



Australian Government

CHCDEV003 Analyse client information for service planning and delivery

Release: 2

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Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria. New evidence requirements for assessment.

Application

This unit describes skills and knowledge required to develop and tailor service plans to address specific client needs. Workers are required to undertake this task with an underpinning knowledge of human development.

This unit applies to people working in a range of community service contexts. The worker may or may not supervise the work 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. Analyse available client information

1.1 Source and interpret any results and reports from tests, observations and assessments

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

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

1.2 Observe client to consider accuracy of available reports

1.3 Identify specific social, psychological and/or developmental issues for the client

1.4 Analyse client information in relation to preparation for planning services, observing organisational requirements and protocols

2. Plan action/s to address client developmental status and identified issues

2.1 Work with client to develop an action plan to address their needs and personal circumstances

2.2 Consider life and developmental stage of client and ensure that proposed actions are appropriate

2.3 Ensure that the plan has clear actions, with agreed timelines and responsibilities, and is documented and stored in line with organisational policies and procedures

3. Implement services

3.1 Provide services in accordance with the action plan, organisational policies and procedures, and occupational health and safety requirements

3.2 Maintain current, complete, accurate and relevant records for each client contact as required by the organisation

3.3 Monitor impact of services in line with scope of own work role and organisational policies and procedures

3.4 Adjust and refine plan if circumstances change

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

- Numeracy - in order to analyse available client information, including test results

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

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 CHCDEV003 Analyse client information for service planning and delivery

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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 completed the following tasks:

- undertaken detailed analysis of information available for at least three clients in the context of planning and delivering community services including:
 - interpreting test results and reports
 - reviewing social, psychological and/or developmental issues
- planned and delivered services appropriate to the needs and circumstances of at least three clients, in line with:
 - specific approaches, philosophies and regimes of community service work
 - the client's involvement
- implemented, monitored and reviewed plans for at least three clients.

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. These include knowledge of:

- stages of behavioural development
- indicators of mental, physical, emotional or social difficulties
- indicators of trauma
- standard tests used to measure and review individual capacity and function, e.g. I.Q. tests, WISC
- factors that may impact on the individual at identified stages of human development, and their potential effects
- legislative requirements and obligations relating to delivery of community services, including mandatory notification issues and child protection policy
- detailed understanding of protocols and available resources associated with service delivery and referral
- organisational standards, policies and procedures.

Assessment Conditions

Skills must be demonstrated in the workplace.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

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

Links

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