

CHC42315 – Certificate IV in Chaplaincy and Pastoral Care

CHCADV001 – Facilitate the interests and rights of clients

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Facilitate the realisation of client interests, rights and needs	1.1 Discuss the rights and responsibilities of all parties with client. 1.2 Provide client with researched, relevant and timely information on their rights and responsibilities. 1.3 Assist clients to identify their own interests, rights, needs, choices and responsibilities. 1.4 Identify when rights are infringed or not being met. 1.5 Provide client with information on available options for meeting their rights and needs and assist them to identify their preferred option.
2	Advocate in accordance with client preferences and requests to optimise client outcomes	2.1 Undertake an assessment to identify client's ability to advocate for self. 2.2 Initiate, negotiate and implement relevant strategies for addressing client rights and needs in collaboration with the client. 2.3 Identify potential barriers as well as resources. 2.4 Identify and contact the most appropriate individuals and/or organisations and represent the client to optimise outcomes for the client. 2.5 Ensure information is kept in confidence unless authorisation is given to release it.
3	Provide ongoing support to clients	3.1 Support and encourage clients to exercise their rights and personal preferences without compromising their safety and that of others. 3.2 Consult with supervisor, other support workers and the service about interests, rights and needs of clients in a way that upholds their rights and supports their reasonable expectations. 3.3 Identify situations of risk or potential risk and refer appropriately. 3.4 Apply work practices to minimise potential for harm to clients, self and others. 3.5 Conduct all activities in accordance with legal, organisation and duty of care requirements.
4	Support clients making a complaint	4.1 Discuss organisation and legal complaints mechanism and ensure client is aware of rights and responsibilities. 4.2 Assist client in lodging a complaint. 4.3 Monitor process and provide ongoing support and information to client.
5	Review progress	5.1 Discuss progress and outcomes with the client and collaborate on further action as necessary. 5.2 Ensure follow up and links to other services as required and in accordance with client preferences. 5.3 Obtain feedback and identify opportunities for improvement to own work and action as appropriate.

CHCAGE001 – Facilitate the empowerment of older people

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Develop relationship with older people	<p>1.1 Conduct interpersonal exchanges in a manner that promotes empowerment and develops and maintains trust and goodwill.</p> <p>1.2 Recognise and respect older people’s social, cultural and spiritual differences.</p> <p>1.3 Maintain confidentiality and privacy of the person within organisation policy and protocols.</p> <p>1.4 Work with the person to identify physical and social enablers and disablers impacting on health outcomes and quality of life.</p> <p>1.5 Encourage the person to adopt a shared responsibility for own support as a means of achieving better health outcomes and quality of life.</p>
2	Provide services to older people	<p>2.1 Identify and discuss services which empower the older person.</p> <p>2.2 Support the older person to express their own identity and preferences without imposing own values and attitudes.</p> <p>2.3 Adjust services to meet the specific needs of the older person and provide services according to the older person’s preferences.</p> <p>2.4 Provide services according to organisation policies, procedures and duty of care requirements.</p>
3	Support the rights of older people	<p>3.1 Assist the older person to understand their rights and the complaints mechanisms of the organisation.</p> <p>3.2 Deliver services ensuring the rights of the older person are upheld.</p> <p>3.3 Identify breaches of human rights and respond appropriately.</p> <p>3.4 Recognise signs consistent with financial, physical or emotional abuse or neglect of the older person and report to an appropriate person.</p> <p>3.5 Assist the person to access other support services and the complaints mechanisms as required.</p>
4	Promote health and re-ablement of older people	<p>4.1 Encourage the older person to engage as actively as possible in all living activities and provide them with information and support to do so.</p> <p>4.2 Assist the older person to recognise the impact that changes associated with ageing may have on their activities of living.</p> <p>4.3 Identify strategies and opportunities that maximise engagement and promote healthy lifestyle practices.</p> <p>4.4 Identify and utilise aids and modifications that promote individual strengths and capacities to assist with independent living in the older person’s environment.</p> <p>4.5 Discuss situations of risk or potential risk associated with ageing.</p>

CHCA0D001 – Work in an alcohol and other drugs context

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Establish the context for AOD work	1.1 Research, analyse and maintain up to date knowledge and awareness of the social, political, economic and legal contexts of AOD. 1.2 Research and analyse impacts of AOD policy frameworks on AOD work practice. 1.3 Apply understanding of the historical and social constructs of alcohol and drugs and the changes in alcohol and drug use.
2	Apply understanding of context to AOD practice	2.1 Apply knowledge of broad and specific AOD contexts to AOD work practice. 2.2 Identify and use legal frameworks that impact on AOD work. 2.3 Identify, review and apply information about evidence based models and frameworks of AOD work.
3	Integrate the core values and principles of AOD work into practice	3.1 Assess AOD practice values and ensure support and interventions are person-centred. 3.2 Apply a harm minimisation approach to maximise support for the AOD client. 3.3 Support the client's rights and safety, including access and equity of services.
4	Apply understanding of the impact of values in AOD practice	4.1 Reflect on personal values and attitudes regarding AOD use and acknowledge their potential impact when working in AOD contexts. 4.2 Apply awareness of organisations' values. 4.3 Consider client values in determining interventions and supports.

CHCCC2001 – Address the needs of people with chronic disease

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Determine the person's needs	<p>1.1 Identify the person's chronic disease and conditions and seek information about its possible impacts on health, wellbeing and ability to achieve maximum performance in everyday situations.</p> <p>1.2 Determine current treatments and other inputs and supports by seeking information from the person or other health professionals.</p> <p>1.3 Determine the level and type of support and assistance required by the person within scope of own role.</p> <p>1.4 Adjust services and support to meet the specific nature of the chronic disease.</p> <p>1.5 Actively involved the person in the development of strategies to self-manage their chronic disease.</p>
2	Support the person in a holistic manner	<p>2.1 Discuss with the person, their family and other carers, the full range of issues that could have an impact on their wellbeing.</p> <p>2.2 Respond to the range of issues in an integrated way.</p> <p>2.3 Support the person to understand their chronic disease condition.</p> <p>2.4 Facilitate the person to self-manage through provision of advice and resources.</p> <p>2.5 Identify and discuss any unmet needs and requirements and make appropriate referral.</p>
3	Contribute to a coordinated service approach	<p>3.1 Maintain awareness of current contribution of other agencies and professionals in supporting the person.</p> <p>3.2 Identify the level and type of contribution made by family and other carers and the effects it has on the person.</p> <p>3.3 Identify and meet communication and reporting responsibilities within the support system and own role.</p> <p>3.4 Respond to variations in the person's needs in the context of a coordinated service approach.</p>

CHCCCS003 – Increase the safety of individuals at risk of suicide

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Identify and assess the person's current suicide risk	<p>1.1 Recognise and respond to signs indicating that a person may be considering suicide.</p> <p>1.2 Explore any indications, direct or indirect, that the person may be considering suicide.</p> <p>1.3 Ask specifically about thoughts of suicide whenever there are grounds for concern.</p> <p>1.4 Inform and facilitate the intervention by seeking understanding of why the person is considering suicide and with links them to life.</p>
2	Collaborate to increase immediate safety	<p>2.1 Build a collaborative empathic helping relationship that acknowledges how thoughts of suicide and the pain behind them may affect their safety.</p> <p>2.2 Listen to what lies behind any thoughts of suicide while affirming and strengthening life connections and safety support.</p> <p>2.3 Work with the person to develop and implement a safety plan that reduces immediate danger to the person and others.</p> <p>2.4 Mobilise access to emergency services when needed.</p> <p>2.5 Comply with all laws, relevant ethical guidelines and policy requirements that affect duty of care and seek any advice from workplace supervisor.</p>
3	Facilitate links to further support	<p>3.1 Empower the person at risk to make informed choices about further help.</p> <p>3.2 Maintain rapport to encourage discussion of on-going concerns.</p> <p>3.3 Help the person identify coping strategies to manage recurrence of suicidal thoughts.</p> <p>3.4 Determine whether underlying mental health concerns or person circumstances are present and facilitate access to appropriate help.</p> <p>3.5 Explore possible barriers to seeking or accepting help and develop responses.</p> <p>3.6 Explore what has helped the person survive any previous suicide attempts.</p> <p>3.7 Develop a plan with the individual that includes agreed first steps to access and use informal supports and professional help.</p> <p>3.8 Refer to appropriate professionals as required.</p>
4	Review and report on support provided	<p>4.1 Document suicide safety plan and follow up action according to evidence informed standard of care and relevant organisation requirements.</p> <p>4.2 Communicate relevant information to work colleagues and other people working with the person.</p> <p>4.3 Reflect on own role in providing support and use learning to enhance further practice.</p> <p>4.4 Identify and respond to the need for own supervision and debriefing.</p>

