



Australian Government

CHCCCS037 Visit client residence

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to make visits to care recipients to 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 carried out under direct, indirect or remote supervision.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Client Care and Support

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Prepare for visit.

PERFORMANCE CRITERIA

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

- 1.1. Contact care recipient to agree time of visit.
- 1.2. Review the person's record to clarify purpose of visit and history of the person in relation to unexpected issues and needs.
- 1.3. Prepare equipment, resources and documents required for the purpose of the visit and contingencies.
- 1.4. Allow time in schedule for contingencies.
- 1.5. Check that the person is expecting and prepared for a visit at the agreed time.
- 1.6. Assess factors related to security of the place of residence and check that entry to the place is ensured.

- 1.7. Ensure co-workers are aware of intended time and place of visit and mobile contact details.
2. Undertake visit.
 - 2.1. Communicate with the person to provide information, clarify purpose of visit and confirm the person's consent.
 - 2.2. Obtain entry to the place of residence, check for hazards to own and others' health and safety and implement controls to manage risk.
 - 2.3. Take precautions to control infection according to the level of risk present.
 - 2.4. Demonstrate respect and sensitivity toward the person and the place of residence.
 - 2.5. Follow appropriate risk management practices when delivering services in an unfamiliar environment.
3. Establish relationship in the place of residence.
 - 3.1. Provide opportunity for the person to identify and express any issues or concerns in relation to the visit and associated matters.
 - 3.2. Engage appropriately with others in the place of residence in accordance with organisational policies and procedures and work health and safety standards.
 - 3.3. Deal with ethical dilemmas and behaviours of concern in accordance with organisational policies and procedures.
 - 3.4. Deal with difficult or challenging situations according to organisational policies and procedures.
 - 3.5. 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 organisational policies and procedures.
 - 4.2. Promptly refer any health issues and areas of concern relating to the person to supervisor.
 - 4.3. Comply with statutory and organisational reporting requirements.
 - 4.4. Ensure any arrangements for follow up visits are recorded and implemented.

Foundation Skills

Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CHCCCS027 Visit client residence.

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 CHCCCS037 Visit client residence

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:

- schedule, prepare for and undertake visits to five different people in their place of residence
- identify hazards or risks present during the above visits and respond according to organisational policies and procedures and work health and safety (WHS) standards
- document all aspects, make referrals and complete reports for each of the above visits according to the person's needs and organisational policies and procedures.

Knowledge Evidence

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

- issues relevant to visiting a client residence
- different types of residences
- organisational policies and procedures relating to:
 - dealing with difficult or challenging situations
 - dealing with ethical dilemmas and behaviours of concern
 - 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 or territory smoke alarm legislation
- work health and safety (WHS) standards
- legal and ethical requirements and how these are applied in an organisation and individual practice:
 - duty of care
 - dignity of risk
 - human rights
 - discrimination
 - mandatory reporting
 - practice standards

- privacy, confidentiality and disclosure
- work role boundaries, responsibilities and limitations
- work as part of a multidisciplinary team.

Assessment Conditions

Skills must be demonstrated in the workplace or a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- organisational policies and procedures
- opportunities for engagement with care recipients or people who participate in simulations and scenarios that involve provision of care in the recipient's residence.

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

Links

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