



Australian Government

PSPGSD005 Introduce the government service delivery model

Release: 1

PSPGSD005 Introduce the government service delivery model

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 PSPGSD405A Introduce the government service delivery model. • 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 by staff working as the first point of contact between applicants and the government, to introduce the government service delivery model. It includes agreeing on the initial service offer, establishing or updating of accounts, and providing personalised service.

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 in consultation with others as required, performing complex tasks in a familiar context.

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	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Deal with initial service offer	1.1 Profile needs and assess entitlement eligibility, outcome and compliance risk. 1.2 Identify service options to suit applicant needs and entitlements and establish preferred business delivery channel. 1.3 Record personal information. 1.4 Research applicant options and obtain advice when necessary. 1.5 Negotiate handover of applicants' accounts with other staff.
2. Establish and/or update accounts of service recipients	2.1 Use system tools and business management systems to record and process services requested and delivered. 2.2 Provide information for statutory or performance reporting in the required format and timeframes. 2.3 Take action to prevent and identify any debts and initiate withholdings for recovery.
3. Provide personalised service	3.1 Provide initial encouragement to those identified as having a participation requirement. 3.2 Communicate adverse decisions. 3.3 Employ motivational interviewing and questioning. 3.4 Make referrals to external service providers and broker services relevant to the life event. 3.5 Undertake liaison with other staff to ensure the best service commencement outcome.

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 PSPGSD405A Introduce the government service delivery model.

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 PSPGSD005 Introduce the government service delivery model

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.

- reading complex, formal documents including legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information to assess eligibility and research service options
- communicating with diverse audiences for purposes including liaison, referral, handover of information, communicating adverse decisions
- identifying and responding to debt

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 range of circumstances and complexity of needs in the context of government service delivery
- special needs of applicants
- mutual obligations, rights and responsibilities
- the range of service options
- system tools and business systems for establishing and updating accounts
- methods of preventing or minimising debt
- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment

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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