CHCCCS004 – Access co-existing needs

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Prepare for assessment	1.1 Identify and prepare assessment tools and processes according to organisation policy and procedures. 1.2 Gather existing information about the person. 1.3 Seek additional information from specialists and other sources as required to determine the range of issues that may be affecting the person. 1.4 Organise practical aspects of assessment in consultation with the person being assessed. 1.5 Provide information about the assessment process to the person and obtain consent.
2	Analyse the person's needs using a collaborative approach	2.1 Work within scope of own role and seek assistance from colleagues and experts as required. 2.2 Empower the person to identify and prioritise their own needs. 2.3 Evaluate needs based on full range of relevant information. 2.4 Identify and analyse complex, multiple and interrelated issues. 2.5 Evaluate issues of urgency and eligibility. 2.6 Assess potential risk factors for service delivery.
3	Determine appropriate services	3.1 Consider service delivery and referral options from strengths-based perspective. 3.2 Evaluate internal capability and other service networks to determine best fit for the person. 3.3 Provide the person with service information and support their decision making process. 3.4 Encourage the person to advocate on their own behalf to access services.
4	Complete reporting	4.1 Document the outcomes of the assessment process according to organisation procedures. 4.2 Maintain and store the person's information according to confidentiality requirements. 4.3 Provide the person's information to other services according to consent and confidentiality requirements.
5	Evaluate assessment and referral processes	5.1 Seek feedback about assessment processes from the person and other networks. 5.2 Monitor processes and their outcomes in terms of success in meeting the person's needs. 5.3 Routinely seek feedback and reflect on own performance. 5.4 Use feedback and own evaluation as a basis for improving processes.

CHCCCS016 – Respond to client needs

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Establish an interpersonal relationship with the client	1.1 Define boundaries and use communication skills to establish trust and respect. 1.2 Assist the client to identify areas of concern and to determine options for action. 1.3 Share information with client about options and services available to enable them to make informed decisions.
2	Identify the range of issues impacting on the client	2.1 Identify indicators of harm, neglect, abuse or risk of harm. 2.2 Seek information from a range of appropriate sources to identify possible presenting issues. 2.3 Apply organisation procedures for collecting and analysing client information.
3	Analyse information to determine course of action	3.1 Identify and prioritise client's current needs and available sources of assistance. 3.2 Identify organisation's capacity to meet range of client needs to be addressed. 3.3 Follow relevant legislation, organisation policies and procedures and duty of care obligations and legislative requirements in responding to indicators of actual or potential risk of abuse, neglect of harm. 3.4 Recognise when client needs exceed limitations of service and/or role and respond and refer within organisation policies and procedures.
4	Refer client to other services to provide additional support	4.1 Identify needs for additional support. 4.2 Work with client to motivate, support and encourage the client. 4.3 Identify sources of assistance and refer as appropriate. 4.4 Follow organisation policies and procedures for transitioning or exiting from service as per organisation and legislative requirements.

CHCCCS017 – Provide loss and grief support

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Recognise reactions to loss and grief	1.1 Recognise reactions to loss and grief. 1.2 Take into account social, cultural, ethnic and spiritual differences. 1.3 Identify situations where there may be risk to the health and/or safety of the person or other people and make appropriate referrals. 1.4 Identify and assess an individual's suicide risk and where necessary refer to appropriate services.
2	Engage empathically	2.1 Interact with individuals with empathy, sensitivity, professionalism and courtesy. 2.2 Identify and respect social, cultural, ethnic and spiritual differences. 2.3 Select and use verbal and non-verbal communication approaches that acknowledge the individual's emotional needs.
3	Offer support and information	3.1 Identify individuals experiencing difficulty in coping with grief and trauma and link or refer them to options for further help as needed. 3.2 Provide information about grief and bereavement support services and resources. 3.3 Identify, suggest or use strategies for formal and informal grief and bereavement support. 3.4 Obtain feedback from individual to confirm that options are clearly understood. 3.5 Maintain confidentiality in line with organisation practices.
4	Care for self	4.1 Monitor own stress level in relation to working in the area of grief and loss. 4.2 Recognise and minimise risks to self, associated with grief and bereavement support. 4.3 Identify and respond to the need for supervision and debriefing.
5	Review support provided	5.1 Reflect on outcomes during and after support is provided. 5.2 Identify where further support is required. 5.3 Review practices for continuous improvement.

CHCCCS018 – Provide suicide bereavement support

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Identify and respond to the needs of those bereaved by suicide	1.1 Identify essential immediate and ongoing resources and processes for support of persons bereaved by suicide. 1.2 Take pro-active steps to facilitate early access to services. 1.3 Identify and use intervention responses to address elevated suicide risk and increase safety. 1.4 Develop and document plans that address the needs of the individual, family and community.
2	Engage empathically	2.1 Interact with individuals with empathy, sensitivity, professionalism and courtesy. 2.2 Identify and respect social, cultural, ethnic and spiritual differences. 2.3 Select and use verbal and non-verbal communication approaches that acknowledge the individual's emotional needs.
3	Care for self	3.1 Monitor own stress level in relation to working in the area of suicide bereavement. 3.2 Recognise and minimise risks to self, associated with grief and bereavement support. 3.3 Identify and respond to the need for supervision and debriefing.

CHCCCS023 – Support independence and wellbeing

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Recognise and support individual differences	1.1 Recognise and respect the person's social, cultural and spiritual differences. 1.2 Avoid imposing own values and attitudes on others and support the person to express their own identity and preferences. 1.3 Consider the person's individual needs, stage of life, development and strengths when engaging in support activities. 1.4 Recognise, respect and accommodate the person's expressions of identity and sexuality as appropriate in the context of their age or stage of life. 1.5 Promote and facilitate opportunities for participation in activities that reflect the person's individual physical, social, cultural and spiritual needs.
2	Promote independence	2.1 Support the person to identify and acknowledge their own strengths and self-care capacity. 2.2 Assist the person to identify opportunities to utilise their strengths, while communicating the importance of using available support when required. 2.3 Provide information and assistance to the person in order to facilitate access to support services and resources when needed. 2.4 Provide support that allows the person to self-manage their own service delivery as appropriate. 2.5 Encourage the person to build, strengthen and maintain independence.

3	Support physical wellbeing	<p>3.1 Promote and encourage daily living habits that contribute to healthy lifestyle.</p> <p>3.2 Support and assist the person to maintain a safe and healthy environment.</p> <p>3.3 Identify hazards and report according to organisation procedures.</p> <p>3.4 Identify variations in a person's physical condition and report according to organisation procedures.</p> <p>3.5 Recognise indications that the person's physical situation is affecting their wellbeing and report according to organisation procedures.</p> <p>3.6 Identify physical health situations beyond scope of own role and report to relevant person.</p>
4	Support social, emotional and psychological wellbeing	<p>4.1 Promote self-esteem and confidence through use of positive and supportive communication.</p> <p>4.2 Contribute to the person's sense of security through use of safe and predictable routines.</p> <p>4.3 Encourage and facilitate participation in social, cultural, spiritual activities, using existing and/or potential new networks and as per the person's preferences.</p> <p>4.4 Identify aspects of supporting a person's wellbeing outside scope of knowledge, skills and/or job role and seek appropriate support.</p> <p>4.5 Identify variations to a person's wellbeing and report according to organisation procedures.</p> <p>4.6 Identify any cultural or financial issues impacting on the person's wellbeing.</p> <p>4.7 Identify the person's risk and protective factors in relation to mental health.</p> <p>4.8 Recognise and report possible indicators of abuse or neglect and report according to organisation procedures.</p> <p>4.9 Identify situations beyond scope of own role and report to relevant person.</p>

