



Australian Government

CHCDIS010 Provide person-centred services to people with disability with complex needs

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

Application

This unit describes the skills and knowledge required to provide person-centred services to people with disability with complex or special support needs under the supervision of a relevant professional.

This unit applies to workers in varied disability 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. Evaluate and prioritise the needs of a person with complex support issues

1.1 Identify and prioritise the needs of the person, taking into account the possibility of co-existing issues

1.2 Identify specific problems, issues and challenges for the person in line with job role and organisation procedures

1.3 Analyse and interpret data, with assistance from health professionals and other relevant personnel

1.4 Recognise the impact of complex support issues on

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the persons family

1.5 Establish priorities for support with the person and/or family and/or carer and/or relevant other

2. Develop an individualised plan to achieve maximum quality of life

2.1 Utilise best practice guidelines when developing strategies to address complex and/or special needs

2.2 Liaise with relevant experts and/or health professionals when developing individualised plans

2.3 Negotiate and establish goals with the person and/or family and/or carer and/or relevant other

2.4 Access and negotiate resources in order to deliver identified services

2.5 Access community support agencies to facilitate the achievement of established goals

3. Coordinate the delivery of the individualised plan

3.1 Ensure services and support activities are undertaken by appropriately skilled workers

3.2 Recognise when a service and/or support worker is no longer able to provide the level of service required

3.3 Support all stakeholder involved in the service provision to understand the individualised plan and their roles and responsibilities within that plan

4. Coordinate the monitoring, evaluation and review of the individualised plan

4.1 Seek feedback from all stakeholder when evaluating effectiveness of the individualised plan and re-prioritising support needs

4.2 Seek feedback from the person and/or carer and/or relevant other when evaluating effectiveness of the individualised plan

4.3 Seek advice and assistance when the person's goals and needs are not being achieved

4.4 Make necessary revisions to the individualised plan in line with role, organisation and/or program guidelines and in consultation with the person and/or family and/or

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carer and/or relevant other

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 CHCDIS010 Provide person-centred services to people with disability with complex needs

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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:

- evaluated and prioritised the needs of at least 3 people with complex support issues and developed individualised plans to meet their needs
- coordinated the delivery, monitoring, evaluation and review of at least 3 individualised plans

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively manage 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:

- factors that would lead to someone being classified as having complex needs rather than basic needs
- physiology and psychology as it applies to a range of disability types
- nutrition and dietetics as it applies to a range of disability types
- common issues and challenges facing people with disability
- manifestations and presentation of common health problems as well as behavioural issues associated with different disability types
- formal and informal assessment approaches for assessment of people with complex and/or special needs

- organisation policies and procedures related to developing and managing individualised plans including the role of family members and/or carers and/or relevant others and various types of community service providers

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

The following condition must be met for this unit:

- access to individualised plan and equipment outlined in the plan

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

Links

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