



Australian Government

CHCMHS001 Work with people with mental health issues

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. Merged CHCMH301C/CHCMH411A. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements.

Application

This unit describes the skills and knowledge required to establish relationships, clarify needs, and then work collaboratively with people who are living with mental health issues.

This unit applies to support workers in contexts outside the mental health sector, but who come into contact with people with mental health issues. The services and support provided are not mental health specific.

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 respectful relationships with people with mental health issues

- 1.1 Communicate in a way that develops and maintains respect, hope, trust and self-direction
- 1.2 Work in a way that reflects and prioritises the person's right to self define and direct their own recovery
- 1.3 Recognise and respect the person's social, cultural and spiritual differences
- 1.4 Support the person to understand and exercise their rights
- 1.5 Maintain confidentiality and privacy of the person within organisation policy and protocols

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Determine the needs of people with mental health issues

2.1 Gather and interpret information about the person's needs from the person and other agreed sources

2.2 Identify and discuss with the person services and strategies that support empowerment and recovery

2.3 Support the person to express their own identity and preferences and avoid imposing own values and attitudes

2.4 Identify duty of care and dignity of risk considerations in collaboration with the person

3. Work with people with mental health issues to meet aspirations and needs

3.1 Provide support that facilitates progress towards the person's goals in collaboration with the person and their care network

3.2 Work in ways that uphold the person's rights

3.3 Adapt service delivery within organisation policies and procedures to meet the person's specific needs and requirements

3.4 Document interactions and services according to organisation policy and procedures

3.5 Respond promptly and supportively to people experiencing distress or crisis

3.6 Work within the limits of own knowledge, abilities and work role and make referrals to other services as indicated by the person's needs

Foundation Skills

The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) 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 CHCMHS001 Work with people with mental health issues

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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 with at least 3 people with mental health issues in ways that support individual empowerment and recovery through:
 - use of communication techniques
 - provision and adaptation of services to meet particular needs

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations (international, national, state/territory, local) when working with people with mental health issues, and how these are applied in organisations and individual practice:
 - children in the workplace
 - codes of practice
 - discrimination
 - dignity of risk
 - duty of care
 - human rights
 - informed consent
 - mandatory reporting

- privacy, confidentiality and disclosure
- policy frameworks
- records management
- rights and responsibilities of workers, employers and individuals
- specific mental health legislation – impact on individual workers and consequences of breaches
- work role boundaries – responsibilities and limitations
- work health and safety
- values and principles of the mental health sector, including:
 - recovery
 - recovery oriented practice
 - health promotion and prevention
 - holistic approach
 - empowerment/disempowerment
 - access and equity
 - early intervention
 - rights
 - social justice and inclusion
 - citizenship
- different contexts of mental health work, including:
 - historical context, changing attitudes to mental health and approaches to working with people with mental health issues
 - social context, changing societal views of mental health and approaches to working with people
 - political context, government policies and initiatives affecting the mental health sector
 - economic context, the current economic situation as it relates to and affects the mental health sector and the subsequent impact on people
- impact of own attitudes on working with people with mental health issues
- key issues facing people with mental health illnesses, including impact of prejudice and discrimination
- myths and facts about mental illness
- types of mental illness
- existing services to address a person's needs and rights
- appropriate responses to changes in mental health, mental distress and crisis
- circumstances in which referral to a health or other professional is appropriate

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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