CHCCDE003 – Work within a community development framework

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Operate within a community development framework	<p>1.1 Work towards the vision and mission of the community development work plan.</p> <p>1.2 Work with communities to achieve their priorities through enhancing skills, accessing appropriate support and working with others in the community who shares concerns and issues.</p> <p>1.3 Identify and document the interrelationships between the priorities and rights of the individual, the family, the community and society.</p>
2	Distinguish between private and public issues arising in community development work	<p>2.1 Employ appropriate interpersonal skills to hear individual stories and distinguish between private and public issues.</p> <p>2.2 Identify the individual's willingness to engage to a public process to bring about change and facilitate the move from private concern to public action.</p> <p>2.3 Provide appropriate referrals to support people to deal with personal issues.</p> <p>2.4 Ensure all work reflects and meets duty of care responsibilities.</p>
3	Work with groups to achieve community development outcomes	<p>3.1 Research and analyse community priorities.</p> <p>3.2 Identify and document shared community priorities within the public group processes.</p> <p>3.3 Plan appropriate strategies in collaboration with the group to ensure community priorities are addressed.</p> <p>3.4 Document community structures and resources available to groups to maximise outcomes for groups.</p> <p>3.5 Provide advice and information to groups and individuals as required to ensure they are fully informed about relevant issues and opportunities.</p> <p>3.6 Advocate and lobby for community based outcomes.</p> <p>3.7 Manage group dynamics, facilitate discussion and engagements processes.</p> <p>3.8 Review and modify own work practice within a community development framework.</p>

CHCCOM002 – Use communication to build relationships

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Communicate with clients and co-workers	<p>1.1 Identify and use appropriate communication techniques to communicate with clients and colleagues.</p> <p>1.2 Communicate in a manner that demonstrates respect, accepts individual differences and upholds rights.</p> <p>1.3 Represent the organisation appropriately and in accordance with communication policies and protocols.</p> <p>1.4 Provide information to clients and service providers in accordance with communication policies and protocols.</p>
2	Address communication needs	<p>2.1 Recognise and support communication needs of clients, colleagues and external networks.</p> <p>2.2 Facilitate access to interpreter and translation services as required.</p> <p>2.3 Identify and address problems and communication barriers.</p> <p>2.4 Defuse conflict or potentially difficult situations with clients and colleagues and refer in accordance with organisational requirements.</p> <p>2.5 Seek and respond to feedback on the effectiveness of communication with clients, colleagues and external networks.</p>
3	Facilitate meetings	<p>3.1 Develop an agenda and list of invited participants in consultation with appropriate people.</p> <p>3.2 Communicate details of the meeting to the participants and other stakeholders in accordance with organisation communications protocols.</p> <p>3.3 Contribute to and follow objectives and agendas for meeting.</p> <p>3.4 Provide opportunities to fully explore all relevant issues and provide relevant information.</p> <p>3.5 Use strategies that encourage all members to participate equally, including seeking and acknowledging contributions from all members.</p> <p>3.6 Implement strategies to ensure the specific communication needs of individuals within the meetings are identified and addressed.</p> <p>3.7 Facilitate the resolution of conflict between participants.</p> <p>3.8 Minute or record meeting in accordance with organisation requirements.</p> <p>3.9 Evaluate meeting processes and identify lessons learned or opportunities for improvement.</p>

CHCCSL001 – Establish and confirm the counselling relationship

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Use a structured approach to counselling	<p>1.1 Analyse existing client information prior to commencement of counselling session.</p> <p>1.2 Use initial session to gather additional client information as a foundation for counselling process.</p> <p>1.3 Select and use communication techniques that support the initial counselling session objectives.</p> <p>1.4 Follow a structured approach to counselling based on client needs and expectations.</p>
2	Establish the nature of the helping relationship	<p>2.1 Provide information that assists clients to understand the nature of the counselling service on offer.</p> <p>2.2 Clarify, confirm or modify client expectations of the counselling service.</p> <p>2.3 Identify client anxieties about the counselling process and explore with clients.</p> <p>2.4 Acknowledge and show respect for client’s immediate concerns.</p> <p>2.5 Clarify both expectations and commitment to the counselling relationship and confirm with clients.</p> <p>2.6 Identify indicators of client issues beyond scope of own role and report or refer according to presenting issue and organisation requirements.</p>
3	Confirm the helping relationship	<p>3.1 Explore options and approaches for the relationship with clients according to individual needs.</p> <p>3.2 Agree priorities and develop a plan for counselling in collaboration with the client.</p> <p>3.3 Make documented agreement with the client that addresses disclosure and organisation requirements.</p>

CHCCSL003 – Facilitate the counselling relationship and process.

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Support clients to identify concerns	1.1 Follow the client’s story and stay with their perspective to assist the client to feel comfortable and express their concerns freely. 1.2 Explore the client’s presenting issues and establish their nature and depth, giving attention to the possibility of underlying issues. 1.3 Identify and promptly deal with situations requiring immediate action. 1.4 Support clients to identify their primary concerns in relation to the presenting issues and to prioritise concerns on which to work. 1.5 Recognise indicators of client issues requiring referral and report or refer appropriately in line with organisation requirements.
2	Support clients to work through concerns	2.1 Identify and work with uncertainty and ambivalence of clients. 2.2 Support clients to experience and process difficulties. 2.3 Draw attention to, and discuss parallels and links in client’s experience as appropriate. 2.4 Identify and implement interventions that have meaning for the client’s immediate situation and that are most likely to facilitate client understanding and actions. 2.5 Support client to identify and use known and previously unknown strengths. 2.6 Explore perceptions of client’s feelings by reflecting back, clarification and review. 2.7 Assist clients to become aware of underlying issues where appropriate and begin to identify ways of dealing with them. 2.8 Acknowledge and work with changes in client’s life as appropriate.
3	Monitor the counselling process	3.1 Monitor and review the counselling process with clients to ensure it remains of value. 3.2 Proactively identify and work on threats and disruptions to the counselling process with clients. 3.3 Review and compare own and client’s perceptions of the process and provide suggestions and advice in response. 3.4 Address any tension between client’s hopes and expectations and the reality of resource limitations. 3.5 Facilitate change at a pace the client can tolerate and assimilate. 3.6 Recognise and assess the appropriateness of ending the current counselling. 3.7 Acknowledge, value and work with individual uncertainty in the counselling relationship. 3.8 Apply ethical codes of conduct in addressing counselling dilemmas.
4	Bring the counselling process to an end	4.1 Enable client to identify when the process is approaching its conclusion. 4.2 Enable client to identify, acknowledge and evaluate what is and is not changing, both in the counselling process and in their situation and understanding. 4.3 Use the ending process to enable client to understand the nature and impact of earlier issues. 4.4 Use boundaries of the counselling relationship to assist the ending process. 4.5 Plan, structure and contract endings appropriately with client.

		<p>4.6 Support client’s sense of autonomy during the ending process.</p> <p>4.7 Inform clients about any opportunities for further support.</p> <p>4.8 Identify unresolved issues and discuss further work if appropriate.</p> <p>4.9 Complete documentation and reporting according to organisation requirements.</p>
--	--	--

CHCCSL007 – Support counselling clients in decision-making processes

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Assist clients to clarify goals and requirements	<p>1.1 Explain clearly to clients the policy on record-keeping and confidentiality.</p> <p>1.2 Encourage clients to identify and explore their aims, requirements and ideas.</p> <p>1.3 Assist clients to identify practical goals and requirements for these, and discuss with clients how goals might be modified based on client strengths.</p> <p>1.4 Identify situations where aims and requirements of clients cannot be met, and make referrals to alternative sources of guidance and support.</p>
2	Explore options with clients	<p>2.1 Identify collaboration potential courses of action for meeting individual aims and requirements.</p> <p>2.2 Identify and explore factors which could influence the preference for, and ability to achieve a course of action.</p> <p>2.3 Determine and explore features and likely consequences of possible courses of action.</p> <p>2.4 Check client’s understanding of what is likely to be involved in each possible course of action.</p>
3	Support client to reach decisions	<p>3.1 Assist clients to assess possible advantages and disadvantages of each possible course of action, and their appropriateness for meeting client requirements.</p> <p>3.2 Encourage clients to decide on a course of action and to consider alternatives which could be used, if necessary.</p> <p>3.3 Document decisions and agreed ongoing support within organisation guidelines.</p>

