



Australian Government

PSPGSD001 Identify and select government service delivery options

Release: 1

PSPGSD001 Identify and select government service delivery options

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGSD401A Identify and select government service delivery options. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to select and offer government service delivery options to meet the needs of eligible applicants. It includes assessing the need for government services, identifying available options, addressing issues, and matching service delivery to the best service option or making referrals if required.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

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.

Those undertaking this unit would work independently within a team, performing complex tasks in a range of familiar contexts.

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

Competency Field

Government service delivery

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. Assess the need for government services	1.1 Assess applicant circumstances and needs for complexity, urgency and eligibility and identify priorities for service delivery. 1.2 Identify and assess barriers. 1.3 Establish and maintain professional rapport and mutual respect. 1.4 Provide information about the range of services available.
2. Identify government service delivery options	2.1 Obtain, record and validate personal details and relevant information about circumstances and environment. 2.2 Identify and explain statutory or legislative provisions related to government services. 2.3 Follow and explain accepted practice, duty of care obligations and the code of conduct of the organisation. 2.4 Identify and reflect internal expectations about how the team plans to deliver government services when interacting with the public. 2.5 Identify service options that match documented needs.
3. Match service delivery to needs	3.1 Use documented needs to identify the service option of best fit. 3.2 Identify and address individual differences, safety and diversity issues. 3.3 Obtain consent to receive services and exchange personal information. 3.4 Make a service offer based on up-to-date information on available options, consistent with entitlements. 3.5 Communicate own roles and responsibilities and the rights and obligations of those receiving government services.
4. Address concerns/issues	4.1 Conduct questioning and conversation in a manner which promotes positive participation. 4.2 Employ active listening to encourage open expression of thoughts and ideas. 4.3 Undertake negotiation when necessary and accept and consider differences in views. 4.4 Obtain and implement advice about communication difficulties from supervisor. 4.5 Apply strategies to deal with aggression.

5. Make referrals	5.1 Obtain support or refer where there is a complexity of needs or there are issues outside the area of responsibility. 5.2 Establish and maintain networks to ensure referrals to appropriate services. 5.3 Provide assistance with access to services from within and outside the organisation.
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Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGSD401A Identify and select government service delivery options.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGSD001 Identify and select government service delivery options

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

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.

- using active listening to gather information and clarify circumstances
- reading complex, formal documents including legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information to match needs to services
- determining eligibility, entitlements and allowances
- identifying when referrals are required and making them to the appropriate agency
- applying workplace safety procedures in the context of government service delivery

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.

- the organisation's protocols for introducing oneself to customers/clients
- the range of applicant circumstances and complexity of needs in the context of government service delivery
- barriers to effective service delivery
- service offers
- range of services available through the organisation
- legislation, policy and procedures relating to government service delivery, including work health and safety and environment and sustainability practices

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

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

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