



Australian Government

CHCDIS005 Develop and provide person-centred service responses

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</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. Minimum work hours added. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to develop, implement and monitor service responses with a person with disability. Work is undertaken within a legislative and ethical framework to ensure the provision of high quality, person-centred service delivery which supports the person's aspirations, needs, rights and interests.

This unit applies to workers in varied disability service contexts. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs.

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. Work with the person to develop and implement person-centred responses

1.1 Collaborate with the person with disability and/or their family and/or carer and/or relevant others in actively developing responses that meets the individual's aspirations, needs, rights and preferences

1.2 Put in place mechanisms to ensure the person's support information is accurately recorded, maintained

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

and applied to future support activities and responses

1.3 Develop the required responses that cater to individual differences, rights, needs and preferences

1.4 Communicate the needs of the person to family and/or carer and/or relevant others as appropriate

1.5 Make available appropriate resources

1.6 Seek provision of services from other workers or agencies as required

1.7 Maintain all relevant documentation relating to the person and the service delivery and communicate in accordance with organisation procedures

2. Review and monitor person-centred responses

2.1 Review and measure effectiveness of responses in meeting the person's needs and preferences, in consultation with the person, family and/or carer and/or relevant other

2.2 Identify and take action to improve areas of the responses that have not met the person's needs and preferences

2.3 Ensure changes to service delivery are within policy and budgetary frameworks

2.4 Modify specified aspects of service delivery as required, to meet changing service requirements and the needs and preferences of the person with disability

2.5 Identify potential training opportunities for the person to meet their changing needs

2.6 Ensure changes to service are within procedural and legislative requirements and maintain high standards of delivery

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

3. Provide service delivery within a quality framework

3.1 Follow procedures for service delivery for the individual in line with organisation's quality system

3.2 Identify any barriers that may impact on delivery of high quality service and refer to supervisor

3.3 Regularly review procedures for service delivery to reflect industry best practice and relevant legislative changes

3.4 Regularly review procedures for service delivery to reflect the changing aspirations, needs and preferences of the person with disability

Foundation Skills

The Foundation Skills describe those required skills (such as 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 CHCDIS005 Develop and provide person-centred service responses

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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:

- followed procedures for person-centred service delivery in line with the organisation's quality system, including:
 - developed and implemented at least 3 different person-centred service responses to meet the aspirations, needs, rights and preferences for people with disability, 2 in a simulated environment and 1 in the workplace
 - reviewed and monitored at least 3 individual service responses and made changes that are necessary to improve quality service delivery; met changing needs of the person; addressed barriers and responded to legislative changes, 2 in a simulated environment and 1 in the workplace
- performed the activities outlined in the performance criteria of this unit during a period of at least 120 hours of direct support work

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:

- relevant networks and services in the broader community
- current best practice approaches for service delivery
- legal and ethical considerations for working with people with disability:
 - discrimination

- dignity of risk
- duty of care
- human rights, including the *United nations convention on the rights of persons with disabilities* (UNCRPD)
- mandatory reporting
- privacy, confidentiality and disclosure
- work health and safety
- principles of:
 - empowerment
 - rights-based approach
 - person-centred practice
 - strengths-based approach
 - access and equity

Assessment Conditions

All aspects of the performance evidence must have been demonstrated using simulation prior to demonstration in the workplace. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - individualised plans and equipment or resources outlined in the plan
 - organisation policies and procedures relating to the development, implementation, monitoring and review of person-centred programs

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

Links

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