CHCDFV001 – Recognise and respond appropriately to domestic and family violence

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Adopt work practices that support interactions with those affected by domestic and family violence	<p>1.1 Adopt work practices that reflect the values and philosophies of domestic violence work.</p> <p>1.2 Plan work practices and access environments that support client and worker safety.</p> <p>1.3 Identify and participate in support processes for workers exposed to domestic and family violence.</p> <p>1.4 Apply organisation standards and procedures and comply with legislative and statutory requirements.</p>
2	Identify client needs	<p>2.1 Explain rights and responsibilities of client and worker and promote throughout client contact.</p> <p>2.2 Use interpersonal skills that develop rapport and promote confidence, and full, accurate and relevant exchange of information.</p> <p>2.3 Show sensitivity to client’s specific needs and any cultural, family and individual differences.</p> <p>2.4 Assess information for complexity, urgency and eligibility so that priorities for service delivery and safety can be identified.</p> <p>2.5 Identify and respond to any indications or risk or threats to safety.</p>
3	Respond to client needs	<p>3.1 Identify worker and workplace limitations in addressing and assessing client needs and make referrals or seek assistance from appropriate persons.</p> <p>3.2 Prioritise the physical and emotional safety of clients, their family and workers in developing responses.</p> <p>3.3 Negotiate and agree strategies for intervention with the client before commencing work.</p> <p>3.4 Provide client with information about available services for meeting their needs.</p> <p>3.5 Complete accurate and comprehensive records, reports and referral information according to organisation requirements.</p>

CHCDIS004 – Communicate using augmentative and alternative communication strategies
Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Identify the current communication capacity and needs of the person	<p>1.1 Work in collaboration with the person, family and/or carer and/or relevant other to identify communication needs.</p> <p>1.2 Use appropriate supports to aid the person’s current communication capacity.</p> <p>1.3 Document the outcomes of this process in line with organisation procedures.</p> <p>1.4 Consult with additional people including family and/or carers and/or relevant others as required.</p> <p>1.5 Make appropriate referrals to professionals and other service providers as required in consultation with supervisor.</p>
2	Develop effective AAC strategies	<p>2.1 Provide information to relevant professional(s) about the person with disability in relation to their likes/dislikes, daily activities and current communication needs.</p> <p>2.2 Develop communication strategies to meet individual needs and level of communication, considering the person’s history and preferences and in consultation with relevant senior staff/professionals.</p> <p>2.3 Adjust available tools and programs to address individual needs and preferences.</p> <p>2.4 Seek advice from other staff and relevant others as required and work within scope of practice.</p>
3	Implement AAC strategy	<p>3.1 Use different strategies and devices in AAC.</p> <p>3.2 Document communication support strategies in the person’s individualised plan.</p> <p>3.3 Organise the environment to optimise communication opportunities.</p> <p>3.4 Reinforce communication by timely and appropriate response.</p> <p>3.5 Identify difficulties experienced by the person when communicating and respond to difficulties within own work role and responsibilities.</p> <p>3.6 Refer difficulties outside own role and responsibilities to appropriate person.</p> <p>3.7 Provide practice opportunities and information to the person to maintain consistency in their use of communication strategies and encourage contact with other users or support persons.</p>
4	Monitor, report and review communication strategies	<p>4.1 Set up and maintain reporting and recording system to assist with monitoring and review.</p> <p>4.2 Review reporting and recordings to monitor success of communication strategies and make changes as required in consultation with senior staff/professionals.</p> <p>4.3 Identify barriers to the effective use of AAC strategies and devices.</p> <p>4.4 Work with other relevant people to overcome the barriers.</p> <p>4.5 Implement any modifications to communication strategies and devices.</p> <p>4.6 Identify opportunities to increase communication vocabulary.</p> <p>4.7 Maintain accurate written records according to established directions and within organisation protocols.</p>

CHCDIS007 – Facilitate the empowerment of people with disability

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Demonstrate commitment to empowerment for people with disability	<p>1.1 Identify changes in the legal, political and social frameworks within which the work is undertaken.</p> <p>1.2 Identify ways society can affect the level of impairment experienced by a person with disability.</p> <p>1.3 Reflect on personal values and attitudes regarding disability and acknowledge their potential impact when working in disability contexts.</p> <p>1.4 Develop and adjust own approaches to facilitate empowerment.</p>
2	Foster human rights	<p>2.1 Assist the person with disability to understand their rights.</p> <p>2.2 Deliver services that ensure the rights and needs of the person are upheld in the context of person-centeredness.</p> <p>2.3 Ensure the cultural needs of the person are identified, accepted and upheld.</p> <p>2.4 Identify breaches of human rights and respond and report according to organisation procedures.</p> <p>2.5 Identify indications of possible abuse and/or neglect and report according to organisation procedure.</p>
3	Facilitate choice and self-determination	<p>3.1 Using a person-centred approach work in a manner that acknowledges the person with disability as their own expert.</p> <p>3.2 Facilitate person-centred options for action on relevant issues and discuss with the person and/or family and/or carer and/or relevant other.</p> <p>3.3 Provide assistance to the person with disability to facilitate communication of their personal goals.</p> <p>3.4 Provide person-centred support in a manner that encourages and empowers the person with disability to make their own choices.</p> <p>3.5 Assist with strategies to ensure that the person is comfortable with any decisions that are being made on their behalf.</p> <p>3.6 Assist with accessing advocacy services and other complain mechanisms as required.</p>

CHCDIV001 – Work with diverse people

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Reflect on own perspectives	1.1 Identify and reflect on own social and cultural perspectives and biases. 1.2 Work with awareness of own limitations in self and social awareness. 1.3 Use reflection to support own ability to work inclusively and with understanding of others. 1.4 Identify and act on ways to improve own self and social awareness.
2	Appreciate diversity and inclusiveness, and their benefits	2.1 Value and respect diversity and inclusiveness across all areas of work. 2.2 Contribute to the development of work place and professional relationships based on appreciation of diversity and inclusiveness. 2.3 Use work practices that make environments safe for all.
3	Communicate with people from diverse backgrounds and situations	3.1 Show respect for diversity in communication with all people. 3.2 Use verbal and non-verbal communication constructively to establish, develop and maintain effective relationships, mutual trust and confidence. 3.3 Where a language barrier exists, use effective strategies to communicate in the most efficient way possible. 3.4 Seek assistance from interpreters or other persons according to communication needs.
4	Promote understanding across diverse groups	4.1 Identify issues that may cause communication misunderstandings or other difficulties. 4.2 Where difficulties or misunderstandings occur, consider the impact of social and cultural diversity. 4.3 Make an effort to sensitively resolve difference, taking account of diversity considerations. 4.4 Address any difficulties with appropriate people and seek assistance when required.

CHCDIV002 – Promote Aboriginal and/or Torres Strait Islander cultural safety

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Identify cultural safety issues in the workplace	<p>1.1 Identify the potential impact of cultural factors on service delivery to Aboriginal and/or Torres Strait Islander clients.</p> <p>1.2 Identify critical issues that influence relationships and communication with Aboriginal and/or Torres Strait Islander people.</p> <p>1.3 Establish key aspects of cultural safety in consultation with Aboriginal and/or Torres Strait Islander people.</p> <p>1.4 Evaluate the extent to which cultural safety is integrated in own work and workplace.</p>
2	Model cultural safety in own work	<p>2.1 Ensure work practices are grounded in awareness of one’s own cultural bias.</p> <p>2.2 Reflect awareness of own and other cultures in work practices.</p> <p>2.3 Use communication techniques and work practices that show respect for the cultural differences of Aboriginal and/or Torres Strait Islander people.</p> <p>2.4 Engage with Aboriginal and/or Torres Strait Islander interpreters and colleagues as cultural brokers, according to situation needs.</p>
3	Develop strategies for improved cultural safety	<p>3.1 Support the development of effective partnerships between staff, Aboriginal and/or Torres Strait Islander people and their communities.</p> <p>3.2 Identify and utilise resources to promote partnerships.</p> <p>3.3 Devise and document ways to support the delivery of services and programs that are culturally safe and encourage increased participation.</p> <p>3.4 Integrate strategies that encourage self-determination and community control in services and programs.</p>
4	Evaluate cultural safety strategies	<p>4.1 Agree outcomes against which cultural safety strategies can be measured.</p> <p>4.2 Involve Aboriginal and/or Torres Strait Islander people in evaluations.</p> <p>4.3 Evaluate programs and services against desired outcomes.</p> <p>4.4 Revise strategies based on evaluation with appropriate engagement of Aboriginal and/or Torres Strait Islander people.</p>

