



Australian Government

CHCECE027 Promote equity in access to the service

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 performance criteria New evidence requirements for assessment including volume and frequency requirements

Application

This unit describes the skills and knowledge required to actively promote a service and engage and enhance participation of underrepresented or equity groups.

The unit applies to educators who work with children in a variety of education and care services.

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 specify the level of performance needed to demonstrate achievement of the Element.

1. Monitor the use of the service

1.1 Analyse attendance patterns and calculate percentages of children from local community who are under represented in using the service

1.2 Set ratio targets for increased use of service by those under represented and collaborate with all relevant parties to monitor progress

1.3 Calculate the achievement of these targets

2. Develop and implement strategies to enhance participation of under

2.1 Identify and implement strategies for engagement with client groups

2.2 Promote services to the range of client groups by providing

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represented groups

information in relevant formats

2.3 Establish feedback processes to enable people to provide information about their experiences accessing the service

2.4 Identify barriers and implement strategies to address them

2.5 Critically evaluate service practices and policies against access and equity principles and recommend changes as necessary

2.6 Implement strategies in collaboration with all relevant parties

3. Convey the eligibility criteria clearly

3.1 Identify and communicate funding program eligibility criteria

3.2 Identify and communicate organisation eligibility criteria

3.3 Identify any client groups that must be given priority according to guidelines

3.4 Provide a clear statement of who can and who can not access the service

3.5 Communicate reasons for eligibility criteria of the service

4. Determine eligibility and priority for the service and communicate the decision effectively

4.1 Gather sufficient information on applicant and determine eligibility and priority

4.2 Clearly explain decision, reasons and waiting list procedures

4.3 If the person is ineligible for service, explain appeal process or alternative options

4.4 Refer to more appropriate service as required

5. Review outcomes

5.1 Monitor and evaluate strategies to enhance participation of underrepresented groups

5.2 Collaborate with relevant parties to identify and implement improvements

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to this unit are explicit in the performance criteria

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>