



Australian Government

Department of Education, Employment and Workplace Relations

CHCDFV407C Provide domestic and family violence support in non-English speaking background communities

Release: 1

CHCDFV407C Provide domestic and family violence support in non-English speaking background communities

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to provide support to people from non-English speaking backgrounds who have been affected by domestic violence
It requires sensitivity and an understanding of cultural protocols, including appropriate interpersonal and networking skills

Application of the Unit

Application

This unit may apply in a range of community service contexts with clients who may experience domestic and family violence

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. Establish relationship with community

- 1.1 Establish and maintain relationships with *key people within a community* to promote the service and to develop respect, confidence and credibility
- 1.2 Gather information from reliable sources about some of the important cultural beliefs, values and customs of the key groups in the *community*
- 1.3 Use *methods* to identify the information requirements of the community in relation to domestic violence issues
- 1.4 *Support* develop community programs which meet the needs of *clients*
- 1.5 Identify and respect *restrictions and protocols* of communicating and relating with different members of the community
- 1.6 Respect and encourage the value of community, elders and extended family members as a social support mechanism, and utilise when appropriate and with client consent

ELEMENT

PERFORMANCE CRITERIA

2. Work within cultural requirements

- 2.1 Provide information which is culturally sensitive and appropriate about the services available in relevant languages and in mediums accessible to people from culturally and linguistically diverse backgrounds
- 2.2 Develop links with people from various cultural groups to make sure that the services available are responsive to their needs
- 2.3 Utilise values, issues and structures within the community to maximise outcomes for clients
- 2.4 Ensure *work* within the community and with individual clients is consistent with *organisation standards and procedures* and current *legislative and statutory requirements*, and considers community practices
- 2.5 Adapt *work* processes as appropriate to meet any *specific client needs*
- 2.6 Utilise appropriate *interpersonal skills* which are consistent with community practices and standards

3. Support client

- 3.1 Prioritise clients' physical and emotional safety in all dealings with them
- 3.2 Employ appropriate interpersonal skills to allow accurate relevant exchange of information and to ensure individual stories are heard, accepted, understood and validated
- 3.3 Analyse and respond to any indications of *risk* or harm according to the degree and nature of the risk and the client's circumstances
- 3.4 Explain and promote client and worker *rights and responsibilities* throughout client contact
- 3.5 In all *work* demonstrate commitment to empower individuals to resolve their issues through enhancing skills and self-esteem, accessing appropriate support and through working with others in the community
- 3.6 Undertake all appropriate record-keeping and reporting in accordance with organisation standards and procedures

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 the social, historical, political and economic context of domestic violence, including myths, unhelpful beliefs, attitudes and practices, power and control, gender, child abuse and criminal issues relating to domestic violence, and their affects on individual's right to safety and autonomy
- Understanding domestic violence indicators and procedures for undertaking assessment of client needs
- Knowledge of the impacts of cultural, sub-cultural, social, gender, age, religious, sexual identity, disability, language issues etc on attitudes towards domestic violence
- Knowledge of the cultural and language groups represented within the local/regional community, and an understanding of their values and beliefs
- Understanding of how to communicate with the community (adaptation of language and dialects, verbal and non-verbal, spoken languages, use of interpreters)
- Understanding of current organisation procedures, practices and standards for client assessment, allocation of services, case management, interviewing and liaison, code of conduct, community development and involvement, confidentiality, use of resources, programmed intervention and duty of care requirements
- Knowledge of domestic violence and community services and ethno-specific services available and more generalist nesb services within the local/regional area
- Understanding of the key people and groups within the community and relevant protocols for consultation and decision-making
- Knowledge of structural barriers and their impact (e.g. Institutional racism) and their effects on people from non-English speaking backgrounds accessing services
- Understanding of specific limitations of work role, responsibility and professional abilities
- Awareness of own values and attitudes and their potential impact on clients
- Knowledge of applying community development principles and strategies

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Use skills and knowledge to provide domestic violence support in NESB communities, in particular, to:
 - develop and maintain working relationships with key people within the community to promote domestic violence services and engender their confidence and support
 - identify the information needs of the community relating to domestic violence using appropriate research and evaluation techniques
 - adapt work processes as appropriate depending on specific cultural and linguistic needs that does not compromise the safety of workers and client's
 - facilitate resolution of issues by using appropriate interpersonal methods which are appropriate to the community and the individual's specific circumstances
 - depending on the work program or services provided apply specific knowledge of particular groups or issues (e.g. alcohol and other drugs (AOD), same-sex relationships, religious, survivors/victims, users of violence, mental health etc.)
 - identify indicators of domestic violence and their likely impacts on the person affected by domestic violence
 - accurately interpret and comply with legal and procedural requirements

