



Australian Government

CHCCSM001 Facilitate goal directed planning

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

This unit describes the skills and knowledge required to work collaboratively with clients to plan and make informed decisions for ongoing provision of services and resources aimed at maximising and enhancing their independence and quality of life.

Workers at this level will demonstrate autonomy, well-developed judgement, adaptability and responsibility and are typically already experienced in working intensively with clients with complex and diverse needs.

This unit applies to work in a broad range of health and community service sector contexts where a high level of collaborative planning skills and knowledge is required to develop a plan based on needs that have been pre-determined in an assessment processes.

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. Undertake planning to address identified client needs and goals

- 1.1 Collaborate with the client to identify realistic and relevant goals as a basis for planning
- 1.2 Plan with the client preferences for addressing identified goals and needs and document in line with organisation requirements
- 1.3 Build on client's strengths and abilities to address the

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needs identified in the plan

1.4 Recognise and respect the client's right to self-determination within legal parameters

1.5 Support the client to make informed decisions regarding their plan that reflect understanding of their current situation, likely future situation and ensuing needs

1.6 Investigate range of options available to address client-identified needs and achieve their goals

1.7 In conjunction with client, structure a range of services in a manner that builds on and strengthens natural supports

1.8 Devise alternative strategies to meet identified client needs when specific services are not available

1.9 Provide the client with cost details and work with them to ensure plan is sustainable in relation to costs, access and availability

1.10 Identify work health and safety (WHS) risks and plan for their management

1.11 Write plan in the client's own words that clearly identify all tasks and who is responsible for performing them

2. Collaborate with others to develop and communicate plan

2.1 Work in collaboration with appropriate professionals and organisations to provide services to maximise the client's potential for achieving their goals and needs

2.2 Explain roles, rights and responsibilities of client and service providers and ensure they are clearly written into the plan

2.3 Maximise involvement of the client and other relevant people in planning processes and decision making

2.4 Consult and coordinate with other service providers to plan for complex situations

2.5 Establish and maintain communication strategy and processes to ensure effective implementation of the plan

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2.6 Share information between organisations and support maintenance of updated information to all organisations involved

3. Respond appropriately to diversity

3.1 Confirm planning for culturally and linguistically diverse (CALD) and Aboriginal and/or Torres Strait Islander clients is culturally sensitive and appropriate

3.2 Provide appropriate interpreter support in line with organisation protocols

3.3 Work in conjunction with ethno-specific and multicultural organisations and Aboriginal and/or Torres Strait Islander communities and organisations by involving representatives in the planning processes, according to client's needs

4. Respond appropriately to clients with different levels of need including those with complex needs

4.1 Facilitate access to planning for clients in complex situations or with different levels of need

4.2 Maintain and promote inter-organisation relationships and agreements to address the client, their family and/or carer needs

4.3 Include in the plan opportunities to build on the client's strengths and motivation to improve their quality of life

5. Monitor implementation of client plan

5.1 Regularly monitor planned services, support and resources against client-identified goals to ensure effective implementation of their plan

5.2 Communicate with client to support disclosure of information in regard to delivery of services and resources in line with their plan

5.3 Maintain collaborative relationships with clients, carers, their natural supports and other service providers

5.4 Identify any problems with plan implementation promptly and make adjustment as necessary to best meet the client's needs and preferences

ELEMENT

Elements define the essential outcomes.

PERFORMANCE CRITERIA

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

5.5 Adjust the plan as necessary following reassessment of risks and needs

5.6 Document and report any variations to the plan in line with organisation requirements and communication strategy

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 CHCCSM001 Facilitate goal directed planning

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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:

- collaborated with at least 3 different clients to facilitate goal directed planning for provision of services and resources aimed at maximising and enhancing their strengths, independence and quality of life

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:

- literature on models and practices in goal-directed planning and current research in area of practice
- range of services, networks, resources and holistic solutions available to clients with complex needs
- components of service delivery system
- gaps in the service system
- characteristics and needs of identified client population
- significance of the service setting, including working in the client's home
- organisation policies and practices relating to planning
- legal and ethical considerations relevant to developing plans and how these are applied in organisations and individual practice:
 - professional standards

- code of ethics
- duty of care
- voluntary assumption of risk
- informed consent
- documentation requirements and practices
- principles of:
 - beneficence
 - non-maleficence
 - social justice
 - autonomy
 - advocacy
- natural supports, including family, friends and neighbours

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, including individualised case plans
- modelling of industry operating conditions, including:
 - scenarios that reflect standard operating conditions and contingencies
 - links to other local service agencies or organisations

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

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