



Australian Government

Assessment Requirements for CHCCSM011 Work with carers and families in complex situations

Release: 1

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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:

- include carers, families or other natural supports in assessment, planning, implementation and review processes related to the provision of services and resources to support the care relationship in complex situations for three different people.

Knowledge Evidence

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

- documentation requirements and practices
- legal and ethical considerations for working with carers and families in complex situations and how these apply to organisation policies and procedures and individual practice:
 - professional standards and codes of ethics
 - practitioner and person's boundaries
 - rights and responsibilities of person, carer, family, and other significant supports
 - non-maleficence
 - mandatory reporting
- significance of service delivery setting, including working in the person's home
- the nature of the family care relationship and family dynamics and how this might impact on service delivery and achievement of person's goals
- mediation, conflict resolution and problem-solving techniques
- risks to the care relationship:
 - conflict in relationships with carers, families and service providers
 - high intensity care
 - high levels of carer stress
 - loss of formal and loss of informal natural supports
 - multiple competing role demands
 - deteriorating carer health
 - deteriorating health and deteriorating behaviour of the person.

Assessment Conditions

Skills must be demonstrated in the workplace or in 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
- access to organisational standards, policies and procedures
- use of case management plans
- links to other local service agencies or organisations
- opportunities for engagement with people, and natural support with their carers or families.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>