



Australian Government

Department of Education, Employment and Workplace Relations

CHCPROT703A Facilitate incident prevention strategies in child protection work

Release: 1

CHCPROT703A Facilitate incident prevention strategies in child protection work

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required to implement safety strategies for the prevention and management of risks to child protection workers and teams

Application of the Unit

Application

This unit applies to child protection work in statutory context

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 risk or threats to team safety

- 1.1 Liaise with team to identify *potential and actual risks associated with child protection work*
- 1.2 Consult with the team to assess risk concerns in *range of child protection work situations*
- 1.3 Document identified risks according to *organisation policy and procedures*
- 1.4 Consult with team to plan *contingency responses* in relation to unexpected risks

2. Develop individual and team strategies to manage risks and ensure workplace needs are met

- 2.1 Assess each risk situation in consultation with team and develop strategies to minimise risk
- 2.2 Ensure team adheres to *workplace health and safety procedures when carrying out functions of child protection work*
- 2.3 Implement *strategies that support and promote the resilience of team members*
- 2.4 Participate in workplace health and safety team meetings
- 2.5 Facilitate organisations risk management framework in relations to critical incidents and refer to *internal and external support networks* as required

ELEMENT**PERFORMANCE CRITERIA****3. Monitor team safety plans**

- 3.1 Monitor and review formulated safety plans for staff attending home visits, after hours work, child risk assessments and engagement with high risk clients
- 3.2 Ensure critical incident debriefing processes and reflective learning informs change to policy and procedures where appropriate
- 3.3 Ensure all complaints of discrimination, bullying, harassment, code of conduct and privacy breaches, are addressed in accordance with organisation policy

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:

- Roles and responsibilities of self and team in relation to worker safety within child protection systems
- Legislation relevant to child protection risk assessment work, particular for work occurring away from the immediate workplace e.g. occupational health and safety (OHS)
- Powers, orders and processes relating to key legal bodies in child protection
- Documentation processes and organisation information systems and tools to be used for safety assessment in child protection teams including debriefing systems
- Statutory responsibilities and delegations for staff and clients
- Code of conduct for child protection workers
- Critical incident reporting procedures
- Risk management processes to be applied within organisation occupational health and safety frameworks

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Document child protection notifications and include recording of logical connections made between concerns expressed, analysis and decision-making, and response is congruent with assessment
- Provide accurate documentation using tools provided by 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:

- Assess and record team safety risk assessment considerations
- Support team members to maintain safety during home visits, supervised contacts, child

REQUIRED SKILLS AND KNOWLEDGE

risk assessments

- Conduct debriefing processes with the team post critical incidents
- Disseminate changes and improvements in policy and procedures related to worker safety on and off site within the context of working with high risk cases
- Problem solving in complex situations with high risk cases
- Maintain effective communication processes to ensure staff are informed of important issues about high risk cases that may affect their safety

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 of competence must be assessed in the workplace and under the normal range of workplace conditions
- Consistency in performance should consider the range of clients and specific needs that will encountered in the workplace

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 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:*
- Assessment may include observation, questioning and evidence gathered from a 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.

RANGE STATEMENT

Potential and actual risks to worker safety associated with child protection work may include:

- Physical attack and subsequent injury
- Psychological and emotional distress
- Threats to personal and family safety
- Threats to damage property
- Damage to property and personal affects

Range of child protection work situations may include:

- Home visits
- Office visits
- Client contacts in isolated areas
- Working with high risk clients
- Decisions made by the organisation that is in conflict with those of the family
- Extreme case of abuse and neglect

Organisation policy and procedures may include:

- OHS
- Confidentiality of worker personal details
- Risk and safety assessment for staff
- Home visitation and assessment
- Client contact and single worker operations
- Communications for out of office operations

Contingency responses may include:

- Reassigning case loads
- Allocating two workers to a case rather than one
- Re assess risks and implement changes to approaches accordingly
- Seek support from other authorities, e. g Police where needed

Workplace health and safety procedures when carrying out functions of child protection work may include:

- Two worker model of operation
- Communication strategies for work off site e.g. mobile phones, worker movement logs
- Maintain contact with office on regular basis in home visits and assessments off site
- Thorough debriefing in handover of client case to other workers

RANGE STATEMENT

Strategies that support and promote the resilience of team members may include:

- Debriefing processes
- Buddy and support systems
- Regular meetings to discuss strategies to ensure worker safety measures are current and up to date
- Acknowledging the strengths within the team to address safety concerns

Internal and external support networks may include:

- Employee assistance programs
- Counselling
- Supervision

Unit Sector(s)

Not Applicable