the person, to undertake each of the following in the workplace on three occasions, with simulation to occur prior to being assessed in the workplace, as described in the assessment conditions:
 - dressing, undressing and grooming
 - eating and drinking using required mealtime assistance techniques and equipment, ensuring client has physical access
 - oral hygiene
 - showering
 - toileting and the use of continence aids
 - using slide sheets, hoists, slings and lifters
 - transferring a person between bed and chair
 - transferring a person from seated to standing
- provide personal support to people with individualised plans, using aids and equipment including devices used by the person, to undertake each of the following in a simulated workplace on two occasions:
 - bed bathing
 - shaving
 - transferring a person in and out of car
 - falls recovery and
 - assisting a person to take pre-packaged medication
- when performing the above tasks:
 - confirm support requirements and preferences with the person, their family, carer or others identified by the person
 - perform risk assessment and engage additional assistance as required
 - prepare required equipment, aids and appliances according to the individualised plan
 - provide support in a manner that upholds the rights and dignity of the person and considers duty of care and dignity of risk
 - monitor support in collaboration with the person, confirming any requirements for change and reporting or referring according to organisational policies and procedures

- complete required documentation and reporting according to organisational policies and procedures.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- rationale and processes underpinning individualised support planning and delivery:
 - basic principles of person-centred practice, strengths-based practice and active support
 - principles of respectful behaviour
 - documentation and reporting requirements
- roles and responsibilities of different people and the communication between them:
 - person being supported
 - family and carer
 - health professionals
 - support workers
 - supervisors
- service delivery models in the relevant sector
- legal and ethical requirements and how these are applied in an organisation and individual practice:
 - privacy, confidentiality and disclosure
 - duty of care
 - dignity of risk
 - human rights
 - discrimination
 - mandatory reporting
 - medication
 - work role boundaries, responsibilities and limitations
- processes and procedures for providing support in the following areas according to an individualised plan:
 - bed bathing
 - dressing, undressing and grooming
 - eating and drinking using appropriate mealtime techniques and equipment
 - mobility
 - oral hygiene and assisting with oral care:
 - how to look after natural teeth and gums
 - denture removal, cleaning and insertion
 - recognising ill-fitting dentures
 - effective brushing and alternatives to brushing
 - shaving
 - showering

- toileting and the use of continence aids
- using aids and equipment including devices used by the person
- ensuring the person has physical access to necessary aids, equipment and other items required for support
- procedures for hazardous manual handling scenarios:
 - using slide sheets, hoists, slings and lifters
 - transferring a person between bed and chair
 - transferring a person from seated to standing
 - transferring a person in and out of car
 - falls recovery
- restrictive practices:
 - what constitutes a restrictive practice
 - legislative and regulatory requirements
 - organisational policies and procedures relating to restricted practices
 - positive strategies
 - ethical considerations
 - documentation requirements
- organisational policies and procedures for:
 - infection control
 - assembly of equipment, aids and appliances
 - privacy and confidentiality of personal information
 - monitoring support activities and confirming requirements for change
 - referrals
 - documenting and reporting
- factors that affect people requiring support
- procedures for assisting a person to take medication pre-packaged by a pharmacist:
 - right person
 - right time
 - right route
 - right to refuse
 - right to be educated
 - package is not tampered with
 - medication is within expiry date
 - escalation if a person is unable to take medication
 - reporting and documenting:
 - adverse reactions to medication
 - refusal of medication
- practices that support skill maintenance and development
- indicators of unmet needs and ways of responding

- scope and breadth of assistive technologies used across the life domains, including but not limited to:
 - self-care
 - continence and hygiene
 - communication
 - mobility and transferring
 - cognition and memory loss
 - vision and hearing
 - daily living activities
 - recreation and leisure
 - education and employment
 - home and other environments
 - eating and drinking
 - pressure area management
 - carer support
- role of assistive technologies in supporting a person's life activities:
 - maintaining and promoting independence
 - enabling inclusion and participation
- risk management considerations and ways to respond to identified risks.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment as indicated in the performance evidence. Simulated environments must be designed to reflect conditions and interactions with real people in the workplace.

Tasks outlined in the performance evidence must be demonstrated in simulation prior to being assessed in the workplace.

Assessment must ensure use of suitable facilities, equipment and resources, including:

- facilities, equipment and resources that reflect real working conditions and industry operating conditions and contingencies
- organisational policies and procedures
- individualised plans
- equipment and resources outlined in individualised plans
- opportunities for engagement with people receiving support services according to an individualised plan or people who participate in simulations and scenarios that involve provision of support services according to an individualised plan.

Assessment tasks for this unit must be developed in collaboration with a health professional and carried out according to standards and guidelines that apply to the health and community services industries. Further detail may be found in the CHC Training Package Companion Volume.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>