



Australian Government

CHCHCS001 Provide home and community support services

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 work in a home support environment and community settings with individuals, family members, staff, visitors, suppliers and others to meet established work requirements.

This unit applies to workers in a community services context. Work performed requires some discretion and judgement and is carried out under regular direct or indirect supervision.

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. Determine requirements of individual plan

- 1.1 Read and interpret individual plan, goals and confirm required equipment, processes and aids
- 1.2 Confirm purpose and time of visit with the relevant person
- 1.3 Prepare equipment, resources and/or documents required for the purpose of the visit and contingencies

2. Establish relationship in the home

- 2.1 Follow organisation's procedures to assure the person of your identity before entering the house
- 2.2 Communicate with the person to provide information, clarify

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purpose of visit and confirm the person's consent

2.3 Provide opportunity for the person to identify and express any issues or concerns in relation to the visit and/or associated matters

2.4 Engage appropriately with others in the place of residence in accordance with organisation policies

2.5 Check for hazards to own and others' health and safety and implement controls to manage risk

3. Operate respectfully in the home

3.1 Negotiate how to best implement the individual plan to suit the person within organisation procedures and respecting that the work setting is the person's home and personal space

3.2 Comply with duty of care requirements of role in relation to the person and any other people

3.3 Demonstrate respect and sensitivity toward the person and their place of residence

3.4 Deal with ethical dilemmas, behaviours of concern, possible abuse and/or neglect in accordance with relevant policies and procedures

3.5 Maintain confidentiality in accordance with legislation and organisation policy and procedures

4. Complete reporting and documentation

4.1 Comply with the organisation's reporting requirements, including reporting observations to supervisor

4.2 Complete and maintain documentation according to organisation policy and protocols and using technology required in the workplace

4.3 Ensure any arrangements for follow up visits are recorded and implemented

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 CHCHCS001 Provide home and community support services

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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:

- provided services to individual/s in at least 2 different home or community support settings
- used appropriate inter-personal skills:
 - establishing a positive relationship with the individual
 - seeking clarification of tasks
 - interpreting and following instructions

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 for providing home and community services, including:
 - codes of practice
 - basic home fire safety and associated state/territory smoke alarm legislation
 - dignity of risk
 - duty of care
 - privacy, confidentiality and disclosure
 - practice standards
 - work role boundaries – responsibilities and limitations

- work health and safety
- relevant organisation policies and procedures and how to access them, including risk management practices when the work environment is a person's home
- personal and property security procedures, including personal security protocols and equipment
- relevant policy and programs, including:
 - home and community care (HACC)
 - Department of Veterans' Affairs (DVA)
 - government community care directions
- implications for work in the sector including:
 - person-centred practice
 - consumer-directed care
 - empowerment and disempowerment
- indicators of abuse and/or neglect, including:
 - physical
 - sexual
 - psychological
 - emotional
 - financial

Assessment Conditions

Skills must have been demonstrated in an ageing support workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe, impractical or threatens the dignity of the person. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - individualised plans and any relevant equipment outlined in the plan
 - personal protective equipment
 - relevant organisation policies and procedures

Overall, assessment must involve workplace interactions with people in their home, colleagues, families/carers and working with the person's individualised plan.

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

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