CHCGMB001 – Assess the needs of clients with problem gambling issues

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Prepare for assessment	<p>1.1 Review existing information about the client and consult with relevant health or community services professionals based on client needs.</p> <p>1.2 Clearly explain legal, ethical and organisational requirements and procedures.</p> <p>1.3 Discuss with the client reasons for seeking help and other information that may assist in establishing a basis for further work.</p> <p>1.4 Inform the client of the assessment purpose and process.</p> <p>1.5 Confirm client’s understanding of the purpose and process of assessment and obtain consent.</p>
2	Conduct assessment	<p>2.1 Identify history and pattern of client’s gambling through client discussion and questioning.</p> <p>2.2 Identify and clarify co-existing issues in consultation with the client.</p> <p>2.3 Review information and/or use structured assessment screens to assess the extent and impact of gambling.</p> <p>2.4 Collaborate with other health professionals as indicated by assessment.</p> <p>2.5 Determine entry to, or exclusion from, services according to organisation criteria.</p> <p>2.6 Accurately record assessment results according to organisation guidelines.</p>
3	Develop a case plan with the client	<p>3.1 Identify and explore and develop options for addressing client needs and integrate into planning.</p> <p>3.2 Identify and prioritise goals with client and negotiate and agree objectives and processes.</p> <p>3.3 Negotiate and agree on case plans.</p> <p>3.4 Define roles, responsibilities and accountabilities of clients, counsellors and other service providers.</p> <p>3.5 Integrate cultural considerations into goal setting and negotiation.</p> <p>3.6 Negotiate communication protocols, ongoing review and evaluation systems.</p> <p>3.7 Document case plans and ongoing case notes according to organisation guidelines.</p>
4	Refer clients	<p>4.1 Identify client issues that are outside the scope of the service and/or the scope of the worker.</p> <p>4.2 Identify appropriate service and other support options.</p> <p>4.3 Inform the client of possible options and reasons for seeking other service and support options.</p> <p>4.4 Confirm the client’s understanding of options.</p> <p>4.5 Work with the client to determine referral options and responsibilities.</p> <p>4.6 Make referral with client consent.</p> <p>4.7 Provide assessment information to others, including relevant health and/or community services professionals according to consent requirements.</p>

CHCLEG001 – Work legally and ethically

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Identify and respond to legal requirements	1.1 Identify, access and interpret sources of information about the legal requirements that apply to the work role. 1.2 Identify the scope and nature of own legal rights and responsibilities. 1.3 Adhere to legal requirements in work practice according to workplace policies and procedures and scope of role. 1.4 Recognise potential or actual breaches and report according to organisation procedures.
2	Identify and meet ethical responsibilities	2.1 Identify, access and interpret sources of information about the ethical responsibilities that apply to the work role. 2.2 Identify the scope and nature of own ethical responsibilities. 2.3 Meet ethical responsibilities according to workplace policies and protocols, and scope of role. 2.4 Recognise potential ethical issues and dilemmas, and discuss with an appropriate person. 2.5 Recognise own personal values and attitudes and take into account to ensure non-judgemental practice. 2.6 Use effective problem solving techniques when exposed to competing value systems. 2.7 Recognise unethical conduct and report to an appropriate person. 2.8 Recognise potential and actual conflicts of interest and take appropriate action.
3	Contribute to workplace improvements	3.1 Identify situations where work practices could be improved to meet legal and ethical responsibilities. 3.2 Pro-actively share feedback with colleagues and supervisors. 3.3 Identify and take opportunities to contribute to the review and development of policies and protocols.

CHCMHS001 – Work with people with mental health issues

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Establish respectful relationships with people with mental health issues	<p>1.1 Communicate in a way that develops and maintains respect, hope, trust and self-direction.</p> <p>1.2 Work in a way that reflects and prioritises the person's right to self-define and direct their own recovery.</p> <p>1.3 Recognise and respect the person's social, cultural and spiritual differences.</p> <p>1.4 Support the person to understand and exercise their rights.</p> <p>1.5 Maintain confidentiality and privacy of the person within organisation policy and protocols.</p>
2	Determine the needs of people with mental health issues	<p>2.1 Gather and interpret information about the person's needs from the person and other agreed sources.</p> <p>2.2 Identify and discuss with the person services and strategies that support empowerment and recovery.</p> <p>2.3 Support the person to express their own identity and preferences and avoid imposing own values and attitudes.</p> <p>2.4 Identify duty of care and dignity of risk considerations in collaboration with the person.</p>
3	Work with people with mental health issues to meet aspirations and needs	<p>3.1 Provide support that facilitates progress towards the person's goals in collaboration with the person and their care network.</p> <p>3.2 Work in ways that uphold the person's rights.</p> <p>3.3 Adapt service delivery within organisation policies and procedures to meet the person's specific needs and requirements.</p> <p>3.4 Document interactions and services according to organisation policy and procedures.</p> <p>3.5 Respond promptly and supportively to people experiencing distress or crisis.</p> <p>3.6 Work within the limits of own knowledge, abilities and work role and make referrals to other services as indicated by the person's needs.</p>

CHCMHS011 – Assess and promote social, emotional and physical wellbeing

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Assess the persons wellbeing	<p>1.1 Provide information and resources to the person to explain social and emotional wellbeing, holistic practice and the available services and programs.</p> <p>1.2 Explore the domains of wellbeing with the person, identifying strengths and strategies that keeps the person strong.</p> <p>1.3 Reflect on and respond to own values, beliefs, attitudes, power and behaviours regarding wellbeing to ensure non-judgemental practice.</p> <p>1.4 Clarify and respect the person’s choices, parameters and boundaries relating to topics to be discussed.</p> <p>1.5 Work with the person to identify other information to gather or people to contact to add to the understanding of their social emotional wellbeing.</p> <p>1.6 Determine with the person other people, including the natural supports, the person wants involved in their plans and support.</p> <p>1.7 Identify, negotiate, obtain and document any consents required.</p>
2	Promote social wellbeing	<p>2.1 Discuss with the person their health and physical wellbeing.</p> <p>2.2 Discuss with the person any health issues or potential risks to health including fitness and nutrition and encourage them to seek professional advice as required.</p> <p>2.3 Identify when regular health checks were last undertaken and, according to the person’s needs, facilitate referrals or appointments.</p> <p>2.4 Arrange for health assessments or medication reviews based on the person’s needs.</p> <p>2.5 Proactively support and encourage the person to identify areas where physical health could be improved and develop strategies.</p> <p>2.6 Promote healthy living habits using established and credible information sources.</p>
3	Promote social wellbeing	<p>3.1 Identify and map the person’s social network, including their care network, their community participation and others that are providing the person with support.</p> <p>3.2 Assess the level of social inclusion/exclusion or isolation.</p> <p>3.3 Develop strategies to promote community participation and connection to extend depth or breadth of the person’s social network.</p> <p>3.4 Determine the person’s current level of involvement in socially based activity and their desire to increase participation in any of these areas.</p> <p>3.5 Support and regularly review social inclusion strategies.</p>
4	Promote emotional wellbeing	<p>4.1 Identify emotional strengths, challenges and triggers.</p> <p>4.2 Identify activities or people that promote emotional strength and wellbeing.</p> <p>4.3 Develop strategies and contingency plans to address emotional challenges and promote resilience and emotional wellbeing.</p>

5	Promote cultural or spiritual wellbeing	<p>5.1 Work collaboratively to identify the person's preferred cultural and/or spiritual values, beliefs, traditions, activities and practices.</p> <p>5.2 Identify cultural and spiritual needs and activities the person wants to undertake or changes they would like to make.</p> <p>5.3 Identify other people or resources required to introduce these changes.</p> <p>5.4 Support the person to implement cultural/spiritual strategies and access resources.</p> <p>5.5 Identify with the person and address any cultural improvements to practice.</p>
6	Review the persons wellbeing	<p>6.1 Recognise and celebrate progress and identify new directions and strategies as chosen by the person.</p> <p>6.2 Respond flexibly and utilise contingency plan as required.</p> <p>6.3 Recognise the need for specialist expertise and seek according to the person's needs.</p> <p>6.4 Evaluate effectiveness of work and service provision, gathering and acting on feedback from all relevant parties particularly the person receiving service.</p> <p>6.5 Reflect on own practice and use learning to identify strategies and plan for improved practice.</p> <p>6.6 Engage in collaborative record keeping.</p>

