UNIT CODE	CHCCCS033
UNIT TITLE	**Identify and report abuse**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to identify signs of abuse, including suspected abuse or allegations of abuse, take appropriate action according to role and responsibilities and minimise the risk of abuse to a person.
	This unit applies to workers in a range of community services contexts.
	The skills in this unit must be applied in accordance with Commonwealth and State/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.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Nil
UNIT SECTOR	Nil

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify signs of abuse, neglect and exploitation.	1.1 Read individual plan to understand baseline for the person. 1.2 Communicate with the person to ascertain their wellbeing. 1.3 Recognise behavioural and physical indicators of abuse. 1.4 Observe and recognise environmental signs of abuse. 1.5 Recognise signs and signals external to the person which indicate abuse. 1.6 Document concerns and report to supervisor or other relevant professional.

2. Support people experiencing abuse, neglect and exploitation.	2.1 Respond to the person's physical and mental signs and symptoms of abuse. 2.2 Provide reassurance to the person. 2.3 Determine the course of action required to ensure the safety of the person and confirm the person's agreement. 2.4 Document the incident or concern and associated communications with the person. 2.5 Determine the person's understanding and interpretation of the situation and ensuing procedures and provide support relevant to the situation. 2.6 Recognise when to engage additional support and assistance.
3. Complete documentation and reporting.	3.1 Complete documentation complying with legal requirements and organisational policies and procedures. 3.2 Maintain and store documentation according to organisational policies and procedures. 3.3 Reflect on own actions in accordance with statutory obligations and organisational policies and procedures. 3.4 Provide input to the process of improving systems and procedures.
4. Manage the personal impacts of supporting people experiencing abuse, neglect and exploitation.	4.1 Use a process of self-reflection or de-briefing to identify physical, mental and emotional impacts of the incident on self. 4.2 Use appropriate techniques to respond to physical, mental or emotional impacts of the incident. 4.3 Recognise signs of mental and emotional impacts on self that require professional counselling and seek support. 4.4 Use a process of self-reflection to identify personal response strategies that could be used in future to protect own wellbeing.

FOUNDATION SKILLS	
Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.	
UNIT MAPPING INFORMATION	CHCCCS021 Respond to suspected abuse.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for CHCCCS033 Identify and report abuse**

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: ■ recognise and respond to three different scenarios of abuse in accordance with legal requirements and organisational policies and procedures, including: 　○ identifying signs and indicators of abuse 　○ providing support to the person 　○ completing documentation and reporting requirements ■ identify three indicators of physiological impacts on self of supporting a person who has experienced abuse, neglect or exploitation and identify options for accessing support services.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: ■ legislation, policy and ethical considerations relevant to identifying and reporting abuse and how these are applied in an organisational and individual practice, including: 　○ regulatory requirements 　○ codes of conduct 　○ duty of care 　○ dignity of risk 　○ human rights: 　　● right to make own decisions 　　● implications when people are unable to exercise their rights 　　● organisation's responsibility to the care recipient 　○ informed consent 　○ mandatory reporting 　○ privacy, confidentiality and disclosure ■ types of abuse, neglect and exploitation: 　○ emotional 　○ psychological 　○ financial 　○ physical 　○ sexual 　○ coercion 　○ grooming 　○ undue influence 　○ systemic ■ relationship between abuse and devaluation ■ roles, responsibilities and scope of practice of parties involved in supporting people who are at risk of abuse ■ processes and techniques for responding to an allegation of abuse, including: 　○ ensuring the safety of the person 　○ listening supportively and reassuring the person 　○ recording information provided accurately and objectively 　○ explaining the process of reporting internally to the person 　○ escalating the issue to the relevant party 　○ supporting the person throughout the process ■ indicators of abuse, neglect or exploitation: 　○ physical and mental distress 　○ changes in behaviour

- changes in appearance
- environmental signs
- external signs

■ systems and procedures used to manage suspected abuse:
- process for identifying abuse
- actions to take if abuse is suspected
- use of abuse safeguards
- reporting procedures

■ organisational policies and procedures for:
- escalating an incident
  - when to seek additional support
  - types of support or services that may be required

- documentation and reporting
  - accurate
  - timely
  - objective

- maintaining and storing documentation
  - privacy and confidentiality
  - allowing the person access to their own records on request

- reflecting on own actions in responding to incidences of abuse, neglect or exploitation

■ techniques for reflection:
- what is reflection
- why and how to use a process of reflection
- what makes for meaningful reflection

■ techniques for:
- identifying workplace stressors
- responding to workplace stressors
- building resilience
- monitoring personal health and well-being

■ techniques to respond to physical, mental or emotional impacts of an incident:
- supervisor de-briefing
- taking a break
- returning home from the workplace
- supports provided by the workplace
- external support services
- professional counselling.

ASSESSMENT CONDITIONS	Skills must be demonstrated in a simulated environment that reflects workplace conditions.
	Assessment must ensure access to:
	- facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies - organisational policies and procedures - government policies and guidelines relating to the reporting of suspected abuse - opportunities for engagement with people who participate in simulations and scenarios that involve suspected abuse in a range of contexts.
	Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide