



Australian Government

CHCCOM005 Communicate and work in health or community services

Release: 2

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Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> . Amended modification history and mapping. Equivalent outcome.
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 CHCCS411C and HLTHIR301C. 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 communicate effectively with clients, colleagues, management and other industry providers.

This unit applies to a range of health and community service contexts where workers may communicate face-to-face, in writing or using digital media and work with limited responsibility under direct or indirect supervision.

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. Communicate effectively with people

1.1 Use verbal and non-verbal communication to enhance understanding and demonstrate respect

ELEMENT	PERFORMANCE CRITERIA
	1.2 Communicate service information in a manner that is clear and easily understood 1.3 Confirm the person's understanding 1.4 Listen to requests, clarify meaning and respond appropriately 1.5 Exchange information clearly in a timely manner and within confidentiality procedures
2. Collaborate with colleagues	2.1 Listen to, clarify and agree timeframes for carrying out workplace instructions 2.2 Identify lines of communication between organisation and other services 2.3 Use industry terminology correctly in verbal, written and digital communications 2.4 Follow communication protocols that apply to interactions with different people and lines of authority
3. Address constraints to communication	3.1 Identify early signs of potentially complicated or difficult situations and report according to organisation procedures 3.2 Identify actual constraints to effective communication and resolve using appropriate communication strategies and techniques 3.3 Use communication skills to avoid, defuse and resolve conflict situations
4. Report problems to supervisor	4.1 Comply with legal and ethical responsibilities and discuss difficulties with supervisor 4.2 Refer any breach or non adherence to standard procedures or adverse event to appropriate people 4.3 Refer issues impacting on achievement of employee, employer and/or client rights and responsibilities 4.4 Refer unresolved conflict situations to supervisor
5. Complete workplace	5.1 Complete documentation according to legal

ELEMENT

correspondence and documentation

PERFORMANCE CRITERIA

requirement and organisation procedures

5.2 Read workplace documents relating to role and clarify understanding with supervisor

5.3 Complete written and electronic workplace documents to organisation standards

5.4 Follow organisation communication policies and procedures for using digital media

5.5 Use clear, accurate and objective language when documenting events

6. Contribute to continuous improvement

6.1 Contribute to identifying and voicing improvements in work practices

6.2 Promote and model changes to improved work practices and procedures in accordance with organisation requirements

6.3 Seek feedback and advice from appropriate people on areas for skill and knowledge development

6.4 Consult with manager regarding options for accessing skill development opportunities and initiate action

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 CHCCOM005 Communicate and work in health or community 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:

- demonstrated effective communication skills in 3 different work situations
- clarified workplace instructions and negotiated timeframes with 2 colleagues
- responded appropriately to 3 different situations where communication constraints were present
- completed 2 written or electronic workplace documents to organisation standards

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:

- legal and ethical considerations in relation to communication:
 - privacy, confidentiality and disclosure
 - discrimination

- duty of care
- mandatory reporting
- translation
- informed consent
- work role boundaries – responsibilities and limitations
- child protection across all health and community services contexts, including duty of care when child is not the client, indicators of risk and adult disclosure
- sources of information and the application of legal and ethical aspects of health and community services work
- ethical decision making and conflicts of interest
- principles of effective communication, including models, modes and types
- communication techniques:
 - open ended questions, affirmations, reflections and summaries
 - difference between motivational interviewing and coercive approach
 - difference between collaboration and confrontation
- influences on communication:
 - language
 - culture
 - religion
 - emotional state
 - disability
 - health
 - age
- potential constraints to effective communication in health and community service contexts
- health and community services industry terminology relating to role and service provision
- importance of grammar, speed and pronunciation for verbal communication
- when and how to use and recognise non-verbal communication
- structure, function and interrelationships between different parts of the health and community service system
- organisation structure and different models to support optimum client service:
 - principles underpinning person-centred service delivery
 - principles of rights-based service delivery
 - different roles and responsibilities of team
 - characteristics of multi-disciplinary teams and how they are used
 - relationships between different members of the health and community services workforces
 - role of support services
 - links and interrelationships with other services
 - funding environment
- digital media and use in community services and health sector, including:
 - web

- email
- social media
- podcast and videos
- tablets and applications
- newsletters and broadcasts
- intranet

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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