CHCPAL001 – Deliver care services using a palliative approach

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Apply principles and aims of a palliative approach when supporting individuals	<p>1.1 Recognise the holistic needs of the person extending over time, not just end-of-life.</p> <p>1.2 Support the person, carers and family to express needs and preferences and report information to supervisor.</p> <p>1.3 Communicate with the person, carers and family in relation to the person's quality of life, pain and comfort and report to supervisor.</p> <p>1.4 Respect the family and carers as an integral part of the care team and ensure that they have the information and support needed.</p>
2	Respect the person's preferences for quality of life choices	<p>2.1 Create a supportive environment that encourages the person, carers, family members and/or significant others to share information regarding changing needs and preferences.</p> <p>2.2 Use a non-judgemental approach to ensure the person's lifestyle, social, spiritual and cultural choices and needs are supported and documented in care plan.</p> <p>2.3 Encourage the person, carer, family and/or significant others to freely discuss spiritual and cultural issues in an open and safe environment within scope of role.</p> <p>2.4 Identify needs and issues outside of the scope of your role and refer to supervising colleague.</p> <p>2.5 Communicate with individuals, families, carers and/or significant others in a manner that shows empathy and provides emotional support.</p>
3	Follow the person's advance care directives in the care plan	<p>3.1 Interpret and follow advance care directives in the care plan in line with own work role and organisation, legal and ethical requirements.</p> <p>3.2 Comply with end-of-life decisions as documented in the care plan and in keeping with legal requirements.</p> <p>3.3 Report the person's changing needs and issues, in relation to end-of-life, to the appropriate team member for documentation in the care plan.</p> <p>3.4 Monitor the impact of the person's end-of-life needs, issues and decisions on families, carers and/or significant others and refer to appropriate member of the care team in line with organisation protocols to ensure they are supported.</p> <p>3.5 Deliver services in a manner that supports the right of individuals to choose the location of their end-of-life care.</p>
4	Respond to signs pain and other symptoms	<p>4.1 Observe and document the person's pain and other symptoms in line with care plan directives and promptly report to appropriate member of the care team.</p> <p>4.2 Implement strategies to manage pain and promote comfort in line with care plan and role.</p> <p>4.3 Regularly evaluate and document effectiveness of implemented strategies.</p> <p>4.4 Refer to the appropriate member of staff any misconceptions in the workplace surrounding the use of pain relieving medication.</p>
5	Follow end-of-life care strategies	<p>5.1 Regularly check for any changes on care plan that indicate decisions made by the person have been reviewed.</p>

		<p>5.2 Provide a supportive environment to the individual, families, carers and/or significant others involved in their care plan and role.</p> <p>5.3 Respect and support the person's preferences and culture when providing end-of-life care according to care plan and role.</p> <p>5.4 Maintain dignity of the person when providing planned end-of-life care and care immediately following death.</p> <p>5.5 Recognise any signs of the person's imminent death or deterioration and report to appropriate member of care team in line with organisation requirements.</p> <p>5.6 Provide emotional support to other individuals, carers, families and/or significant others when a death has occurred in line with role.</p>
6	Manage own emotional responses and ethical issues	<p>6.1 Follow organisation policies and procedures in relation to managing own emotional responses and ethical issues.</p> <p>6.2 Identify and reflect upon own emotional responses to death and dying and raise and discuss any issues or reactions with supervisor or other appropriate person.</p> <p>6.3 Raise any ethical issues or concerns with supervisor or other appropriate person.</p> <p>6.4 Identify and action self-care strategies to address the potential impact of personal responses on self.</p> <p>6.5 Access bereavement care and support of other team members as needed.</p>

CHCPAL002 – Plan for and provide care services using a palliative approach

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Plan a palliative approach to individual care	<p>1.1 Assist with care planning using a palliative approach to maximise the person’s quality of life and comfort.</p> <p>1.2 Identify immediate and potential future care requirements based on the condition or illness of the person.</p> <p>1.3 Identify current specialist palliative care requirements if relevant.</p> <p>1.4 Ensure planning includes involving and supporting the person, family members, carers and/or significant others.</p> <p>1.5 Ensure care plan holistically addresses the person’s needs that extend over time not just end-of-life.</p>
2	Support individuals to identify their preferences for quality of life choices.	<p>2.1 Consult the person, family members, carers and/or significant others to identify and share information regarding current and changing needs and preferences.</p> <p>2.2 Respect and accounts for the person’s lifestyle, social, cultural and spiritual choices and needs in developing the care plan.</p> <p>2.3 Ensure the planning process supports the freedom of the person, family, carer and/or significant others to discuss spiritual and cultural issues in an open and non-judgemental way.</p> <p>2.4 Demonstrate respect for the roles of the persona and carer in planning, delivering care and decision making.</p> <p>2.5 Address any issues that are outside scope of own role by referring them to the appropriate member of the care team in line with organisation requirements.</p> <p>2.6 Model communication with the person, families, carers and/or significant others that shows empathy and provides emotional support.</p>
3	Assist with advanced care planning	<p>3.1 Assist with the determining of advance care directives in line with role, organisation, legal and ethical guidelines.</p> <p>3.2 Assist with the documentation of advance care directives in line with the person’s preferences and organisation procedures.</p> <p>3.3 Ensure all advance care directives are communicated and understood by relevant parties in accordance with confidentiality requirements.</p> <p>3.4 Actively support the ethical end-of-life decisions agreed by the person and carer, in line with organisation policy and care plan directives.</p> <p>3.5 Assist with identifying the person’s ongoing decisions, preferences, needs and issues in relation to end-of-life and document in the care plan in consultation with supervisor or appropriate team member.</p> <p>3.6 Observe the impact on the family and carers of the person’s end-of-life decisions, needs and issues and provide support as needed.</p>
4	Take action to alleviate pain and other end-of-life symptoms	<p>4.1 Plan and document in care plan strategies to maximise comfort in collaboration with supervisor and/or health professional.</p> <p>4.2 Assess the person’s need for pain and symptom relief in line with care plan and report supervisor and/or health professional.</p> <p>4.3 Provide pain and symptom relief in line with role, care plan, legislation and organisation policy.</p>

		<p>4.4 Provide appropriate information about the use of pain relieving medication and other treatments to staff, individuals, their family and carers, in consultation with supervisor and/or other health professional.</p> <p>4.5 Observe, report and document effectiveness of interventions for pain and symptom relief.</p> <p>4.6 Communicate ineffectiveness of interventions to supervisor and/or other health professional and document.</p>
5	Contribute to the development and implementation of end-of-life care strategies	<p>5.1 Respect and incorporate the person's preferences including cultural and spiritual wishes when contributing to an end-of-life care plan.</p> <p>5.2 Maintain the dignity of the person when planning end-of-life care and immediately following death.</p> <p>5.3 Observe any signs of a person's imminent death and/or deterioration and report to appropriate members of the care team in line with organisation requirements.</p> <p>5.4 Provide a supportive environment for the person, families, carers and/or significant others and those involved in their care at end-of-life.</p> <p>5.5 Ensure that decisions made by the person, family, carers and/or significant others are reviewed regularly, communicated to staff and updated on the care plan.</p> <p>5.6 Identify the emotional needs of other individuals and their families, carers and/or significant others affected when a death occurs and provide the necessary support or referrals in line with organisation requirements.</p> <p>5.7 Prepare the person, family, other staff and self for any distressing end-of-life events within own responsibilities.</p>
6	Identify and manage emotional responses in self and others	<p>6.1 Identify and reflect upon own emotional responses to death and dying and raise and discuss any issues with supervisor and/or other appropriate person.</p> <p>6.2 Identify and reflect upon potential impact of personal responses on self and others and action appropriately.</p> <p>6.3 Inform others about support systems and bereavement care available.</p> <p>6.4 Follow organisation policies and procedures in relation to emotional welfare of self, team members, individuals and family.</p> <p>6.5 Assist colleagues to debrief and discuss bereavement care.</p> <p>6.6 Identify other strategies and resources available for debriefing.</p> <p>6.7 Evaluate effectiveness of emotional response strategies.</p>

