



Australian Government

CHCSET004 Undertake bicultural work with forced migrants in Australia

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required of settlement workers from diverse cultural backgrounds to work with forced migrants within an Australian context.

This unit applies to work in an agency directly or indirectly involved with the provision of services to recently arrived forced migrants and refugees.

Workers have limited responsibilities and work within established guidelines to provide support and services in a range of areas including but not limited to settlement, accommodation, counselling, financial advice, family services, youth work, income support, education, health care and crisis intervention.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Settlement Support

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements define the essential outcomes

1. Perform settlement services within the

PERFORMANCE CRITERIA

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

- 1.1. Identify and follow Australian cultural protocols, organisation procedures and legislative requirements.

ELEMENTS	PERFORMANCE CRITERIA
Australian context.	1.2. Identify and analyse differences between Australian cultural processes and cultural processes of migrants receiving services.
	1.3. Adjust service approach in response to new information and protocols.
2. Operate within the workplace.	2.1. Identify organisational goals and priorities. 2.2. Identify and confirm own role and responsibilities according to organisational policies and procedures. 2.3. Prioritise competing demands to achieve organisational goals and objectives. 2.4. Identify and use professional networks to develop relationships. 2.5. Identify factors and contingencies affecting the achievement of work objectives and document allowances in work plans.
3. Recognise and deal with trauma and vicarious trauma.	3.1. Identify the overt and covert signs of trauma in people and the support framework available for forced migrants. 3.2. Evaluate the options for specialist support and referrals while continuing to work with the force migrant in line with organisational policies and procedures. 3.3. Recognise vicarious trauma in self and identify and access support services. 3.4. Recognise vicarious trauma in others and develop strategies to respond to this.
4. Monitor and review service provision.	4.1. Seek, discuss and use feedback to identify opportunities for improvement to service approach. 4.2. Identify professional development opportunities to improve own skills and knowledge and action in accordance with organisational policies and procedures. 4.3. Monitor stress and emotions of self and colleagues and implement strategies to maintain wellbeing.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CHCSET002 Undertake bicultural work with forced migrants in Australia.

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 CHCSET004 Undertake bicultural work with forced migrants in Australia

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide settlement services to three groups of forced migrants
- identify, support and prioritise the needs of two people or groups demonstrating signs of trauma, and refer to specialist support services.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- national, State or Territory and local legal and ethical considerations relevant to settlement services and how these are applied in organisations and individual practice:
 - privacy, confidentiality and disclosure
 - mandatory reporting
 - conflict of interest and maintaining professional boundaries
 - discrimination
 - access and equity
 - codes of practice
- impact of forced migration on the family and the impact of changed roles within the family
- cultural processes
- availability of resources and assistance within, and external to, the organisation, including referral networks and how to access their services
- strategies for worker to maintain their own wellbeing and to support wellbeing of colleagues
- time management and stress management techniques
- impact and relevance of trauma and vicarious trauma
- features of services that deal with the impacts of trauma and processes for accessing:
 - counselling
 - health services
 - legal services.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- opportunities for engagement with refugees and asylum seekers from a range of backgrounds.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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