



Australian Government

Department of Education, Employment and Workplace Relations

CHCYTH404E Support young people in crisis

Release: 1

CHCYTH404E Support young people in crisis

Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCYTH404D Support young people in crisis	CHCYTH404E Support young people in crisis	Unit updated in V4. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills
required to implement risk management strategies in
crisis situation

Application of the Unit

Application

This unit may apply to community services work in
a range of contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite

This unit must be assessed after successful achievement of pre-requisite unit:

- CHCYTH301D Work effectively with young people

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. Implement *risk minimisation strategies*

1.1 Establish a framework for dealing with potential *crisis situations*

1.2 Undertake timely risk assessment of potential crisis situation, with due consideration for the safety of *young people* and others

1.3 Identify, assess and implement a variety of *possible strategies to minimise risk* in accordance with organisation procedures

1.4 Identify appropriate sources and strategies for accessing support and act on as required

1.5 Call for further *assistance* without delay, where it is required

ELEMENT**PERFORMANCE CRITERIA****2. Maintain a safe environment for young people**

- 2.1 Identify and routinely implement *organisation's policies, procedures* and practices designed to maximise physical and emotional safety of young person
- 2.2 Maintain healthy and safe environment to minimise potential for harm
- 2.3 Respond to incidents to safeguard young people
- 2.4 Initiate appropriate post critical activities to assist young people and provide routinely
- 2.5 Ensure all legislative and ethical requirements are met by self and those who supervise

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:

- Role and responsibilities of self and other staff for responding to critical incidents
- Understanding of how critical incidents and risks arise both generally and in particular situations
- Issues affecting young people
- Basic counselling strategies
- Protocols of crisis intervention
- Mental health issues
- Policies/procedures

Essential skills:

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:
 - conducting interviews
 - advanced communication
 - counselling
 - predicting possible outcomes or consequences of particular actions
 - establishing and facilitating meetings
 - adequate literacy skills for record-keeping and report writing to the standards defined by the organisation
- Maintain documentation as required, including effective use of relevant information technology in line with work health and safety (WHS) guidelines

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
- Competency is demonstrated in assisting young people in crisis situations for at least one type of crisis situation taking account of the organisation policies and procedures designed to maximise safety

- 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:
 - a workplace or an accurately simulated environment where assessment may take place
- Method of assessment:*
- In cases where the learner does not have the 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
 - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning 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

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.

Young people will include:

- Individual young people who are users of the services of the organisation
- Individual young people referred to the organisation
- Young people who are involuntary or voluntary users of the service of the organisation
- Young people who fall in the specific target group of the organisation

Crisis situations may include:

- Threatened suicide
- Drug overdose
- Domestic violence
- Abusive situations
- Self-harm
- Serious indictable offences homelessness
- Death
- Verbal abuse
- Mental health issues
- Depression
- Separate homelessness

Possible strategies to minimise risk may include:

- Counselling
- Restraining
- Diversion
- Segregation
- Employing communication skills
- Seeking assistance
- Seeking emergency assistance

Strategies for crisis/emergency action may include:

- Actions undertaken and managed by the young person
- Actions taken by the worker on behalf of the young person
- Joint action
- Referral to other agencies or services
- Referrals to group/peer support
- Short and long term
- Referral to supervisor/colleagues

Assistance will include:

- From own organisation
- From another organisations
- Government and non-government
- Youth specific organisations
- Generic community services organisation
- Emergency services organisations

Organisation's policies and procedures will include:

- Emergencies
- Work health and safety (WHS)
- Referrals
- Reporting
- Recording
- Accountability
- Code of conduct
- Legislative, statutory obligations

Unit Sector(s)

Not Applicable