CHCPAS001 – Plan for the provision of pastoral and spiritual care

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Prepare for pastoral and spiritual care work	<p>1.1 Identify responsibilities in relation to legislative and regulatory requirements for pastoral and spiritual care work.</p> <p>1.2 Identify responsibilities in relation to organisation policies and procedures for pastoral and spiritual care work.</p> <p>1.3 Identify requirements of relevant professional and ethical standards for pastoral and spiritual care work.</p> <p>1.4 Identify rights and responsibilities of self, employer, clients, families and carers.</p>
2	Determine pastoral and spiritual care networks and resources	<p>2.1 Identify organisation's full range of pastoral and spiritual care services.</p> <p>2.2 Identify limitations and parameters of own role.</p> <p>2.3 Identify organisation escalation and crisis procedures.</p> <p>2.4 Identify existing and potential opportunities for referral in accordance with organisation procedures.</p> <p>2.5 Establish relationships with referral network.</p> <p>2.6 Gather internal and external information sources and resources to support pastoral and spiritual care work.</p>
3	Establish professional supervision	<p>3.1 Determine supervision and/or mentoring requirements of role in consultation with mentor and/or supervisor.</p> <p>3.2 Establish rapport and work with mentor and/or supervisor to build trust.</p> <p>3.3 Receive and act on feedback to improve pastoral care work.</p> <p>3.4 Review own communication with mentor and/or supervisor to promote professional development.</p>

CHCPAS002 – Provide pastoral and spiritual care

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Identify ethical, spiritual and pastoral issues requiring support	<p>1.1 Monitor the mental, emotional and spiritual wellbeing of a client and/or community group.</p> <p>1.2 Consult with the client and/or community to determine specific issues.</p> <p>1.3 Research issues and analyse to determine the client's and/or community needs.</p> <p>1.4 Analyse the client's and/or community's situation to identify any immediate pastoral and spiritual care requirements.</p> <p>1.5 Liaise with supervisor and/or coordinating authority to develop a support plan.</p>
2	Provide individual and/or community support	<p>2.1 Establish a trusting and respectful interpersonal relationship with the clients.</p> <p>2.2 Provide opportunity for the clients to explore and discuss significant life events and attitudes.</p> <p>2.3 Provide meaningful ritual, symbol or action relevant to the clients and their rights and needs.</p> <p>2.4 Provide support to significant others including family members and carers.</p> <p>2.5 Collaborate with client's support networks, community and/or faith group for ongoing involvement and support.</p> <p>2.6 Assist other carers and community members to understand the role of pastoral and spiritual care workers.</p> <p>2.7 Engage in pastoral, ethical and/or spiritual discussion with the client and/or community group.</p> <p>2.8 Provide pastoral and spiritual support in accordance with organisation protocols and ethical and moral guidelines.</p> <p>2.9 Identify issues beyond scope of role and escalate or refer in accordance with organisation procedures.</p>
3	Review and reflect on pastoral and spiritual care	<p>3.1 Review provision of support in accordance with standard review procedures.</p> <p>3.2 Evaluate need for additional support and discuss with supervisor.</p> <p>3.3 Reflect on own performance and identify ways to improve own practice.</p>
4	Participate in professional supervision	<p>4.1 Given and receive feedback constructively and positively.</p> <p>4.2 Act on feedback in collaboration with supervisor and/or mentor.</p> <p>4.3 Seek advice on potential areas for personal and professional development.</p>
5	Maintain records	<p>5.1 Document pastoral and spiritual care in accordance with organisation policies.</p> <p>5.2 Maintain records in accordance with organisation's policies.</p>

CHCPRP003 – Reflect on and improve own professional practice

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Reflect on own practice	<p>1.1 Undertake self-evaluation in conjunction with supervisors and/or peers.</p> <p>1.2 Reflect on and recognise the effect of values, beliefs and behaviour in practice.</p> <p>1.3 Share two-way, open and evaluative feedback with co-workers or peers.</p> <p>1.4 Actively seek and reflect on feedback from clients, organisations or other relevant sources.</p>
2	Enhance own practice	<p>2.1 Determine improvements needed based on own evaluation and feedback from others.</p> <p>2.2 Identify potential support networks both internal and external to the organisation.</p> <p>2.3 Seek specialist advice or further training where need is identified.</p> <p>2.4 Recognise requirements for self-care and identify requirements for additional support.</p> <p>2.5 Devise, document and implement a self-development plan that sets realistic goals and targets.</p>
3	Facilitate ongoing professional development	<p>3.1 Access and review information on current and emerging industry developments and use these to improve practice.</p> <p>3.2 Assess and confirm own practice against ethical and legal requirements and opportunities.</p> <p>3.3 Identify and engage with opportunities to extend and expand own expertise.</p> <p>3.4 Regularly participate in review processes as a commitment to upgrading skills and knowledge.</p>

CHCPRT001 – Identify and respond to children and young people at risk

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Implement work practices which support the protection of children and young people	<p>1.1 Identify children and young people at risk of abuse or neglect by observing signs and symptoms, asking open and non-leading questions, being aware of protective issues and using child protection procedures where appropriate.</p> <p>1.2 Respond to disclosure, information or signs and symptoms in accordance with state legislative responsibilities and the service policies and procedures.</p> <p>1.3 Routinely employ child-focused work practices to uphold the rights of the child and encourage them to participate in age-appropriate decision making.</p> <p>1.4 Employ communication and information gathering techniques with children and young people in accordance with current recognised good practice.</p> <p>1.5 Ensure decisions and actions taken are within own level of responsibility, work role, state legislation and service policies and procedures.</p>
2	Report indications of possible risk of harm	<p>2.1 Accurately record relevant specific and general circumstances surrounding risk of harm in accordance with state legislation, service policies, procedures and ethics.</p> <p>2.2 Promptly record and report risk-of-harm indicators, including the circumstances surrounding the risk of harm according to service policies and procedures.</p> <p>2.3 Ensure writing in reports in non-judgemental.</p> <p>2.4 Work collaboratively with relevant agencies to ensure maximum effectiveness of report.</p>
3	Apply ethical and nurturing practices in work with children and young people	<p>3.1 Protect the rights of children and young people in the provision of services.</p> <p>3.2 Identify and seek supervision support for issues of ethical concern in practice with children and young people.</p> <p>3.3 Employ ethical and nurturing practices and observe professional boundaries when working with children and young people.</p> <p>3.4 Recognise and report indicators for potential ethical concerns when working with children and young people.</p>

CHCSET001 – Work with forced migrants

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Develop a professional rapport with people who are forced migrants	<p>1.1 Consider cultural sensitivities in communication techniques and adapt style and language to accommodate different cultural values and practices.</p> <p>1.2 Identify how one's own ethnicity, religion, class and gender will affect interactions with clients and modify approach appropriately.</p> <p>1.3 Identify the communication needs of clients who are newly arrived, traumatised and confused and modify approach appropriately.</p> <p>1.4 Identify where an interpreter is needed and work to ensure that appropriate interpreter services are accessed.</p>
2	Plan settlement services	<p>2.1 Identify current issues which may impact on own work or organisation.</p> <p>2.2 Collect, discuss and use the views of key stakeholders and representatives from relevant target groups when determining service requirements.</p> <p>2.3 Develop and maintain links with workers with complimentary roles in the provision of settlement services.</p> <p>2.4 Evaluate issues in relation to a person's culture, family background and interest and modify plan appropriately.</p> <p>2.5 Identifying specific needs of individuals and determine learning program requirements.</p> <p>2.6 Document and agree plan with client and other relevant service providers or stakeholders.</p>
3	Address issues associated with people who are forced migrants	<p>3.1 Provide support to clients using a collaborative approach.</p> <p>3.2 Discuss and provide information regarding the range of services available in Australia and the importance of using these services.</p> <p>3.3 Take into account the culture, religion, gender and experiences of the person in all actions and decisions.</p> <p>3.4 Recognise trauma and refer to appropriate personnel or services.</p> <p>3.5 Support clients to deal with loss and grief.</p> <p>3.6 Support clients to deal with discrimination from both the mainstream community and from other ethnic groups.</p> <p>3.7 Support client to make appropriate links both within their own community and within the broader Australian community.</p> <p>3.8 Refer clients to other service providers are required.</p>
4	Monitor and review support	<p>4.1 Obtain ongoing feedback from clients in relation to service and support.</p> <p>4.2 Evaluate progress in relation to service provision plan.</p> <p>4.3 Monitor stress and emotions of self and colleagues and implement strategies to maintain wellbeing.</p> <p>4.4 Identify opportunities for improved service provision and modify approach.</p>

