



Australian Government

CHCCDE016 Deliver emergency relief services

Release: 1

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Modification History

Release	Comments
Release 1	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. Significant changes to performance criteria New evidence requirements for assessment including volume and frequency requirements Significant changes to knowledge evidence

Application

The work described in this unit will take place within an agency or service providing emergency relief to individuals and families.

Emergency relief may be provided in a range of areas including but not limited to finance, food, shelter, managing utilities, health and disaster relief.

This unit applies to emergency relief, community work or a community development work context. Workers at this level will be part of a professional team and have the responsibility of supervision of others.

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 specify the level of performance needed to demonstrate achievement of the element.

1. Apply communication skills appropriate to emergency relief context

1.1 Communicate appropriately in order to identify client priorities and issues

1.2 Support clients to resolve their needs and issues using appropriate communication skills

1.3 Communicate mission and values of the service agency appropriately

1.4 Communicate appropriately in working with other agencies

ELEMENT**PERFORMANCE CRITERIA**

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Performance criteria specify the level of performance needed to demonstrate achievement of the element.

2. Provide emergency relief services

2.1 Assess client priorities to ensure appropriate support is recommended

2.2 Provide information to clients according to their priorities

2.3 Ensure recommended relief services are within agency's capabilities and budget to provide

2.4 Refer clients to other appropriate agencies, services and professionals, according to client's needs

2.5 Provide support and advocacy for clients according to client priorities

2.6 Provide emergency relief services according to legislative and agency procedures

3. Undertake administrative duties

3.1 Maintain networks with other agencies

3.2 Attend meetings to review agency range of services

3.3 Maintain statistics in accordance with organisation requirements

3.4 Maintain client files and financial records in accordance with organisation requirements

3.5 Mentor new volunteers in working within organisation philosophies and ethical frameworks

3.6 Undertake activities as required to support organisation mission and values

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

4. Review and monitor own work

4.1 Identify scope of work to ensure that services provided are within personal and organisation capabilities

4.2 Address diverse views and conflicts within the organisation to ensure service provision is maintained

4.3 Participate in organisation monitoring activities to enable service provision to be reviewed

4.4 Seek to address difficulties and assistance with appropriate people

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 CHCCDE016 Deliver emergency relief services

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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:

- implemented and monitored emergency relief for 2 different clients

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:

- legislation and regulation relevant to emergency relief provision
- emergency relief in a disaster context
- client confidentiality and privacy requirements
- mandatory reporting requirements as appropriate
- organisation codes of practice
- services available from the agency
- own role and responsibilities
- referral networks and their service provision
- organisations availability of internal and external emergency service provision resources and assistance
- strategies to maintain personal well being

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 modelling 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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