



Australian Government

CSCOFM013 Provide responsible care to people with a mental health problem and/or condition

Release: 1

CSCOFM013 Provide responsible care to people with a mental health problem and/or condition

Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to CSCOFM310 Provide responsible care to people with a mental health problem and or condition. • PC 1.1 reworded for clarity • PC 1.3 removed to Knowledge Evidence

Application

This unit describes the skills required to communicate effectively with people who have mental health problems/conditions.

This unit applies to those working in a custodial or community correctional services context who are responsible for the supervision of people with a mental health problem and/or condition. With contextualisation this unit may apply to those working in other environments.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to interaction with offenders and use of support services.

Those undertaking this unit work independently using support from mostly familiar resources. The role involves routine tasks with a number of familiar and less familiar steps.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Offender management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Maintain knowledge of mental health	1.1 Use organisational resources to maintain current knowledge of common mental health conditions. 1.2 Recognise symptoms of mental health conditions.
2. Communicate effectively with people who have mental health problems/conditions	2.1 Listen and respond appropriately to people in a non-judgemental manner. 2.2 Communicate and build rapport with people with mental health problems/conditions. 2.3 Use interpersonal skills while working with people experiencing mental health conditions. 2.4 Manage behaviours associated with mental health conditions in consultation with appropriate professionals. 2.5 Assist people with mental health conditions.
3. Monitor and refer people with mental health problems/conditions	3.1 Establish and maintain networks with internal and external mental health service providers. 3.2 Monitor and report behavioural changes of people with mental health conditions. 3.3 Refer people with mental health conditions to appropriate services. 3.4 Maintain support of people with mental health conditions.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy N/A				
Performance variables																								
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity									

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](#)

<http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCOFM310 Provide responsible care to people with a mental health problem and or condition.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

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Assessment Requirements for CSCOFM013 Provide responsible care to people with a mental health problem and/or condition

Modification History

Release	Comments
1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- understanding of relevant information to the wellbeing and welfare of people with mental health issues
- providing clear, accurate and appropriate observations in relation to the behaviours of people affected by mental health conditions
- establishing and maintaining supportive and professional relationships with people with mental health issues
- supporting people to self-efficacy in relation to their mental health conditions
- providing supervision and management of people based on assessed risk
- adapting responses to a variety of special needs
- responding to a range of different emergencies
- consulting with senior staff and appropriate personnel

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- policy, regulatory, legislative and legal requirements
- code of conduct
- duty of care
- rights of offenders
- common mental health conditions
- relationship between mental health conditions and:
 - substance abuse (co-morbidity)
 - cognitive impairment

- refugee status
- trauma, torture, neglect and abuse, etc.
- symptoms and signs of common mental health issues and associated behaviours
- relationship between mental health issues and offending behaviour
- common reasons for resistance to medication and management plans
- cultural practices that may impact on mental health assessment and/or treatment
- organisation's procedures and policies related to reporting risks, behaviours and incidents involving offenders, including:
 - organisation's reporting processes
 - organisation's offender information sharing system
- protective supervision and surveillance of people at risk of harm including:
 - suicide and self-harm prevention strategy
 - early intervention
 - relevant support programs within organisation
- current issues facing people with mental health problems/conditions and existing services to address their needs and rights

Assessment Conditions

This unit contains a wide range of variables to reflect the diverse nature of supervision of offenders with mental health conditions or problems. Selection from the range of variables will reflect the specific requirements of the work site and the defined work role.

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual responsible for supervising offenders as part of a coordinated team, including coping with difficulties, irregularities and changes to routine.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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