



Australian Government

CHCDFV006 Counsel clients affected by 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. Minimal changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Supersedes CHCDFV505C

Application

This unit describes the skills and knowledge required to use counselling and facilitation skills to explore client issues and identify possible options by providing a safe and supportive environment. It includes encouraging clients to be actively involved in seeking their own solutions.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues associated with domestic and family violence within established policies, procedures and guidelines.

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 confidence

1.1 Review existing case information as the basis for work

1.2 Use interpersonal skills to establish a professional

ELEMENT**PERFORMANCE CRITERIA**

relationship with clients based on confidence and support

1.3 Conduct interviews and interactions with clients in a safe environment and in a participatory and confidential manner

1.4 Show sensitivity to cultural, family and individual differences and any specific needs

1.5 Explain and promote rights and responsibilities of client, their family and worker throughout client contact

1.6 Mutually determine appropriate structures, timeframes and protocols

1.7 Apply organisation standards and procedures and comply with legislative and statutory requirements

2. Explore issues

2.1 Use appropriate questioning to encourage clients to explore and acknowledge their fears, concerns and personal capabilities

2.2 Encourage those who use violence to take personal responsibility for their actions

2.3 Use facilitation skills to encourage exploration of emotions and experiences that will assist in reflection of issues

2.4 Analyse and respond to any indications of risk or threats to safety according to the degree and nature of the risk to client, their family and/or worker

2.5 Explore services and resources to meet needs of client and their family in accordance with organisation standards and procedures

2.6 Provide accurate and relevant information designed to develop awareness and understanding of domestic violence

2.7 Encourage client self- determination by using opportunities which assist clients to identify issues, set personal goals and make informed choices to enhance the safety of the client and their family

2.8 Encourage clients to recognise decisions and changes needed to assist them to achieve their goals

2.9 Acknowledge progress and encourage and support self-management of issues

3. Identify future directions

3.1 Identify and document future services and support required by the client and plan their delivery in

ELEMENT**PERFORMANCE CRITERIA**

consultation with client, their family and other appropriate people

3.2 Jointly identify client information needs and agree and implement actions to satisfy these as appropriate

3.3 Provide opportunities for client and their family to obtain information and develop skills

3.4 Use questioning and reflection to assist the client to make positive choices and changes as necessary

3.5 Maintain records of participation and progress according to organisation standards and procedures

4. Evaluate own communication

4.1 Reflect on and evaluate own communication with clients

4.2 Recognise the effect of own values and beliefs on communication with clients

4.3 Identify and respond to the need for development of own skills and knowledge

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 CHCDFV006 Counsel clients affected by 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:

- counselled and collaboratively developed and documented support plans with at least 3 clients affected by domestic and family violence, using the following interpersonal communication and counselling techniques:
 - attending behaviours – active listening
 - reflection of content, summarising
 - questioning skills – open, closed, simple and compound questions
 - client observation skills
 - noting and reflecting skills
 - providing client feedback
- completed a structured process of self-reflection and evaluation of own communication used during the 3 interactions.

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:
 - codes of conduct
 - discrimination
 - duty of care
 - human rights
 - mandatory reporting
 - privacy, confidentiality and disclosure and its limitations in domestic and family violence work
 - 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
- domestic violence indicators and procedures for undertaking assessment of needs of client and client's family
- counselling techniques that will explore client issues and encourage client's self determination to enhance client and client's family's safety
- respectful strategies that will assist in client self-determination which enhances client and their family's safety
- 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 (e.g. 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

- self-evaluation practices, including:
 - how to recognise own biases
 - impact of own values on the counselling relationship.

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 complex interactions and problem solving with other people.

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

Links

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