



Australian Government

PSPGSD006 Facilitate participation in government service delivery

Release: 1

PSPGSD006 Facilitate participation in government service delivery

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 PSPGSD406A Facilitate participation in government service delivery. • 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 participation advisers to facilitate participation in government service delivery. It includes establishing the service offer, developing and managing personalised service, and working with individuals and the community.

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 with supervision responsibilities, while 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. Establish the service offer	1.1 Assess barriers to social and economic participation. 1.2 Review and assess continuing entitlements, including payments and other assistance. 1.3 Liaise with other staff to ensure appropriate changes to service offers are made and to arrange handovers when required. 1.4 Create and maintain accounts to meet established quality and accuracy standards of the organisation.
2. Develop and manage personalised service	2.1 Offer personalised intervention strategies and propose goal-based solutions. 2.2 Negotiate and manage effective service agreements and participation plans. 2.3 Manage preparations and mutual obligation interviews. 2.4 Broker referrals to internal specialists or external service providers relevant to individuals' current circumstances. 2.5 Identify and offer strategies and activities to facilitate achievement of agreed participation goals and to maximise outcomes for the individual and the organisation.
3. Work with individuals and the community	3.1 Identify opportunities for participation within the local community within established requirements. 3.2 Consider the interests of external groups providing opportunities for individuals in brokering referrals. 3.3 Provide information to community groups on the objectives and outcomes of participation programs. 3.4 Monitor the effectiveness of participation strategies at the individual and community level.

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 PSPGSD406A Facilitate participation in government service delivery.

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 PSPGSD006 Facilitate participation in government service delivery

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
- interviewing and questioning people from diverse backgrounds

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
- barriers to social and economic participation
- mutual obligations, rights and responsibilities
- personalised intervention strategies
- service agreements and participation plans
- external groups providing opportunities for participation
- 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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