



Australian Government

CHCFAM010 Provide intervention support to families

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. Significant change to knowledge evidence. Supersedes CHCRF402B

Application

This unit describes the skills and knowledge required to work collaboratively with individual families to identify issues that require early intervention for reducing risk and to assist them develop the capacity for increased effectiveness as a family unit.

This unit applies to individuals working in family intervention and support roles under the general guidance of more senior professional colleagues.

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

Elements define the essential outcomes

1. Structure access and interaction with the family

PERFORMANCE CRITERIA

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1.1 Review client information and establish context for potential intervention

1.2 Establish rapport and work collaboratively with the family to negotiate access to individuals and the family unit

1.3 Model respectful communication and show respect for all family members

1.4 Identify and respond promptly to situations where safety to family members or self exists

- 1.5 Structure interaction to provide opportunities for family members to participate in decision-making
2. Identify constraints/barriers to family effectiveness
- 2.1 Observe and discuss family interactions and interactions within the community
 - 2.2 Use communication skills to explore current sources of difficulty or stress and how these are managed with the family
 - 2.3 Review information gathered and the potential options for action
 - 2.4 Seek professional opinions from relevant stakeholders when analysing presenting issues
 - 2.5 Document information according to organisation requirements
3. Identify options with family members
- 3.1 Identify and agreed key areas where changes are required in collaboration with family members
 - 3.2 Develop a plan of action with the family to implement agreed options for change
 - 3.3 Explore with the family factors that could influence their preference and ability to achieve a course of action/change
 - 3.4 Discuss and document agreed actions for change and confirm with supervising professionals
4. Support agreed actions
- 4.1 Identify resources to assist the family, and support access
 - 4.2 Brief professional support on family's issues and options within case management framework
 - 4.3 Refer the family/individual family member to professionals who will participate in implementing the action plan
 - 4.4 Provide ongoing support in areas that are within scope of own job role
 - 4.5 Review progress of any intervention within the case management framework and adjust approaches as required in collaboration with others

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>

Assessment Requirements for CHCFAM010 Provide intervention support to families

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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:

- worked collaboratively under professional supervision with at least 3 clients/significant others who individually or cumulatively need support in relation to:
 - alcohol and other drugs
 - child abuse
 - conflict management
 - domestic and family violence
 - household management challenges
 - mental health
 - parenting difficulties
 - problem gambling
 - stress
- followed organisation and case management protocols for:
 - negotiating access to family members
 - assuring family safety
 - collaboration with the family/family members
 - action planning

- review
- communicated effectively with families using the following interpersonal skills:
 - active listening and questioning
 - speaking clearly and directly
 - rapport building
 - negotiating responsively
 - persuading effectively
 - being appropriately assertive
 - empathising
 - 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 family intervention, 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 limitations
 - records management and reporting
 - rights and responsibilities of workers and employers
 - specific legislation that impacts policies and procedures for family intervention, including the main features of:
 - child protection legislation
 - family law
 - domestic and family violence laws
 - work role boundaries – responsibilities and limitations, including role of support worker and professional staff
 - work health and safety, including risk management, safety planning and crisis/emergency procedures
- indicators of the following issues, and how to respond within scope of own job role, and the types of strategies and interventions used, including for:
 - alcohol and other drugs
 - child abuse

- conflict management
- domestic and family violence
- household management challenges
- mental health
- parenting difficulties
- problem gambling
- stress
- models of family intervention theory and practice including family structures and dynamics
- behaviour change models/practices and options to support behaviour change
- case management processes
- communication techniques and their appropriateness in different situations, including:
 - active listening and questioning
 - speaking clearly and directly
 - rapport building
 - negotiating responsively
 - persuading effectively
 - being appropriately assertive
 - empathising
 - using neutral language
- services available and referral resources.

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
 - organisation policies and procedures
- modelling of industry operating conditions, including:
 - scenarios that involve complex interactions with other people.

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

Links

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