



Australian Government

CHCDFV007 Work with users of violence to effect change

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 CHCDFV509D

Application

This unit describes the skills and knowledge required to work with and engage users of violence to assist them to take responsibility for their violence, and to work towards changing their behaviour and enhancing the safety of their family.

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 and maintain professional relationship

1.1 Review existing case information as the basis for work

1.2 Use interpersonal skills to develop an open, trusting and professional relationship and to allow accurate and relevant exchange of information

1.3 Establish and maintain contact with partner and/or

ELEMENT**PERFORMANCE CRITERIA**

family of users of violence to identify and analyse their needs

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

1.5 Mutually agree and adhere to appropriate structures, timeframes and protocols

1.6 Comply with organisation standards and procedures and with legislative and statutory requirements

2. Assess capacity for change

2.1 Assess motivation and commitment of users of violence to change attitudes, beliefs and behaviour and encourage positive elements and aspects

2.2 Respectfully challenge and constructively address violent behaviour and attitudes condoning violence in an environment that promotes positive client participation

2.3 Identify and assess related issues and factors that impact directly on the user of violence, their partner and family members

2.4 Identify own limitations and strengths in addressing and assessing needs, and respond to them within a supervision framework

3. Encourage personal responsibility

3.1 Challenge users of violence and encourage them to identify their violence and its known and potential effect upon partner and family members

3.2 Encourage users of violence to take responsibility for their actions, to recognise their choices to develop skills and/or knowledge and to develop non-violent and respectful relationships

3.3 Assist users of violence to use personal exploration to identify and address opportunities and obstacles to change their attitudes, beliefs and behaviour

3.4 Assist users of violence to establish realistic goals and strategies to enhance the safety of their partner and family members

3.5 Identify and negotiate the need for specialised services or referral with users of violence and relevant people

3.6 Show respect and sensitivity to cultural and family issues and to any individual differences

ELEMENT**PERFORMANCE CRITERIA**

4. Monitor and review progress
- 4.1 Monitor progress of the user of violence through self-reflection, partner and family member feedback and critical assessment by the worker and if appropriate, the criminal justice system
 - 4.2 Identify and challenge lack of progress in taking responsibility and any re-use of violence, and develop modified strategies
 - 4.3 Encourage users of violence to establish and maintain networks of support to assist in the development of responsible behaviour
 - 4.4 Identify and allocate additional services and/or support needed according to availability and organisation standards and procedures
 - 4.5 Complete and maintain documentation according to organisation standards and procedures and legislative and statutory 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 CHCDFV007 Work with users of violence to effect change

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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:

- worked with at least 3 users of violence and provided appropriate support to family members according to organisation, legal and ethical requirements
- established, documented and monitored agreements with users of violence that include:
 - goals
 - strategies
 - outcomes
- used the following interpersonal communication techniques appropriately with users of domestic violence:
 - questioning and active listening
 - paraphrasing
 - clarifying
 - summarising
 - relationship and rapport building
 - challenging and supportive feedback
 - conflict de-escalation/resolution.

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 users of 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
 - records management
 - rights and responsibilities of:
 - workers and employers
 - individuals, families, the community and society to minimise or prevent domestic violence
 - specific legislation that applies to domestic and family violence work
 - work role boundaries – responsibilities and limitations
 - work health and safety
- social context of domestic violence, including power and control, motivation for change, gender, child abuse and criminal issues
- behaviour and socialisation theories including those which emphasise that thinking patterns can be changed to give people acceptable and constructive alternatives to harmful behaviour
- 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
- prevalence of beliefs in the broader society which condone violence, and individuals' rights to safety and autonomy
- internally and externally provided services particularly in the domestic violence field
- respectful strategies that will assist clients in changing their attitudes, beliefs and behaviours
- theories and concepts of planning and control procedures, resource management and risk management
- interpersonal communication techniques, including:
 - questioning and active listening
 - paraphrasing
 - clarifying
 - summarising
 - relationship and rapport building

- challenging and supportive feedback
- conflict de-escalation/resolution
- potential obstacles and opportunities for clients that may impact on changes in attitudes, beliefs and behaviours
- 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 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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