



Australian Government

Department of Education, Employment and Workplace Relations

PSPGSD406A Facilitate participation in government service delivery

Release 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers facilitation of participation in government service delivery by staff working as participation advisers. It includes establishing the service offer, developing and managing personalised service, and working with individuals and the community.

In practice, facilitating participation in government service delivery may overlap with other generalist and specialist work activities, such as working ethically, complying with legislation, applying government processes, gathering and analysing information etc.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish the service offer	1.1 <i>Barriers</i> to social and economic participation are assessed. 1.2 Continuing entitlements, including payments and other assistance, are reviewed and assessed in accordance with <i>legislation, policy and guidelines</i>. 1.3 Liaison is undertaken with other staff to ensure appropriate changes to service offers are made and to arrange handovers when required. 1.4 Accounts are created and maintained to meet established quality and accuracy standards of the organisation.
2. Develop and manage personalised service	2.1 <i>Personalised intervention strategies</i> are offered and goal-based solutions are proposed. 2.2 Effective service agreements and participation plans are negotiated and managed. 2.3 Preparations and <i>mutual obligation</i> interviews are managed. 2.4 Referrals to <i>internal specialists or external service providers</i> relevant to individuals' current circumstances are brokered. 2.5 Strategies and activities are identified and offered to facilitate achievement of agreed participation goals and to maximise outcomes for the individual and the organisation.
3. Work with individuals and the community	3.1 Opportunities for participation within the local community are identified within established requirements. 3.2 The interests of <i>external groups</i> providing opportunities for individuals are considered in brokering referrals. 3.3 Information is provided to community groups on the objectives and outcomes of participation programs. 3.4 The effectiveness of participation strategies is monitored at the individual and community level.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- reading complex, formal documents such as legislation and guidelines and explaining them to people from diverse backgrounds
- gathering and analysing information to assess eligibility and research service options
- communicating with a range of audiences for purposes such as liaison, referral, handover of information, etc
- interviewing and questioning of people from diverse backgrounds
- responding to diversity, including gender and disability
- developing and managing personalised service
- applying workplace safety procedures in the context of government service delivery

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- the range of circumstances and complexity of needs in the context of government service delivery
- barriers to social and economic participation
- mutual obligations, rights and responsibilities
- personalised intervention strategies
- service agreements and participation plans
- external groups providing opportunities for participation
- legislation, policy, procedures and protocols relating to government service delivery, including occupational health and safety and environment
- principles of equal employment opportunity and diversity

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV406B Gather and analyse information
 - PSPGOV422A Apply government processes
 - PSPGSD401A Identify and select government service delivery options
 - PSPGSD403A Conduct government service delivery interviews
 - PSPLEGN401A Encourage compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- facilitation of participation in government service delivery in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to government service delivery
- case studies and workplace scenarios to capture the range of circumstances and cases likely to be encountered

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when facilitating participation in government service delivery, including coping with

difficulties, irregularities and breakdowns in routine

- the facilitation of participation in government service delivery in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Barriers to social and economic participation may include:

- substance abuse
- homelessness
- disability
- English language, literacy and numeracy skills
- skills and training requirements

Legislation, policy and guidelines may include:

- statutory or legislative provisions
- Centrelink Development Agreement 2002 - 2005, or as revised
- service level agreements with client departments
- participation agreements between personal advisers and clients

Personalised intervention strategies may be included in:

- service level agreements with client departments
- participation agreements between personal advisers and clients

Mutual obligations may include:

- service level agreements with client departments
- participation agreements between personal advisers and clients

Internal specialists may include:

- multicultural service officers
- indigenous service officers
- disability officers
- complex assessment officers
- financial information service officers
- jobs education and training advisers

External service providers may include:

- community organisations
- job network agencies
- social workers
- psychologists
- health professionals

External groups may include:

- Salvation Army
- volunteer groups
- employers offering work placements
- accommodation services

- literacy groups
- soup kitchens
- Technical and Further Education (TAFE) Colleges
- community support groups, etc

Unit Sector(s)

Not applicable.

Competency field

Government Service Delivery.