



Australian Government

CHCYTH012 Manage service response to young people in crisis

Release: 2

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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

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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>