



Australian Government

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

Application

This unit describes the skills and knowledge required to facilitate and monitor the contact between the child/children and the non-resident parent in situations where the facilitated contact may be either voluntary (initiated by the family) or involuntary (result of court order).

This unit applies to children's contact services workers operating according the requirements of the *Family Law Act 1975*.

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. Establish and commence the contact visit

1.1 Clarify contact or court orders with supervisor before contact occurs

1.2 Establish rapport with parents and child/young person and parents at commencement of contact visit

1.3 Reinforce parameters of facilitated contact with parents including reporting processes

1.4 Conduct risk assessment with both parties on commencement of contact visit

ELEMENT**PERFORMANCE CRITERIA**

	1.5 Use negotiation skills to seek agreement from both parties to establish a plan for facilitated contact 1.6 Plan, in consultation with parents and child/young person, for the facilitated contact to occur with age appropriate activities
2. Monitor contact between child/young person and non resident parent	2.1 Monitor behaviours and safety of the child/young person with minimal intervention during contact with non resident parents 2.2 Manage any challenging behaviour of both parents and child/young person 2.3 Intervene in contact between child/young person and parent where appropriate 2.4 Seek support of peers or senior staff as needed 2.5 Communicate effectively with parents and children in a consistent and culturally appropriate way to model respectful parenting and relationships 2.6 Direct the contact and keep interaction flowing between parent, child and/or young person 2.7 Respond to complaints from either party according to organisation policy 2.8 Refer family or individuals to other services according to organisation policy and assessed client needs 2.9 Terminate contact when necessary in line with organisation procedures and report actions to immediate supervisor
3. Document information about facilitated contact	3.1 Prepare reports according to organisation policy 3.2 Create files and write case notes according to organisation policy 3.3 Complete incident reports when required 3.4 Revise arrangements for facilitated contact 3.5 Demonstrate confidentiality and privacy policy of the organisation in when recording and managing client information
4. Participate in strategies to	4.1 Attend regular staff meetings and debriefing sessions

ELEMENT

improve services for families

PERFORMANCE CRITERIA

with peers

4.2 Participate in regular professional development to ensure procedures reflect legislative and industry requirements

4.3 Consult on all difficult operations with senior staff according to organisation requirements

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>