



Australian Government

CHCHCS002 Coordinate and monitor home based support

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. Minimal 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 coordinate and monitor the delivery of home based support services.

This unit applies to workers in a community services context. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs.

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 maintain appropriate relationships with the person and carer

- 1.1 Communicate in a manner that develops and maintains trust and respects cultural sensitivities and individual differences
- 1.2 Maintain confidentiality and privacy of the person according to organisation policy and protocols
- 1.3 Support the interests, rights and decision-making of the person in all dealings
- 1.4 Ensure the person has information and understands their rights and the organisations responsibilities, service guidelines and costs

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

2. Determine the person's needs

2.1 Clarify any existing requirements of the person based on previous assessments and existing individualised plan, if relevant

2.2 Determine the person's goals, capacities and service needs using strategies appropriate for the person and circumstances

2.3 Determine the person's needs according to government and organisation procedures, policies, standards and legislation

2.4 Gather information consistent with the person's requirements and identify indicators where additional information might be required in some areas

2.5 Identify the person's language and cultural or religious practices which support staff would need to adhere to or which may require change in work practices

2.6 Complete documentation according to organisation procedures

3. Determine safety requirements for support

3.1 Identify hazards that would be associated with providing support

3.2 Identify potential areas to minimise risk

3.3 Support the person to address the hazard and control risks, where the risk cannot be managed within organisation's legitimate role

3.4 Complete documentation according to organisation procedures

4. Provide appropriate support staff

4.1 Identify best match to the person's requirements

4.2 Provide necessary details to support the person

4.3 Provide details to work safely in the person's home

4.4 Confirm organisation policies and procedures, duty of care and legislative requirements

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

4.5 Determine job role boundaries and record-keeping requirements

4.6 Identify any skill concerns and report need for training and other support

5. Monitor support services

5.1 Check the person's functioning and progress using a range of information

5.2 Identify any issues and concerns may be present

5.3 Address any concerns with the support worker, and if necessary the person

5.4 Identify strategies to address concerns and issues

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 CHCHCS002 Coordinate and monitor home based support

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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:

- coordinated and monitored services to at least 2 people in different home and community support settings

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 home based support 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
 - relevant organisation procedures, policies, awards and standards and how to access them
 - work role boundaries for people working in the community, responsibilities and limitations
 - work health and safety (WHS)

- emergency response procedures
- WHS risk assessment in the home and community workplace environment
- strategies to determine needs of older people and people with disabilities in a home and community environment
- the nature and significance of working in the person's home and in community venues
- personal and property security procedures

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

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

Links

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