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 application of skills in:
 - research involving analysis and evaluation for identifying domestic violence information and resource requirements of the community
 - leadership relating to providing guidance to help achieve outcomes and gain agreement on concepts which are required to enlist support from key people and groups within the community
 - problem solving for a broad range of unpredictable problems involving analysis, assessment, evaluation and the development of new ways of delivering domestic violence services which address the specific cultural needs of the community
 - assessment, such as to assess the need to use an interpreter/interpreting services and identify qualified and appropriate interpreters/interpreter services
 - basic counselling, such as questioning and active listening (paraphrasing, clarifying, summarising, story telling) techniques, including non-judgemental and empathic approaches to provide a first point of contact
 - literacy and communication in relation to presentation of information in a manner appropriate to the culturally and linguistically diverse needs of the community
 - understanding and applying knowledge of cultural issues without stereotyping or homogenising the client/client group

REQUIRED SKILLS AND KNOWLEDGE

- responding sensitively to disclosures and ability to maintain confidentiality when working with people affected by domestic violence

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 normal range of workplace conditions
- Assessment of performance should be over a period of time covering all categories within the Range Statement statements that are applicable in the learning environment
This will include contexts applicable to the work environment, such as actual or simulated workplace situations involving a combination of direct, indirect and supplementary forms of evidence

EVIDENCE GUIDE

- 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 delivered and assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment of this unit include access to:
 - an appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment
 - Where assessment is conducted within the workplace there are no resource implications above those normally available in the workplace
 - Where assessment is conducted in a simulated or non-workplace environment then access to the necessary equipment and research resources should be provided
 - Access to simulated exercises, case studies related to service delivery issues will also be required if non-workplace assessment paths are utilised

EVIDENCE GUIDE

Method of assessment:

- Evidence will be determined by organisation from the Range Statement, justified in terms of work requirements, work roles and responsibilities and occupational specialisations
- Evidence for assessment of competence may be gathered by appropriate combination of the following:
 - demonstration of competency within the working environment in working with NESB communities to provide domestic violence support
 - assessment must be in the workplace, however, where there is not an 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
 - observation of processes and procedures, oral and/or written questions 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
 - review of any documentation produced by the candidate related to working with NESB communities to provide domestic violence support

EVIDENCE GUIDE

Related units:

This unit should be assessed after or in conjunction with related unit:

- CHCDFV402C Manage own professional development in responding to domestic and family violence

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following units:

- CHCDFV403C Provide crisis intervention and support to those experiencing domestic and family violence
- CHCAD401D Advocate for clients
- CHCCS412D Deliver and develop client service
- CHCCM402D Establish and monitor a case plan

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.

RANGE STATEMENT

Key people within a community include:

- Community elders
- Community councils
- Various community groups representing cultural, sub-cultural, sub-cultural, religious, social, ethnic, gender, sexual identity, and age groupings within the community
- Support groups such as survivors/victims of violence groups, drug and alcohol groups, community houses, women's networks and refuges, professional associations
- Government representatives and service providers
- Family members, friends, care-givers
- Authorities responsible for provision of community and justice administration services, for example, local councils, legal services, such as legal aid, and state and commonwealth agencies
- Acknowledged domestic violence specialists and other specialists
- Acknowledged language experts/translators/interpreters

Community may relate to a specific location, language/cultural or social structure and include:

- Traditional
- Rural, regional, or metropolitan
- People with specific needs
- Groups defined by organisation programs and services

Methods used to collect information could include:

- Interviews with clients, family, significant others and carers
- Questionnaires
- Applications and other forms
- Case documentation
- Using specialist communicators
- Reports by other people
- Classification tools
- Information from professionals including medical reports
- Information from various service providers

RANGE STATEMENT

Support may be provided through internal or external services and could include, but is not limited to:

- Safety and physical and emotional security
- Economic support
- Protection from financial exploitation
- Legal or medical information and support
- Accommodation/transportation
- Access to services/information
- Ongoing assessment
- Specialist services
- Educational materials
- Referrals to specialist services
- Community awareness programs/education
- Qualified and appropriate interpreters
- Provision of assistance to address issues, gather information and locate other resources
- Support from community, extended family members, friends and elders
- Advocacy

