



Australian Government

CHCCOM001 Provide first point of contact

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. Merged CHCCS308B/HLTCOM301C. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to greet clients and exchange routine information, to prioritise the individual's needs, and to respond to immediate needs.

This unit applies to service delivery in all community services and health contexts. Workers at this level work under supervision with limited responsibility.

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. Greet and observe people

1.1 Listen to and greet people accessing service in a pleasant, respectful and accepting way

1.2 Respond to distressed people in a relaxed and calm manner and seek assistance as required

1.3 Respond appropriately to diverse people and behaviour in line with organisation requirements

1.4 Discuss any concerns or problems with supervisor

2. Follow organisational procedures to collect routine

2.1 Collect and document identifying information in accordance with organisation and confidentiality

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

client information

requirements

2.2 Discuss reasons for contact with the service

2.3 Explain and uphold rights and responsibilities of the client and confirm understanding

3. Identify priority of need

3.1 Identify urgency and nature of need and refer in accordance with organisation guidelines

3.2 Identify and respond to issues of personal safety for self, clients and others in accordance with organisation procedures and scope of own role

3.3 Recognise situations beyond the scope of role and seek assistance

4. Provide service information

4.1 Provide client with current, relevant and culturally appropriate service information

4.2 Assist clients to contact other agencies or services as appropriate to obtain further information

4.3 Ask the client if information needs have been met and provide further assistance if required

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 CHCCOM001 Provide first point of contact

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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 demonstrated evidence that the candidate has:

- provided information to 3 people presenting with multi-faceted needs
- collected and documented identifying information for 3 people accessing the service
- used communication and problem solving skills to respond appropriately to the behaviours of each of the following individuals at least once:
 - a person demonstrating aggressive behaviour
 - a person who is distressed
 - a person with a cognitive impairment

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- factors to consider when providing information and service:
 - cultural background
 - language spoken
 - literacy levels
 - disability
- strategies and techniques for dealing with problems and challenging behaviours and situations, including:

- aggressive or distressed behaviour
- people with a cognitive impairment
- assertive communication and conflict avoidance techniques
- specific organisation or sector information:
 - client needs addressed by organisation and the impact of multi-faceted needs on service delivery
 - role of the organisation
 - information recording and storage systems
 - service features
 - types of information provided
 - links with other service providers
 - service transition and exit procedures
- legal and ethical considerations:
 - collection and storage of personal information
 - privacy, confidentiality and disclosure
 - duty of care

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
- modelling of industry operating conditions and contingencies, including:
 - interactions with people and co-workers from a range of diverse backgrounds
 - interactions with people displaying aggression, distress and cognitive impairment
 - typical workplace reporting processes

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

Links

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