



Australian Government

PSPGSD013 Identify and select government service delivery options

Release: 1

PSPGSD013 Identify and select government service delivery options

Modification History

Supersedes and is equivalent to PSPGSD001 Identify and select government service delivery options.

Application

This unit describes the performance outcomes, skills and knowledge required to select and offer government service delivery options to meet the needs of eligible applicants.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work independently within a team, performing complex tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Government service delivery

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Assess the need for government services.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Assess applicant circumstances and needs for complexity, urgency and eligibility and identify priorities for service delivery.
- 1.2. Identify and assess barriers to service delivery.
- 1.3. Establish and maintain professional rapport and mutual respect with applicant.

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| 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 the provision of 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 team strategies to deliver government services to the public.
2.5. Identify and provide information about service options that match documented needs. |
| 3. Match service delivery to needs. | 3.1. Use documented information identify best fit service option.
3.2. Identify and address issues.
3.3. Obtain consent to receive services and exchange personal information in accordance with organisational procedures.
3.4. Make a service offer based on up to date information about 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 and issues. | 4.1. Promote positive participation in questioning and conversations through effective communication.
4.2. Encourage open expression of thoughts and ideas.
4.3. Undertake negotiation and accept and consider differences in views.
4.4. Identify issues where assistance is required and obtain advice from supervisor.
4.5. Apply conflict resolution strategies to deal with aggression. |
| 5. Make referrals. | 5.1. Obtain support where there is a complexity of needs or there are issues outside the area of own responsibility.
5.2. Establish and maintain networks to ensure referrals to appropriate personnel or services.
5.3. Provide assistance with access to services from within and outside the organisation. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
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- Reading skills to:
- interpret a variety of texts to determine and confirm information required from applicant.
- Writing skills to:
- use factual information to complete required documentation.
- Oral communication skills to:
- participate in a variety of spoken exchanges with others using clear and direct language to convey, request and clarify information.
- Numeracy skills to:
- calculate entitlements within prescribed frameworks
 - record numerical data accurately
 - manage timeframes effectively.
- Technology skills to:
- use main features and functions of technology and software programs to complete work tasks.

Unit Mapping Information

Supersedes and is equivalent to PSPGSD001 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>

Assessment Requirements for PSPGSD013 Identify and select government service delivery options

Modification History

Supersedes and is equivalent to PSPGSD001 Identify and select government service delivery options.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- use active listening to gather information and clarify circumstances
- read complex, formal documents including legislation and guidelines and explain them to people from diverse backgrounds
- gather and analyse information to match needs to services
- determine eligibility, entitlements and allowances
- identify when referrals are required and make them to the appropriate agency
- apply workplace safety procedures in the context of government service delivery.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational protocols for introducing oneself to customers and clients
- applicant circumstances and complexity of needs in the context of government service delivery
- barriers to effective service delivery
- the nature of service offers and how they are made by the organisation
- range of services available through the organisation
- legislation, policy, procedures and protocols relating to government service delivery including:
 - sources of information for access and benefit frameworks
 - responding to individual requirements of applicants
 - negotiation and conflict resolution strategies
 - privacy and information security, storage and handling.
 - work health and safety.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policy, procedures and protocols relating to government service delivery
- documentation used in government service delivery
- case studies and workplace scenarios to capture the circumstances and attitudes likely to be encountered in government service delivery environment
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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