



Australian Government

CHCDFV001 Recognise and respond appropriately to domestic and family violence

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged CHCDFV301A/CHCDFV403C. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the knowledge and skills required to identify and respond to the needs of clients who may be experiencing domestic and family violence, including responding to immediate intervention and support needs.

This unit applies to health and community service workers providing services according to established organisation procedures. These workers may not be specialised family violence workers.

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. Adopt work practices that support interactions with those affected by domestic and family violence

- 1.1 Adopt work practices that reflect the values and philosophies of domestic violence work
- 1.2 Plan work practices and access environments that support client and worker safety
- 1.3 Identify and participate in support processes for workers exposed to domestic and family violence
- 1.4 Apply organisation standards and procedures and

ELEMENT	PERFORMANCE CRITERIA
2. Identify client needs	comply with legislative and statutory requirements
	2.1 Explain rights and responsibilities of client and worker and promote throughout client contact
	2.2 Use interpersonal skills that develop rapport and promote confidence, and full, accurate and relevant exchange of information
	2.3 Show sensitivity to client's specific needs and any cultural, family and individual differences
	2.4 Assess information for complexity, urgency and eligibility so that priorities for service delivery and safety can be identified
3. Respond to client needs	2.5 Identify and respond to any indications of risk or threats to safety
	3.1 Identify worker and workplace limitations in addressing and assessing client needs and make referrals or seek assistance from appropriate persons
	3.2 Prioritise the physical and emotional safety of clients, their family and workers in developing responses
	3.3 Negotiate and agree strategies for intervention with the client before commencing work
	3.4 Provide client with information about available services for meeting their needs
	3.5 Complete accurate and comprehensive records, reports and referral information according to organisation requirements

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 CHCDFV001 Recognise and respond appropriately to domestic and family violence

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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:

- identified and responded to the needs of at least 3 clients affected by domestic and family violence, according to legal and ethical requirements
- used the following interpersonal skills with clients:
 - questioning
 - active listening
 - rapport building.

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 (national and state/territory) for workers interacting with clients affected by domestic and family violence , and how these are applied in organisations and individual practice:
 - children in the workplace
 - codes of conduct
 - discrimination
 - duty of care

- human rights
- mandatory reporting
- privacy, confidentiality and disclosure
- records management
- rights and responsibilities of:
 - workers and employers
 - individuals, families, the community and society to minimise or prevent domestic violence
- work role boundaries – responsibilities and limitations
- work health and safety
- domestic violence and its context, including:
 - social, historical, political and economic context of domestic violence, including types and nature of domestic violence, power and gender issues, child abuse and associated criminal issues
 - prevalence of myths, unhelpful beliefs, attitudes and practices in the broader society regarding domestic violence and their effects on individuals' rights to safety and autonomy
- underpinning values and philosophies in responding to domestic and family violence, including:
 - safety and well-being of those subjected to domestic violence must be the first priority of any response
 - all individuals have the right to be free from violence
 - community has a responsibility to work toward the prevention of domestic violence and to demonstrate the unacceptability of all forms of domestic violence
 - all forms of domestic violence are unacceptable in any group, culture or creed
 - those who use violence should take responsibility for their behaviour and have access to programs to assist them change their behaviour to ensure the safety of their family
 - commitment to meeting the needs and upholding the rights of clients
 - commitment to empowering those affected by domestic violence
 - domestic violence is widespread and complex
 - domestic violence impacts on the physical, emotional, social, and financial well-being and safety of individuals in families
 - domestic violence and abuse has devastating effects on family members and results in significant social and economic costs to the community
- the differences between responding to clients in a crisis situation and those requiring long term support
- immediate needs for assessment, including:
 - safety and physical and emotional security
 - safety plans
 - legal or medical information and support
 - accommodation/transportation
 - safety and welfare of any children whether with client or not

- organisation procedures, practices and standards for:
 - client assessment
 - allocation of services
 - case management
 - interviewing
 - use of resources
 - programmed intervention
 - referral
- groups represented within the local community (cultural, religious, language, sexual identity, age and disability) and an understanding of the issues that arise when working with those groups
- referral sources and associated protocols
- own values and attitudes and their potential impact on clients.

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:
 - client information
 - organisation policies and procedures
- modelling of industry operating conditions, including:
 - scenarios that involve interactions with other people.

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