



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS308B Provide first point of contact

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to follow organisation guidelines in the exchange of routine information with clients, to establish a priority of needs, and identify and to respond to their immediate needs including the providing information about services available

Application of the Unit

Application

This unit may apply to service delivery in a range of community service contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Greet and observe client

- 1.1 Listen to and acknowledge client in a pleasant and accepting way
- 1.2 Respond to distressed people in a relaxed and calm manner
- 1.3 Report *observations about client to appropriate person/s* within the organisation

2. Collect routine *information* from the client

- 2.1 Collect and document *identifying information* in accordance with organisation procedures
- 2.2 Discuss reasons for contact with the service with client in accordance with organisation procedures
- 2.3 Maintain client confidentiality in accordance with organisation policies and procedures
- 2.4 Explain and observe client rights and responsibilities in accordance with organisation policy

ELEMENT**PERFORMANCE CRITERIA****3. Identify priority of need for service**

- 3.1 Refer client to appropriate persons according to urgency and nature of need and organisation guidelines
- 3.2 Assess personal *safety* of self, client and others in accordance with organisation procedures and policies and within own role
- 3.3 Seek *assistance* as appropriate

4. Provide information to clients about the service and other relevant services

- 4.1 Provide client with current, relevant and culturally appropriate *information on the service and other relevant services* and what each provides
- 4.2 Assist clients to contact other agencies/services as appropriate to obtain further information

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

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:

- Stigma/prejudice
- Local community needs
- Normal behaviour/unusual behaviour/impact of cognitive impairment on behaviour
- Agency role, agency target group in the community
- Basic knowledge of culturally specific behaviour
- Agency procedures and policies relating to provision of first point of contact for potential clients
- Understanding of relationships between service providers
- Other services and networks
- Requirements for client registration
- Waiting times for the service
- Organisation policies and procedures for confidentiality
- Organisation storage and recording systems
- Organisation activities and timetables
- Organisation requirements for monitoring services and/or attendance
- Clients rights and responsibilities in the organisation
- Workers' rights and responsibilities in the organisation
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds
- Knowledge specific to working with people at risk of self-harm

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate an understanding of staff responsibilities in the organisation and own role

REQUIRED SKILLS AND KNOWLEDGE

within this, in terms of obtaining information from clients and referring them to workers within the organisation

In addition, the candidate must be able 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 the ability to:

- Demonstrate a non-judgemental approach to working with people
- Demonstrate application of skills in:
 - reporting skills
 - observation skills
 - cultural sensitivity
 - verbal and non-verbal communication
 - liaison/referral
 - confidentiality
 - resolving aggression
 - basic negotiation
 - safety awareness
 - predicting violence
 - listening and referral

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Consistency in performance should consider the range of clients and situations encountered in the

EVIDENCE GUIDE

workplace

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to relevant workplace or simulated realistic workplace setting where assessment may take place
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
 - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
 - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Observations about client may include:

- Orientation to person, place, time
- Level of coherence
- Ability to communicate
- Unusual behaviour/communication
- Aggression - physical or verbal
- Signs of physical injury/distress
- Levels of personal distress and anxiety

Appropriate person/s may include:

- Immediate supervisor
- Case manager
- Clinician
- Representative of other services

Identifying information may include:

- Name
- Contact information

Information may be collected:

- By speaking to others
- From written sources
- By observation
- From inside the organisation
- From external sources
- From clients

RANGE STATEMENT

Service may include:

- Making an appointment to see someone in the agency/organisation
- Providing information on existing services
- Referral e.g. doctor, financial counsellor, women's refuge, youth services

Safety takes into account:

- Body language
- Tone of voice
- Location
- Proximity to other people
- Stress/anxiety
- Aggression

Assistance may be sought from:

- Other staff
- Consumer groups
- Clinical mental health services
- Acquired brain injury services
- Specialists
- Other community based support services
- Hospitals
- Ambulance
- Police

Response to requests for information will take into consideration the inquirer's:

- Language and style
- Literacy level
- Cultural factors
- Previous contact
- Disabilities

Provide information is:

- Current
- Relevant
- Culturally and linguistically appropriate
- Supportive of the reduction of stigma and discrimination

RANGE STATEMENT

Information on the service and other relevant services may be delivered in the form of:

- Informal discussion
- Leaflets/brochures
- Correspondence/written reports
- Audio-visual
- Newsletters/circulars
- Published material
- Posters/graphic representation

Information may be given about the following types of services:

- Carer/consumer groups
- Government and non-government services e.g. Health, accommodation, education/training, employment, social/recreation, counselling, financial, self-help, advocacy, transport, torture/trauma
- People with relevant special qualities, knowledge and/or expertise
- Government allowances, pensions and benefits
- Program activities/timetables
- Clinical mental health services
- Acquired brain injury services
- Cross cultural

Unit Sector(s)

Not Applicable