



Australian Government

Assessment Requirements for PSPGSD018

Assist government service recipients with complex needs

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGSD008 Assist government service recipients with complex needs.

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:

- provide individualised service and develop an individualised plan with a government service recipient with complex needs
- make a referral to a local service provider to provide services to a government service recipient.

Knowledge Evidence

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

- circumstances and complexity of needs in the context of government service delivery
- complex barriers to social and economic participation
- partnerships that are available to assist government service recipients with complex needs including:
 - community organisations
 - government job service contractors
 - social workers
 - health professionals
 - accommodation services
 - literacy groups
 - soup kitchens
- legislation, policy, procedures and protocols relating to government service delivery, including:
 - individualised plans
 - internal adviser services available
 - sources of information for external specialists and providers to support integrated service delivery
 - 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 the development, implementation and monitoring of individualised plans
- case studies and workplace scenarios to capture the circumstances and attitudes encountered in assisting government service recipients with complex needs
- resources and equipment of the working environment.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>