CHCSOH001 – Work with people experiencing or at risk of homelessness

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Address issues associated with people who are experiencing homelessness or at risk of becoming homeless	<p>1.1 Be aware of own personal values and attitudes regarding homelessness and take these into account when planning and implementing work activities.</p> <p>1.2 Identify barriers in accessing safe, secure housing for people in specific circumstances experiencing homelessness or at risk of becoming homeless.</p> <p>1.3 Where appropriate, ensure opportunities are provided for the person to participate in service planning and support activities.</p> <p>1.4 Assess the personal safety of those experiencing homelessness or at risk of becoming homeless, including young homeless to ensure they are not in an unsafe situation and report and refer appropriately.</p> <p>1.5 Assess issues impacting on the person’s homelessness risk or situation and modify the approach to service delivery.</p> <p>1.6 Work with the person to identify and discuss potential solutions to complex issues raised, including referral to appropriate services and personnel.</p> <p>1.7 Provide advice and assistance on housing options.</p>
2	Support and advocate for people who are experiencing homelessness or at risk of becoming homeless	<p>2.1 Advocate and negotiate for services in conjunction with the person and according to the person’s needs.</p> <p>2.2 Support the person to advocate and/or negotiate on their own behalf and to deal with discrimination.</p> <p>2.3 Negotiate and create access pathways to support services and the full range of social and private housing providers.</p> <p>2.4 Use a range of advocacy techniques that take into account differing cultural backgrounds, are age appropriate and gender sensitive.</p> <p>2.5 Advocate within the community to facilitate addressing issues on behalf of people who are experiencing homelessness or at risk of becoming homeless.</p>

CHCVOL001 – Be an effective volunteer

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Prepare for volunteer work	1.1 Identify the rights and responsibilities of the organisation and apply to work. 1.2 Identify the rights and responsibilities of the volunteer and apply to work. 1.3 Identify relevant policies and procedures and apply to work. 1.4 Identify the organisation's structure, lines of communication and authority and boundaries of work roles that apply to own work. 1.5 Participate in required background checks in accordance with organisation and legislative requirements.
2	Work as a volunteer	2.1 Manage and organise own time and work tasks. 2.2 Work as part of a team to meet organisation needs. 2.3 Maintain appropriate communication networks, processes and relationships between paid and unpaid staff in relation to volunteer work. 2.4 Identify and access available support structures as required. 2.5 Respond to problems and contingencies related to the workplace in accordance with role.
3	Check and complete work in consultation with supervisor	3.1 Seek and receive feedback on own performance. 3.2 Request advice, assistance, clarification and further information as required. 3.3 Report any issues and/or unresolved problems to supervisor. 3.4 Complete relevant reports or workplace documentation as required.

CHCYTH001 – Engage respectfully with young people

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Communicate effectively with young people	<p>1.1 Listen to the young person to gain understanding of their experiences.</p> <p>1.2 Foster communication exchanges that support the development of trust and rapport.</p> <p>1.3 Process information about the young person’s situation from their perspective.</p> <p>1.4 Use a range of appropriate communication strategies to engage with young people.</p> <p>1.5 Consider cultural sensitivities in communication techniques and adapt style and language to accommodate different cultural values and practices.</p> <p>1.6 Maintain young person’s confidentiality in the context that the young person is the primary stakeholder.</p>
2	Reflect understanding of youth cultures and subcultures and young person’s own development	<p>2.1 Consider youth culture and subcultures of the young person in all actions and decisions.</p> <p>2.2 Consider the young person’s individual development in all actions and decisions.</p> <p>2.3 Evaluate issues in relation to young cultures and modify appropriately.</p> <p>2.4 Select activities and resources to promote awareness, respect the young person and value diversity.</p> <p>2.5 Establish guidelines that are relevant to the culture and background of the young person.</p> <p>2.6 Assess the impact of own cultural values, cultural lens and ethnocentrism in youth work.</p>
3	Work with the young person as the focus	<p>3.1 Apply youth centred practices when working with young people.</p> <p>3.2 Respect the rights, needs and responsibilities of the young person.</p> <p>3.3 Explain worker rights and responsibilities to the young person as necessary.</p> <p>3.4 Establish a professional relationship and boundary expectation with the client.</p> <p>3.5 Identify and manage power inequities in the professional relationship.</p> <p>3.6 Apply principles of ethical decision making in working with young people.</p>
4	Reflect on own practice and values	<p>4.1 Identify opportunities to reflect on own interactions and practices with young people.</p> <p>4.2 Recognise areas where own biases, background and opinions may have impacted on work with the young person.</p> <p>4.3 Seek opportunities to address any concerns or areas for development.</p>

CHCYTH002 – Work effectively with young people in the youth work context

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Apply understanding of the social, historical, economic, legal and political contexts of young people	1.1 Assess and respond to the needs of young people within the context of their experiences. 1.2 Research, analyse and maintain up-to-date knowledge and awareness of the social, political, economic and legal contexts of young people. 1.3 Research, analyse and apply understanding of youth policy in practices of youth work. 1.4 Apply understanding of the historical and cultural constructs of youth and the changing context of young people.
2	Apply understanding of the context of youth work	2.1 Apply knowledge of youth contexts to youth work practice. 2.2 Identify legal frameworks which impart on context of youth work. 2.3 Research, maintain and apply models and frameworks of youth work in a variety of youth work contexts. 2.4 Develop a comprehensive understanding of the youth sector.
3	Work within the core values and practice frameworks of youth work	3.1 Assess core youth work practice values to ensure supports and interventions are young person centred. 3.2 Apply practice frameworks to maximise support for the young person as a unique individual. 3.3 Demonstrate support for the young person’s rights and safety including access and equity of services.
4	Work with understanding of the impact of values in determining the approach to working with young people	4.1 Identify and reflect on own values and experiences which may impact on approaches to youth work. 4.2 Work with awareness of organisation’s values. 4.3 Make sure interventions and supports are appropriate to the young person’s own values.

CHCYTH003 – Support young people to create opportunities in their lives

Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Create a relationship of trust and respect	1.1 Apply principles of youth work practice to facilitate safe individual or group processes for interaction. 1.2 Identify the conditions necessary for young people to change and grow. 1.3 Listen to and observe the young person's stories, experiences and behaviour to clarify concerns and needs. 1.4 Encourage and support young people to identify relationships between their issues and social structures. 1.5 Respect the young person's culture(s) and way of interacting.
2	Work with young people to identify their needs, rights, strengths, hopes and opportunities	2.1 Use a range of communication skills to identify and explore the young person's challenges, strengths and resources. 2.2 Encourage the client to reframe their current circumstances to support their own understanding. 2.3 Identify and acknowledge circumstances outside the young person's control. 2.4 Support the young person to communicate their issues or problems in a way appropriate to their individual needs, background and culture. 2.5 Take appropriate action to address immediate issues or concerns. 2.6 Confirm own understanding of issues and opportunities with the young person.
3	Identify goals with the young person	3.1 Use creative methods, processes and questions to consider and create possibilities. 3.2 Establish with the young person their desired outcomes. 3.3 Assist young people to explore future possibilities and ways of being. 3.4 Identify barriers that hinder the way young people would like changes to take place.
4	Develop and implement action plans	4.1 Use a range of youth work interventions to create future opportunities. 4.2 Explore additional resources needed to achieve goals. 4.3 Develop proposals and strategies for action plans. 4.4 Measure and ensure change is noticed. 4.5 Document intervention work as required.

HLTAID003 – Provide first aid
Competencies and Outcomes

ELEMENT		PERFORMANCE CRITERIA
1	Respond to an emergency situation	1.1 Recognise an emergency situation. 1.2 Identify, assess and manage immediate hazards to health and safety of self and others. 1.3 Assess the casualty and recognise the need for first aid response. 1.4 Assess the situation and seek assistance from emergency response services.
2	Apply appropriate first aid procedures	2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with Australian Resuscitation Council (ARC) guidelines. 2.2 Provide first aid in accordance with established first aid principles. 2.3 Display respectful behaviour towards casualty. 2.4 Obtain consent from casualty where possible. 2.5 Use available resources and equipment to make the casualty as comfortable as possible. 2.6 Operate first aid equipment according to manufacturer's instructions. 2.7 Monitor the casualty's condition and respond in accordance with first aid principles.
3	Communicate details of the incident	3.1 Accurately convey incident details to emergency response services. 3.2 Report details of incident to workplace supervisor as appropriate., 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies.
4	Evaluate the incident and own performance	4.1 Recognise the possible psychological impacts on self and other rescuers involved in critical incidents. 4.2 Participate in debriefing to address individual needs.