Clients may be:

- Individuals (inclusive of children, youth, adults and the aged)
- Referred or self-referred
- People with specific needs
- Voluntary or involuntary
- Family members and significant others
- Community groups

Restrictions and protocols may relate to, but are not limited to:

- Family relationships and structure
- Cross-gender communication
- Worker's role in the community
- Working with people whose primary language is a language other than English

RANGE STATEMENT

Work may relate to:

- Specific groups, issues, or communities e.g. Health issues of young people from particular cultural backgrounds and/or geographical areas, disability issues, mental health issues etc
- Research activities
- Policy development
- Individual casework
- Community development
- Child protection work
- Referrals
- Provision of information/materials
- Project development and implementation
- Organisation standard

Specific clients needs may include, but are not limited to those:

- Who have a disability
- Who are aged or young
- Who live in a remote or rural location
- Who are in same-sex relationships
- Who are of a particular gender
- With a dual diagnosis
- Whose religious beliefs or practices need to be considered
- Who have addiction or dependency issues
- Who have mental health issues

RANGE STATEMENT

Interpersonal skills may include:

- Means by which an emotionally safe and empathic environment is created
- Means for communicating with people with disabilities or where English is not the first language
- Methods of communicating with different age, religious, gender and sexual identity groups
- Non-judgemental communication techniques
- Using strategies that empower client to ensure safety of client and family
- Cultural, sub-cultural awareness/sensitivity
- Demonstrating empathy
- Using appropriate body language
- Reflecting, summarising and paraphrasing
- Asking open-ended questions
- The ability to ask direct questions about violence in a sensitive and appropriate way
- Using conflict management skills if appropriate
- If needed, use of a qualified interpreter whose involvement will not jeopardise the safety of the client and/or client's family
- Recognition of client/worker power differences
- Maintaining confidentiality
- Active listening

RANGE STATEMENT

Risk may refer to client, client's family and/or worker and be indicated by the following:

- Self identification of risk
- Evidence of physical injuries
- Threat to safety
- Current or previous criminal charges for assault of client by partner/ex-partner
- Current or previous police involvement
- Objective assessment of client's current ability to protect self and children from further assault or harm
- Threat or attempts to self-harm
- Feelings of depression, anger, low self-esteem, suicidal thoughts, emotional distress or sleep disturbances
- Medical problems such as overuse of tranquillisers, or alcohol, drug or substance abuse
- Intimidation and harassment
- Client being denied access to funds, resources or medications
- Existing or previous orders relating to domestic violence (e.g. Apprehended violence order), or breach of orders
- Avoidance of discussion regarding possible abuse
- Implausible explanation for injuries
- Repeated requests for financial assistance
- Other factors that may indicate a history of violence
- Children's behaviour and developmental level
- Current behaviours of user of violence
- Frequent hospital visits/admissions
- Current or previous separation
- Family court and/or relationship history
- Implied or actual threats to harm the worker by user of violence

RANGE STATEMENT

Rights and responsibilities may include:

- Rights of safety
- Rights under common law
- Rights outlined under relevant standards/principles and charters (e.g. Un declaration on rights of the child)
- Rights under the constitution
- Rights and responsibilities under legislation (e.g. freedom of information and child protection legislation)
- Guidelines relating to parameters of confidentiality/client consent
- Worker's code of ethics
- Rights of victim to crime compensation

Organisation standards and procedures may include those relating to:

- Client and worker safety
- Collection and storage of information
- Client interview protocols and procedures
- Code of conduct/code of ethics
- Principles and implementation of duty of care and rights of client to self determination
- Departmental, inter-departmental regulations, protocols and procedures relevant to work role and responsibilities
- Organisation mission statement and/or philosophy
- Inter-agency practice and protocols
- Assessment for eligibility to access particular services
- Completion of forms and applications
- Use of interpreter and interpreter services
- Guidelines relating to parameters of confidentiality/client consent
- Occupational health and safety

RANGE STATEMENT

Legislative and statutory requirements may include:

- Relevant State/territory/Commonwealth legislation (e.g. domestic violence, guardianship, disability services, immigration, anti-discrimination, racial discrimination and anti-vilification legislation, child protection, legal practice legislation)
- International conventions relating to the rights of children and young people
- Relevant international conventions on civil and human rights
- Freedom of information legislation

Unit Sector(s)

Not Applicable