



Australian Government

PSPGSD018 Assist government service recipients with complex needs

Release: 1

PSPGSD018 Assist government service recipients with complex needs

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to assist users of government services with complex needs.

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 autonomously in consultation with others, 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

PERFORMANCE CRITERIA

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

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|---|--|
| 1. Engage government service recipients with complex needs. | 1.1. Identify and address complex barriers to participation.
1.2. Consult with government service recipients to identify goals and opportunities in accordance with legislation, policy, procedures and protocols.
1.3. Support service recipients to participate as fully as possible and identify goals.
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 referrals to them in accordance with recipient needs.
2.2. Develop and maintain relationships with external providers who can assist government service recipients to 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 essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

DESCRIPTION

SKILLS

- | | |
|--------------------------------------|--|
| Oral communication skills to: | <ul style="list-style-type: none"> • establish rapport with audiences for purposes including liaison, referral and determining goals. |
| Initiative and enterprise skills to: | <ul style="list-style-type: none"> • collaborate with internal and external service providers and partners. |
| Problem solving skills to: | <ul style="list-style-type: none"> • develop and implement integrated service plans to address individual needs in meeting goals. |

Unit Mapping Information

Supersedes and is not equivalent to PSPGSD008 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>

Assessment Requirements for PSPGSD018 Assist government service recipients with complex needs

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

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