



Australian Government

Department of Education, Employment and Workplace Relations

CHCER301A Deliver emergency relief services

Release: 1

CHCER301A Deliver emergency relief services

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required by workers involved in the provision of emergency relief services

Application of the Unit

Application

The work described in this unit will take place within an agency providing emergency relief to individuals and families, generally by volunteer workers

Emergency relief may be provided in a range of areas including but not limited to finance, food, shelter, dealing with utilities and health

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

1. Apply communication skills appropriate to emergency relief context

PERFORMANCE CRITERIA

- 1.1 Communicate appropriately in order to identify *client needs and issues*
- 1.2 Assist clients to resolve their needs and issues using appropriate communication skills
- 1.3 Communicate mission and values of the service agency appropriately
- 1.4 Communicate appropriately in working with *other agencies*

ELEMENT**PERFORMANCE CRITERIA****2. Provide emergency relief services**

- 2.1 Assess client needs to ensure *appropriate support* is recommended
- 2.2 Provide *information* to clients according to their needs
- 2.3 Ensure recommended relief services are within agency's capabilities to provide
- 2.4 Refer clients to other appropriate agencies, services and professionals where necessary
- 2.5 Provide support and *advocacy* for clients according to client needs
- 2.6 Provide emergency relief services according to *legislative and agency procedures*

3. Review and monitor own work

- 3.1 Identify scope of work to ensure that services provided are within personal and organisation capabilities
- 3.2 Address diverse views and conflicts within the organisation as appropriate to ensure service provision is maintained
- 3.3 Participate in organisation monitoring activities to enable service provision to be reviewed
- 3.4 Seek to address difficulties with appropriate people and seek assistance when required

4. Undertake administrative duties

- 4.1 Maintain networks with other agencies
- 4.2 Attend review meetings to review agency range of services as required
- 4.3 Maintain *statistics* in accordance with organisation requirements
- 4.4 Maintain client files and financial records in accordance with organisation requirements
- 4.5 Mentor new volunteers in working within organisation philosophies and ethical frameworks
- 4.6 Undertake activities as required to support organisation mission and values

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:

- Legislation and regulation relevant to emergency relief provision
- Client confidentiality and privacy requirements
- Mandatory reporting requirements as appropriate
- Organisation codes of practice
- Services available from the agency
- Own role and responsibilities
- Knowledge of the principles of equal employment opportunity, sex, race, disability, anti-discrimination and similar legislation and the implications for work and social practices
- Referral networks and their service provision
- Availability of resources and assistance within and external to the organisation in relation to emergency services provision
- Strategies to maintain personal well being

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Provide services within established timeframes
- Sensitively communicate with people from diverse backgrounds and cultures
- Form effective workplace relationships with co-workers and colleagues from diverse backgrounds and cultures
- Participate in identifying and implementing safe work practices
- Employ basic conflict resolution and negotiation skills
- Complete governmental and other documentation and forms
- Communicate sensitively with clients to establish needs

REQUIRED SKILLS AND KNOWLEDGE

- Involve clients in decision-making processes
- Analyse own work
- Maintain a distance between self and client in service provision
- Refer appropriately

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
- Assessment may be conducted on one or more occasions, but should include the normal range of workplace activities

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

EVIDENCE GUIDE

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 appropriate workplace where assessment can take place, or simulation of realistic workplace setting for assessment

Method of assessment

- Assessment may include observation, questioning and evidence gathered from the workplace environment

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.

Client needs and issues may include:

- Financial difficulties
- Difficulties with utilities
- Housing issues
- Dealing with public authorities
- Food provision
- Family conflict

RANGE STATEMENT

Other agencies may include:

- Government departments
- Utilities
- Banks
- Transport providers
- Courts
- Health services
- Church agencies
- Welfare agencies
- Local government agencies
- Police
- Other service providers

Information may include:

- Available support services
- Government agencies - federal, state and local
- Completing forms and documents
- Rights and responsibilities of clients

Appropriate support may include:

- Provision of food vouchers
- Organisation of emergency housing
- Negotiating with utilities
- Provision of financial counselling
- Referral to other agencies
- Completion of forms
- Assessing suicide risk
- Providing information/options

RANGE STATEMENT

Legislative and agency procedures may include:

- Duty of care responsibilities
- Limitations of legal responsibility
- Mandatory reporting requirements
- Privacy legislation
- Funding guidelines
- Occupational health and safety (OHS)
- Food handling regulations
- Anti-discrimination legislation and sexual harassment
- Equal employment opportunity legislation
- Health inspections
- Child protection
- Police checks
- GST
- Funding raising legislation
- Prohibitive employment
- Disability
- Racial vilification legislation
- Service delivery guidelines
- Food management
- Codes of ethics and codes of conduct
- Rights and responsibilities
- Relief services policies
- Guidelines for giving vouchers
- Compliant procedures and resolution
- Emergency and shut down procedures
- Office opening/closing procedures
- Reporting requirements
- Data collection
- Risk management
- Working within roles and responsibilities
- Volunteer agreements
- Indemnity insurance
- Security (personal and property inc information)

RANGE STATEMENT

Statistics may include:

- Number of clients
- Client demographics
- Food given
- Presenting issues
- Unmet needs
- Vouchers
- Utility accounts
- Travel
- Furniture/clothing

Service monitoring may include:

- Agency review procedures
- Incident debriefing
- Care of volunteers
- Performance appraisal
- Workload management
- Stress management

Advocacy may include:

- Negotiations with utility companies
- Negotiations with health and welfare providers
- Negotiations with finance providers
- Negotiations with housing providers
- Negotiations with government agencies
- Negotiations with education providers

Unit Sector(s)

Not Applicable