



Australian Government

CHCDFV005 Provide domestic and family violence support in non-English speaking background communities

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. 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

Application

This unit describes the skills and knowledge required to establish and maintain community relationships, work within cultural protocols and support people who have been affected by domestic and family violence. It requires sensitivity and understanding of diverse cultural protocols and practices, including appropriate interpersonal and networking skills.

This unit applies to community services workers providing services in non-English speaking background communities.

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. Establish and maintain relationship with community

1.1 Establish and maintain relationships with key people in a community to promote services and to develop respect, acceptance, confidence and credibility

1.2 Identify and respect restrictions and protocols regarding communicating and relating with the

ELEMENT

PERFORMANCE CRITERIA

community and its members

1.3 Support community programs which meet the needs identified by clients

1.4 Collect and review local information to identify the requirements of the community in relation to domestic and family violence issues

1.5 Provide feedback to the community and individuals in relation to information collected

1.6 Respect and encourage the value of community, respected members and extended family members as a social support mechanism, and use when appropriate with client consent

2. Work within cultural requirements

2.1 Provide information which is culturally sensitive and appropriate about the services available in relevant languages and in mediums accessible to people from culturally and linguistically diverse backgrounds

2.2 Develop links with people from various cultural groups to make sure that the services available are responsive to their needs

2.3 Use values, issues and structures within the community to maximise outcomes for clients

2.4 Make work consistent with organisation standards and procedures and current legislative and statutory requirements, and community practices

2.5 Adapt work processes as appropriate to meet any specific client needs

2.6 Use interpersonal skills that are consistent with community practices and standards

3. Support clients

3.1 Prioritise clients' physical and emotional safety in all dealings

3.2 Use interpersonal skills that facilitate accurate relevant exchange of information and to ensure individual stories are heard, accepted, understood and validated

3.3 Analyse and respond to any indications of risk or harm according to the degree and nature of the risk and the client's circumstances

3.4 Explain and promote client and worker rights and responsibilities throughout client contact

3.5 Use techniques to empower individuals to resolve

ELEMENT

PERFORMANCE CRITERIA

their issues through enhancing skills and self-esteem

3.6 Identify and access support through working with others in the community

3.7 Complete record-keeping and reporting according to organisation standards and procedures and confidentiality 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 CHCDFV005 Provide domestic and family violence support in non-English speaking background communities

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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:

- 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

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