



Australian Government

SHBXCCS005 Maintain health and wellbeing in a personal services setting

Release: 1

SHBXCCS005 Maintain health and wellbeing in a personal services setting

Modification History

No equivalent unit.

Application

This unit describes the performance outcomes, skills and knowledge required to maintain personal health and wellbeing by implementing techniques that facilitate improved workplace health and wellbeing, and work-life balance. It also includes the ability to recognise and respond appropriately to health and wellbeing of clients.

It requires the ability to monitor and address own health and wellbeing concerns, and to recognise those of clients and to assist them with relevant treatment or referrals.

This unit applies to workers in personal service environments. In these environments, they make routine service decisions within a defined range.

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

Client Services

Unit Sector

Cross-Sector

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. Maintain personal stamina and resilience. | 1.1. Identify and assess sources of workplace fatigue that impact on stamina and resilience.
1.2. Adopt work routines and processes that limit fatigue particularly in peak periods of trade.
1.3. Implement techniques to build workplace stamina and resilience. |
| 2. Minimise workplace stressors. | 2.1. Identify causes of stress in the workplace.
2.2. Recognise where clients' personal issues are impacting on own health and wellbeing.
2.3. Implement strategies to effectively respond to and minimise personal stressors. |
| 3. Respond to clients with health and wellbeing issues. | 3.1. Identify clients with physical or mental health or wellbeing issues through observation, listening and questioning.
3.2. Recognise signs of serious physical or mental health conditions in clients.
3.3. Communicate in a way that develops respect and trust, and conveys a willingness to assist clients.
3.4. Work within limits of own knowledge and work role and provide information regarding other services where a client's stated needs exceed own responsibility.
3.5. Recognise and act within own professional boundaries and in accordance with legislative requirements.
3.6. Implement strategies to effectively respond to and minimise client stressors. |
| 4. Maintain work-life balance | 4.1. Identify and assess work-life balance priorities.
4.2. Implement techniques to support desired work-life balance.
4.3. Document a personal health and wellbeing plan.
4.4. Adopt techniques to effectively transition from work to personal life at end of shift.
4.5. Prioritise personal health and wellbeing to ensure personal health is maintained.
4.6. Monitor own health and wellbeing and recognise when medical or professional advice is 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.*

SKILLS	DESCRIPTION
Reading skills to:	• source and read a range of information on health and wellbeing • research appropriate medical and other professional practitioners in local area for referral of clients as required.
Writing skills to:	• write referrals to professional and medical practitioners and counsellors using correct terminology.
Oral communication skills to:	• use open and closed probe questions to clarify and confirm client requirements and concerns.
Learning skills to:	• learn about strategies and techniques to improve own health and wellbeing.
Problem-solving skills to:	• address situations where client behaviour raises concerns.
Planning and organising skills to:	• undertake regular health and wellbeing activities.
Self-management skills to:	• maintain discretion and client confidentiality.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBXCCS005 Maintain health and wellbeing in a personal services setting

Modification History

No equivalent unit.

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:

- undertake assessment of self and workplace to determine:
 - workplace stressors
 - causes of fatigue
 - work-life balance priorities
- develop and document a personal health and wellbeing plan that outlines techniques for:
 - achieving work-life balance
 - reducing fatigue
 - building resilience
 - maintaining stamina
- implement the above plan demonstrating techniques for improved health and wellbeing as listed in the plan
- identify signs of physical and mental health risks and appropriate responses with four clients.

Knowledge Evidence

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

- workplace causes and impacts to self of:
 - stress
 - fatigue
 - reduced resilience
- techniques for:
 - identifying personal stressors
 - responding to personal stressors
 - maintaining stamina
 - building resilience
 - achieving work-life balance
 - monitoring personal health and wellbeing
- health and wellbeing and its role in contributing to overall personal health

- role of work-life balance in maintaining personal health and wellbeing
- internal and external sources of support and assistance relevant to workplace health and wellbeing
- strategies to maintain a positive work-life balance:
 - taking regular breaks
 - having holidays
 - eating well
 - exercise
 - socialising outside of work
 - seeking support from peers and supervisors
- national and state or territory legislation relevant to own and clients' health and wellbeing:
 - anti-discrimination
 - privacy and confidentiality
 - work health and safety
 - mandatory reporting
 - duty of care
- work role boundaries:
 - responsibilities
 - limitations
- signs for recognising serious mental health conditions in clients:
 - extreme or unusual behaviour
 - illogical thinking e.g. exaggerated beliefs about personal powers to influence events
 - lack of communication or responsiveness
 - unreasonable anger
 - expressing suicidal thoughts
- circumstances in which referral to a health or other professional is appropriate or urgent:
 - signs of serious mental health conditions
 - signs of serious physical health conditions
 - signs of violence or reportable conditions
- key sources of support or referral:
 - local medical centre
 - police
 - ambulance
 - community mental health or crisis team.

Assessment Conditions

Skills must be demonstrated in a personal services environment; this can be:

- an industry workplace or

- a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- sources of information on workplace health and wellbeing
- personal health and wellbeing plans.

Assessment activities that allow the individual to:

- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

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

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