



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS500A Conduct complex assessment and referral

Release: 1

CHCCS500A Conduct complex assessment and referral

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to conduct an appropriate individual assessment and make appropriate referrals where multiple issues present

Application of the Unit

Application

These skills and knowledge are to be applied by a worker independently conducting an assessment and making referrals

It involves use of established assessment tools and/or processes, according to specified guidelines

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. Prepare for the assessment

- 1.1 Establish rapport with clients, by demonstrating respect and non-judgemental attitude
- 1.2 Identify need for assessment based on organisation policy and procedure
- 1.3 Identify and use appropriate *assessment tools and processes* according to organisation policy and procedures
- 1.4 Organise appropriate time and place for the assessment in conjunction with the person being assessed
- 1.5 Explain privacy principles, organisation policy and procedure and obtain consent from the person
- 1.6 Ensure appropriate interpreter is available and has been briefed

ELEMENT**PERFORMANCE CRITERIA****2. Assess client needs**

- 2.1 Identify own limitations in assessing and addressing client needs and, where appropriate, seek assistance from colleagues, senior staff and/or experts in the area
- 2.2 Use appropriate language and interpersonal skills to identify the diverse needs of clients
- 2.3 Clearly explain to clients the assessment process and how information is used, including duty of care and organisation policy and processes for mandatory reporting
- 2.4 Implement risk management processes, as required, to ensure *safety of client and worker*
- 2.5 Identify the needs of people who have *multiple and complex issues*
- 2.6 Ensure clients are assisted to identify their own needs and any risk factors
- 2.7 Demonstrate understanding of the potential impact of dual/multiple issues on identifying and prioritising need

3. Analyse client needs as a basis for meeting them

- 3.1 Work with the client to analyse and prioritise their needs
- 3.2 Seek secondary consultation from specialists as required to assist in assessment with clients
- 3.3 Assess information about client needs in accordance with accepted organisation procedures to inform decisions about relevant services which can be provided to best address client needs
- 3.4 Assess client information for complexity, urgency and eligibility so priorities for service delivery can be identified
- 3.5 Ensure decisions about client needs are based on a full range of relevant information and made in conjunction with the client

ELEMENT**PERFORMANCE CRITERIA****4. Identify and refer to appropriate services to meet client needs**

- 4.1 Identify services which match client needs from within and outside the organisation
- 4.2 Identify and access relevant networks, to ensure referral of clients to appropriate services
- 4.3 Undertake appropriate work to assist clients to access targeted services from within and outside the organisation
- 4.4 Provide information about other services to clients to assist their decision-making about referral to other agencies
- 4.5 Empower clients to identify services they prefer for referral
- 4.6 Gain consent and document for referral to other services
- 4.7 Provide assistance to complete referral forms and access services, if required
- 4.8 Encourage clients to advocate on their own behalf to access services
- 4.9 Make active referrals to services identified in conjunction with the client
- 4.10 Make referrals to protective services in accordance with mandatory reporting legislation and organisation policy and procedure

5. Evaluate assessment and referral processes

- 5.1 Review the allocation of services delivered to meet client requirements routinely, or as required to ensure a continuing match
- 5.2 Review changes in circumstances, environmental factors or urgency of client needs in accordance with organisation practices and procedures to ensure client needs continue to be met
- 5.3 Collect client feedback on adequacy of service delivery as required by the organisation to inform revision of service delivery arrangements
- 5.4 Routinely seek feedback on individual performance in client service delivery from colleagues and clients

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:

- Understanding of own work role and responsibilities
- Understanding of validity and reliability requirements for assessment
- Understanding of assessment process requirements
- Basic understanding of types of assessment, including:
 - domain based assessment
 - norm based assessment
 - competency based assessment
- Communication skills required to conduct an individual assessment
- Organisation policy and procedure associated with individual assessment
- Reporting requirements of individual assessment
- Consent requirements for dissemination of a person's assessment results

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Conduct an assessment within defined guidelines
- Report on assessment results

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:

- Follow organisation policies and protocols
- Liaise and report to appropriate persons/agencies

REQUIRED SKILLS AND KNOWLEDGE

- Adhere to own work role and responsibilities
- Apply reading and writing skills required to fulfil work role in a safe manner and as specified by the organisation/service:
 - this requires a level of skill that enables the worker to follow work-related instructions and directions and the ability to seek clarification and comments from supervisors, clients and colleagues
 - industry work roles will require a literacy level that will enable workers to interpret international safety signs, read client service delivery plans, make notations in client records and complete workplace forms and records
- Apply oral communication skills required to fulfil work role in a safe manner and as specified by the organisation:
 - this requires a level of skill and ability to follow work-related instructions and directions and to seek clarification and comments from supervisors, clients and colleagues
- Apply verbal and non-verbal communication skills:
 - industry work roles will require effective verbal and non-verbal communication skills to ask questions, clarify understanding and meaning, recognise and interpret non-verbal cues, adapt communication styles to meet specific needs, provide information and express encouragement and support including active listening and empathy
- Apply basic problem solving skills to resolve problems within organisation protocols
- Work effectively with clients, social networks, colleagues, supervisors and other services/agencies

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 will be most appropriately assessed in the workplace or in a simulated workplace and under the

EVIDENCE GUIDE

normal range of workplace conditions

- It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

- 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:
 - an appropriate workplace or simulated workplace where assessment can take place
 - relevant organisation policy, protocols and procedures

- Method of assessment*
- Observation in the workplace
 - Written assignments/projects
 - Case study and scenario analysis
 - Questioning
 - Role play simulation

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.

Assessment tools and processes include:

- Strengths-based assessment
- Domain based assessment
- Norm based assessment
- Competency based assessment

Safety of client and worker may refer to:

- Domestic violence
- Unpredictable client behaviour (e.g. aggression, dementia, mental health issues, alcohol and other drugs (AOD) issues)
- Hazardous environments
- Specific identified health and safety risks

Multiple and complex issues may include:

- Mental health
- Drug and alcohol
- Family violence
- Poverty
- Disability
- Challenging behaviour
- Age
- Aboriginality
- Cultural diversity

Unit Sector(s)

Not Applicable