



Australian Government

Assessment Requirements for CHCFAM005 Facilitate and monitor contact

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 change to knowledge evidence. Supersedes CHCCONS402C

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 all required processes to facilitate and monitor at least 5 contact sessions for different clients presenting with varied circumstances, including situations where there are:
 - involuntary or resistant children
 - challenging adult behaviours
 - parents with mental health or alcohol and other drugs issues
- communicated effectively with vulnerable or hostile parents and children in crisis using the following interpersonal skills:
 - listening and understanding
 - speaking clearly and directly
 - rapport building
 - negotiating responsively
 - persuading effectively
 - being appropriately assertive
 - empathising
 - using age appropriate language
 - using neutral language.

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 in children's contact services, 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 and limitation in children's contact services work
 - records management and reporting
 - rights and responsibilities of workers and employers
 - specific legislation that impacts contact monitoring in children's contact services work, including
 - child protection legislation
 - family law
 - domestic and family violence laws
 - types of orders that may be in place and how to work within them
 - work role boundaries – responsibilities and limitations
 - work health and safety, including risk management
- communication techniques and their appropriateness in different situations, including:
 - listening and understanding
 - speaking clearly and directly
 - rapport building
 - negotiating responsively
 - persuading effectively
 - being appropriately assertive
 - empathising
 - using age appropriate language
 - using neutral language
- factors affecting family dynamics and particularly children, with incidents or history of high levels of parental conflict, violence, abuse or mental health concerns
- family systems and how this is relevant to the role of contact worker in the contact process
- child developmental norms at different ages and stages
- separation anxiety and attachment theory, child development, loss and grief issues and family violence and how this is relevant to the role of contact worker in the contact process, particularly observing child's emotional reaction and interactions with carers/parents

- factors that may impact both children and parents behaviour in contact visits
- impact of high conflict in post separation involving children
 - reactions of children experiencing re victimisation and who are affected by trauma
 - how the observer role can influence the interaction and behaviour of others
- emergency response procedures in situations of critical incidents eventuating from a breakdown in the contact
- case work practices and how to contribute to these process through documentation and consultation with senior staff or supervisors
- local support services available to clients needing external information, support or interventions
- potential reasons to terminate contact including:
 - safety concerns for child and/or adult
 - actual incident of breach of agreed standards
 - parent self selects to terminate
 - child distress
 - issues of a legal nature arise
 - senior worker determines it appropriate or necessary to terminate the contact.

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
 - family law information
 - organisation policies and procedures
 - venue for contact visit
- modelling of industry operating conditions, including:
 - scenarios that involve interactions with other people, including children
 - scenarios that involve problem-solving.

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>