



Australian Government

**Assessment Requirements for CHCDFV005
Provide domestic and family violence
support in non-English speaking
background communities**

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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. Minimal changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Supersedes CHCDFV407C

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:

- provided domestic and family violence support in accordance with legal and procedural requirements in at least 1 non-English speaking community, and to at least 3 different clients
- provided services in ways that reflect understanding of the culture of the community in relation to domestic and family violence
- used and adapted the following interpersonal and communication skills to suit the specific community cultural and linguistic needs:
 - questioning
 - active listening
 - storytelling
 - rapport and relationship building
- worked with an interpreter on at least 1 occasion.

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 in non-English speaking background context, and how these are applied in organisations and individual practice:
 - 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
- impacts of cultural, sub-cultural, social, religious, gender, age, language issues on attitudes towards domestic and family violence
- social, historic, spiritual and environmental factors which have an impact on the lives of the community and which are reflected in community relationships and practices
- key people and groups within the community and relevant protocols and restrictions for consultation and decision-making
- community development principles and strategies and their application
- ways to gain community acceptance
- cultural and language groups represented within the local/regional community, and a respect of their values, beliefs and traditions
- how to communicate with the community (adaptation of language, verbal and non-verbal, local language)
- domestic and family violence indicators and procedures for undertaking assessment of client needs
- organisation procedures, practices and standards for:

- client assessment
- allocation of services
- case management
- interviewing
- use of resources
- programmed intervention
- referral
- community involvement
- structural barriers and their impact – institutional racism and their effects on people from non-English speaking backgrounds accessing services
- own values and attitudes and their potential impact on clients
- how to communicate with the community (adaptation of language and dialects, verbal and non-verbal, spoken languages, use of interpreters)
- domestic violence and community services and ethno-specific services available and more generalist non-English speaking background services within the local/regional area.

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:
 - organisation policies and procedures
- modelling of industry operating conditions, including:
 - scenarios that involve interactions with people from non-English speaking backgrounds, including those with levels of English requiring use of interpreters.

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>