



Australian Government

PSPGSD007 Assist self-management of government service offers

Release: 1

PSPGSD007 Assist self-management of government service offers

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 PSPGSD407A Assist self-management of government service offers. • 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 provide assistance to recipients of government benefits and entitlements with managing their own service offers. This includes providing personalised service, maintaining detailed service plans, managing mutual obligations and breaching, and responding to changes in need.

This unit applies to those working as customer service officers providing assistance to government benefit recipients.

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 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. Provide personalised service	1.1 Ensure service offers remain relevant to circumstances. 1.2 Deal with enquiries related to the service offers. 1.3 Provide general information about payments and services. 1.4 Provide streaming and referrals to other internal advisers.
2. Maintain detailed service plans	2.1 Use accurate and up-to-date information about individuals, service options and the service being delivered as the basis of service delivery. 2.2 Identify and resolve payment-related issues. 2.3 Initiate interventions, as indicated by history or need. 2.4 Apply established quality and accuracy standards for all records.
3. Manage mutual obligations and breaching	3.1 Monitor progress against agreed plans. 3.2 Record, maintain and apply government service information to future dealings. 3.3 Raise debts, and waive or finalise, when required.
4. Respond to changes in need	4.1 Reassess service offers in the light of changing circumstances and needs. 4.2 Identify and report situations of risk, potential risk or urgent need. 4.3 Liaise with other staff to ensure changes to service offers are made in line with agreed requirements and to arrange handovers when required.

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 PSPGSD407A Assist self-management of government service offers.

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 PSPGSD007 Assist self-management of government service offers

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 re-assess service offers
- communicating with diverse audiences for purposes including liaison, referral, handover of information
- interviewing people from diverse backgrounds
- providing personalised service
- dealing with payment-related issues, breaches and debts
- identifying and dealing with risk, potential risk and urgent needs

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
- rights, responsibilities, mutual obligations and breaching
- personalised intervention strategies
- service agreements and plans
- internal advisers available
- quality and accuracy standards for records

- legislation, policy, procedures and protocols relating to government service delivery, including work health and safety and environment
- principles of equal employment opportunity and diversity

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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