



Australian Government

PSPGSD017 Assist self-management of government service offers

Release: 1

PSPGSD017 Assist self-management of government service offers

Modification History

Supersedes and is equivalent to PSPGSD007 Assist self-management of government service offers.

Application

This unit describes the performance outcomes, skills and knowledge required to assist recipients of government benefits and entitlements to manage their own service offers.

This unit applies to those working as customer service officers providing assistance to government benefit recipients. Those undertaking this unit work independently and may have supervisory responsibilities. They perform complex tasks in 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. Provide personalised service.

PERFORMANCE CRITERIA

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

- 1.1. Ensure service offers are relevant to circumstances and comply with government service legislation, policy, procedures and protocols.
- 1.2. Deal with enquiries related to the service offers.
- 1.3. Provide accurate general information about payments and services.
- 1.4. Provide streaming and referrals to other internal advisers based on individual needs.

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| 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, in accordance with organisational guidelines. |
| 4. Respond to changes in need. | 4.1. Reassess service offers in response to 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 accordance with agreed requirements and to arrange handovers when required. |

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.

DESCRIPTION

SKILLS

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|-------------------------------|---|
| Oral communication skills to: | <ul style="list-style-type: none"> • interview recipients of government service offers • participate in a variety of spoken exchanges with a range of audiences varying structure, content and language to suit the audience. |
| Numeracy skills to: | <ul style="list-style-type: none"> • perform routine calculations to identify and process adjustments in relation to government service offers. |
| Technology skills to: | <ul style="list-style-type: none"> • use and explain main features and functions of technology and software programs to support applicant to manage services. |

Unit Mapping Information

Supersedes and is equivalent to PSPGSD007 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>

Assessment Requirements for PSPGSD017 Assist self-management of government service offers

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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:

- read complex, formal documents including legislation and guidelines, and explain them to a government service recipient
- gather and analyse information to reassess service offers
- provide personalised service
- deal with payment-related issues including:
 - late payment
 - under-payment
 - over-payment
 - identifying breaches
 - raising debts
- identify and deal with risk, potential risk or urgent needs.

Knowledge Evidence

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

- recipient circumstances and complexity of needs in the context of government service delivery
- workload and case management arrangements applied to service delivery function
- barriers to social and economic participation
- communication and presentation methods suited to the audience and workplace environment
- service agreements and plans
- payment related issues
- internal adviser services available
- legislation, policy, procedures and protocols relating to government service delivery, including:
 - sources of information for access and benefit frameworks
 - rights, responsibilities, mutual obligations and breaching
 - personalised intervention strategies

- privacy and information security, storage and handling.

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 customer service in government service delivery
- case studies and workplace scenarios to capture the circumstances and attitudes encountered in providing assistance to government benefit recipients
- resources and equipment of the working environment.

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

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