



Australian Government

Department of Education, Employment and Workplace Relations

CHCNET404A Facilitate links with other services

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to liaise and facilitate linkages between community services including specialist and generalist services in the community to ensure support of people in need

Application of the Unit

Application

The skills described in this unit may be applied across a range of workplace contexts, especially involving related service delivery, sharing of information and client referral

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. Identify and maintain *links* with *relevant services*

- 1.1 Gather and store *information on relevant services* as appropriate
- 1.2 Identify, develop and maintain communication processes within and across services to establish and maintain inter- and intra-sector links
- 1.3 Maintain active participation in relevant networks
- 1.4 Maintain information on the organisation's range of services

2. Provide relevant information to services

- 2.1 Respond to information requests from other organisations as appropriate
- 2.2 Maintain knowledge of and access to internal means of support within own organisation
- 2.3 Provide information and resources to support community groups as appropriate
- 2.4 Ensure materials and resources provided are relevant and current
- 2.5 Seek feedback on the materials and resources and use in developing future materials and resources

ELEMENT**PERFORMANCE CRITERIA**

3. Work with and *support* other organisations to enhance service delivery

3.1 Define the type and level of support to be provided and negotiate with the relevant organisation

3.2 Maintain appropriate support and contact with people referred

3.3 Provide information to services in line with organisation confidentiality, consent and privacy policies and procedures

3.4 Develop and negotiate longer term plans to assist services to operate self-sufficiently

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:

- Existing information systems
- Referral networks - criteria and procedures for referral
- Current community services issues
- Language used in community services work
- Range of community services and how to access
- Confidentiality and privacy
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Facilitate effective working relationships within community services and within the

REQUIRED SKILLS AND KNOWLEDGE

general community

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:
 - questioning
 - active listening
 - verbal and non-verbal communication
 - referral
 - participating and conducting interagency meetings
 - promotion
 - negotiation
 - liaison and networking
- Recognise own limitations and agency boundaries
- Develop and provide information about community services
- Use and coordinate the use of relevant information technology effectively in line with occupational health and safety (OHS) guidelines

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 best assessed in the workplace or in a simulated workplace under the normal range of conditions
- Consistency in performance should consider the

EVIDENCE GUIDE

community services networking and liaison requirements within the 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
 - Resource requirements for assessment of this unit include access to:
 - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observations, 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.

Links may be:

- Referral to and from other services
- Telephone contact
- Worker networks
- Informal contacts
- Case conferences
- Inter agency meetings
- Community consultative committees
- Joint projects

Relevant services may include:

- Consumer groups
- Commercial enterprises such as real estate agents, and financial institutions
- Community services departments
- Aboriginal and Torres Strait Islander services
- Employment services
- Community based disability support services
- Income support services
- Accommodation services
- Services specific to the person's needs
- Trans-cultural
- Religious organisations
- Judicial
- Correctional
- Police
- Emergency services

RANGE STATEMENT

Information on relevant services may include:

- Pamphlets and other information sources
- List of all relevant services
- Information on own agency
- Criteria for referral to each agency
- Contacts
- Information to provide to clients

Support may include:

- Visits
- Consultations
- Joint initiatives
- Participation in case conferences
- Telephone advice
- Provision of staff development and training
- Exchanging of reports
- Community education

Policies and procedures may include:

- Referral protocols

Unit Sector(s)

Not Applicable