



Australian Government

PSPGSD008 Assist government service recipients with complex needs

Release: 1

PSPGSD008 Assist government service recipients with complex needs

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 PSPGSD408A Assist government service recipients with complex needs. • 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 assist users of government services who have complex needs. It includes engaging users, and developing and maintaining working partnerships with others who may assist users, to increase their level of economic and social participation.

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 autonomously in consultation with others, 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. Engage government service recipients with complex needs	1.1 Identify and address complex barriers to participation. 1.2 Identify goals and opportunities in consultation with government service recipients. 1.3 Support service recipients to participate as fully as possible. 1.4 Negotiate and develop individualised plans with recipients and monitor and support progress. 1.5 Establish collaborative working relationships with specialists to assess barriers and capacity to participate. 1.6 Facilitate collaboration between internal specialists to deliver an integrated service in complex situations.
2. Develop and maintain working partnerships	2.1 Establish personal liaison with local providers, service delivery agents or partners, and make personal referrals to them in accordance with needs. 2.2 Develop and maintain relationships with external providers who can assist government service recipients increase their level of economic and social participation. 2.3 Establish and maintain community partnerships, including the undertaking of ongoing outreach work.

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 PSPGSD408A Assist government service recipients with complex needs.

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 PSPGSD008 Assist government service recipients with complex needs

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.

- working with government service recipients with complex needs
- communicating with diverse audiences for purposes including liaison, referral, determining goals
- working with people from diverse backgrounds
- providing individualised service

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
- complex barriers to social and economic participation
- partnerships that will assist government service recipients with complex needs
- individualised plans
- 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.

Links

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