



Australian Government

CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers

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 changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.

Application

This unit describes the skills and knowledge required to gather information and contribute to the continuous improvement of services for consumers and carers.

This unit applies to peer work with individuals affected by a mental illness in a range of work contexts.

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. Identify areas for service improvement

1.1 Gather and review information from consumers and/or carers about their satisfaction with, and access to, existing services

1.2 Gather and review feedback from consumers and carers on the effectiveness of services provided and areas for improvement

1.3 Consult with stakeholders to identify available service options, service gaps and any access issues

1.4 Consult with stakeholders to identify culturally

ELEMENT

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appropriate systems and services

1.5 Maintain data collection according to organisation policy and procedures

2. Contribute to service improvements

2.1 Collect and provide consumer and carer feedback about service provision to facilitate improvement to services

2.2 Compile and provide relevant information about possible improvements to services

2.3 Promote the development of linkages and coordination between service providers

2.4 Participate in the development of new systems and processes that promote continuity of care

2.5 Promote service delivery that is visible, accessible and culturally relevant

2.6 Respond appropriately to indications of neglect or abuse in service delivery

3. Participate in activities that support the development of the peer workforce

3.1 Maintain knowledge of research on current trends and resources as they relate to the peer workforce

3.2 Engage in professional development activities to improve own practice

3.3 Establish communication and information sharing processes between service providers

3.4 Establish and maintain connections with consumer and carer networks and/or organisations

3.5 Promote effective systems to support the ongoing development of a peer work force

4. Contribute to service review and evaluation

4.1 Support consumer and carer initiatives

4.2 Identify methods of evaluation and research that are consumer and carer friendly

4.3 Undertake self-reflection and self-evaluation to assess own practice against identified agency objectives

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

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

or code of ethics, using a range of valid evidence

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 CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers

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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:

- identified and contributed to the improvement of at least 1 mental health service through communication and consultation with both carers and consumers:
 - used the following skills and strategies to establish relationships and gather information:
 - verbal communication
 - non verbal communication
 - interviewing
 - collaborative work practice
 - meeting facilitation
 - group facilitation
 - culturally appropriate language
 - networking and professional development
- used research, analysis and evaluation skills

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:

- consultation process for maximising consumer and carer participation in all aspects of service review, evaluation and improvements
- research methods, information gathering and information processing methods as related to capacity and requirements of job role
- systems that promote:
 - culturally appropriate services
 - continuity of care
 - high visibility and access
- consumer and carer networks as relevant to job role
- current trends and approaches to continuous improvement processes and models
- methods for disseminating feedback in formal and informal contexts

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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