



Australian Government

CHCDFV008 Manage responses to domestic and family violence in family work

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. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. Supersedes CHCDFV811C

Application

This unit describes the skills and knowledge required to develop and manage responses to domestic and family violence in family work.

This unit applies to dispute resolution and other practitioners working with significant autonomy and self-direction in the provision of services to families impacted by domestic and family violence, both users and victims.

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. Analyse the impact of domestic and family violence on family work

1.1 Research and maintain knowledge of the dynamics of domestic and family violence

1.2 Assess and respond to the safety concerns of family members subject to violence

1.3 Recognise and respond to the impact of violent,

ELEMENT	PERFORMANCE CRITERIA
	controlling, intimidating and belittling behaviour on family members
	1.4 Identify and respond to the behaviours and tactics of family members who use violence
	1.5 Identify and respond to the impact of family domestic work on family workers
2. Work within the legal context of domestic and family violence	2.1 Recognise and analyse the legal frameworks that relate to domestic and family violence
	2.2 Ensure familiarity of self and colleagues with relevant legal responses and programs
	2.3 Work collaboratively and share information with other agencies and individuals to achieve better outcomes
	2.4 Share information about the law and relevant programs in relation to domestic and family violence with clients
3. Implement organisation procedures that support family members to cease violent, controlling, intimidating and belittling behaviour	3.1 Establish a climate in the organisation so that interactions with family members who use violence are characterised by respect, honesty and concern for safety of others
	3.2 Identify, evaluate and use accountability frameworks and practices that are relevant to specific clients
	3.3 Establish referral practices and make collaboration an integral part of practice
	3.4 Make information available about the impact of violence on partners, family members and children
4. Implement organisation procedures to promote safety for family members who are subjected to violence	4.1 Make information available about incidence and prevalence of domestic and family violence
	4.2 Make information available about the personal impact of domestic and family violence on individuals
	4.3 Make information available about the impact of violence on children
	4.4 Make processes available for the creation of safety plans
	4.5 Build networks with relevant service providers
	4.6 Establish a climate in the organisation for appropriate disclosure
5. Align service interventions to	5.1 Analyse and use relevant family work models that are

ELEMENT

specific clients

PERFORMANCE CRITERIA

suitable for domestic and family violence.

5.2 Analyse gender and power relations in family work models and their relationship to domestic and family violence

5.3 Select and use appropriate family work models for different client experiences and issues

5.4 Regularly review impact of interventions on specific clients

5.5 Document interactions and outcomes according to organisation procedures

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 CHCDFV008 Manage responses to domestic and family violence in family work

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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:

- performed the activities outlined in the performance criteria of this unit according to legal and procedural requirements, and delivered services to at least 3 people affected by domestic and family violence in the workplace
- conducted research into the theoretical perspectives that underpin work with people affected by domestic and family violence, sourcing and analysing information from multiple credible sources
- worked with all of the following people:
 - users
 - victims
 - families
 - colleagues in other services
- used the following skills when working with people affected by domestic and family violence:
 - goal setting and strategy development skills
 - questioning and active listening
 - counselling skills
 - relationship building skills.

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 for the dispute resolution process, and how these are applied in organisations and individual practice:
 - children in the workplace and child-focused practice
 - codes of conduct
 - discrimination
 - duty of care
 - human rights
 - mandatory reporting
 - practitioner/client boundaries
 - privacy, confidentiality and disclosure, including separate confidentiality strategies
 - policy frameworks
 - records management
 - rights and responsibilities of workers, employers and clients
 - specific legislative frameworks that apply to domestic and family violence
 - work role boundaries – responsibilities and limitations
 - work health and safety
- ways of working collaboratively with other agencies and individuals, including:
 - police
 - legal services
 - allied program staff
- domestic and family 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
- types of domestic and family violence, and how these are manifested, including:
 - physical/sexual
 - emotional
 - economic
 - social
- dynamics of domestic and family violence including:
 - power relations and controlling behaviour
 - impact of gender on domestic and family violence

- how blame for abuse and violence may be attributed to the person who is subject to the violence leaving them feeling responsible
- how the use of abuse and violence is often explained and/or excused by external circumstances, such as alcohol, unemployment
- theoretical perspectives that inform domestic and family violence work with people affected by violence, including:
 - those that inform behaviour change programs
 - accountability frameworks
- theories and concepts of planning and control procedures, resource management and risk management
- cultural, age and language groups represented within the local community, and an understanding of cultural issues that arise when working with those groups
- respectful strategies that will assist clients in changing their attitudes, beliefs and behaviours
- techniques for dealing with potentially volatile clients and group situations
- own values and attitudes and their potential impact on clients
- potential obstacles and opportunities for clients that may impact on changes in attitudes, beliefs and behaviours.

Assessment Conditions

Skills must have been demonstrated in the workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - information on legal requirements
 - organisation procedures
 - client information
- 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

Companion Volume implementation guides are found in VETNet -

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