



Australian Government

CHCYTH012 Manage service response to young people in crisis

Release: 2

CHCYTH012 Manage service response to young people in crisis

Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Changes to elements and performance criteria. New evidence requirements for assessment.

Application

This unit describes the skills and knowledge required to develop an agency approach to young people in crisis.

This unit applies to community services work in a range of 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 specify the level of performance needed to demonstrate achievement of the element.

1. Implement a framework for preventing crisis situations

1.1 Develop a framework to address prevention and response to critical situations, and which reflects consideration of beliefs, rights and needs of client and responsibilities of organisation within a legislative and statutory context

1.2 Establish appropriate resources and mechanisms

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

to assist workers to deal with crisis situations

1.3 Define details of organisation's responsiveness to crisis situations and articulate to relevant personnel

1.4 Store and maintain all information related to crisis situations to maximise accessibility, accuracy, currency and legibility

1.5 Implement procedures to ensure clients have ready access to information that may help to resolve crisis situations

2. Support staff in responding to a crisis

2.1 Establish appropriate protocols for managing potential and actual crisis situations

2.2 Draft and regularly update procedures for the management of crises and communicate to staff and other relevant personnel

2.3 Ensure any crisis management procedures developed are consistent with legal and organisational obligations and constraints

2.4 Allocate resources for prompt and effective response to crisis situations

2.5 Provide appropriate crisis response training and update briefings to workers on a regular basis

2.6 Formulate appropriate advice for upgrade of organisation procedures including those related to workplace health and safety (WHS) and other industrial and legislative requirements

3. Follow-up crisis situations

3.1 Complete all required reporting and ensure it is comprehensive, accurate and consistent with organisation's policies and procedures

3.2 Define debriefing procedures and implement routinely

3.3 Provide opportunity for participation in review and evaluation of organisation responsiveness

3.4 Identify needs of all specific parties which arise

ELEMENT

Elements define the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

from a crisis situation and develop strategies to ensure they are addressed

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

- Writing – in order to develop policies, procedures and reports in line with workplace guidelines.

The remaining foundation skills essential to performance are explicit in the performance criteria of this unit.

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 CHCYTH012 Manage service response to young people in crisis

Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Changes to elements and performance criteria. New evidence requirements for assessment.

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 demonstrated evidence that the candidate has completed the following tasks at least once:

- implemented a framework to prevent and respond to crisis situations by:
 - defining circumstances contributing to a crisis situation
 - analysing the legal and statutory requirements
 - identifying and obtaining resources to respond to crisis situations
 - providing information to clients and staff about the organisation's policies and procedures for dealing with crisis situation
 - supporting staff in responding to crises by providing training and briefings
- followed-up on crisis situations by:
 - maintaining documentation as required, including effective use of relevant information technology in line with WHS guidelines
 - effectively communicating with staff, including implementing mediation and negotiation, and conflict resolution/management
 - providing feedback to staff members.

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 identified work role

These include knowledge of:

- legal and organisational policies relating to safety within the work environment
- relevant specialist support services and resources
- possible factors which contribute to young people entering crisis situations
- methods of crisis intervention including mediation and negotiation
- characteristics of aggressive and abusive behaviour
- methods of promoting less aggressive/abusive behaviour
- other support agencies and the relevant specialist resources they offer
- possible factors which contribute to young people entering crisis situations
- potential repercussions of inappropriate intervention of worker behaviour.

Assessment Conditions

Skills must be demonstrated in the workplace.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>