UNIT CODE	**CHCDIS016**
UNIT TITLE	**Develop and provide person-centred service responses**
APPLICATION	This unit describes the skills and knowledge required to develop, implement and monitor service responses with a person with disability. Work is undertaken within a legislative and ethical framework to ensure the provision of high quality, person-centred service delivery which supports the person's aspirations, needs, rights and interests. This unit applies to workers in varied disability service contexts. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs. 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	Disability Support

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*

1. Work with the person to develop and implement person-centred responses.	1.1 Collaborate with the person with disability, their family, carer or others identified by the person to actively develop responses that meets the person's aspirations, needs, rights and preferences. 1.2 Work with the person to develop responses that cater to their individual differences, rights, needs and preferences. 1.3 Identify and support the person's use of assistive technologies in meeting their individual needs. 1.4 Consult with the person to communicate their needs to family, carer or others identified by the person. 1.5 Use mechanisms to ensure the person's support information is accurately recorded, maintained and applied to future support activities and responses. 1.6 Make available resources to meet the person's needs and seek provision of services from other workers or agencies as required. 1.7 Complete, maintain and store all relevant documentation relating to the person and the service delivery in accordance with organisational policies and procedures.
2. Review and monitor person-centred responses.	2.1 Review and measure effectiveness of responses in meeting the person's needs and preferences, in consultation with the person, family, carer or others identified by the person. 2.2 Work with the person to identify and take action to improve areas of the responses that have not met the person's needs and preferences. 2.3 Consult with the person to identify gaps in assistive technology needs and report according to organisational policies and procedures. 2.4 Modify specified aspects of service delivery as required, to meet changing service requirements and the needs and preferences of the person with disability. 2.5 Work with the person to identify potential training opportunities to meet their changing needs. 2.6 Ensure changes to service delivery are within policy and budgetary frameworks and meet procedural and legislative requirements, while maintaining high standards of delivery.
3. Provide service delivery within a quality framework.	3.1 Follow organisational policies and procedures for service delivery for the individual in line with the organisation's quality system. 3.2 Identify any barriers that may impact on delivery of high-quality service and report to supervisor. 3.3 Regularly review organisational policies and procedures for service delivery to reflect the changing aspirations, needs and preferences of people with disability. 3.4 Regularly review organisational policies and procedures for service delivery to reflect industry best practice and relevant legislative changes.

FOUNDATION SKILLS	
Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.	
UNIT MAPPING INFORMATION	CHCDIS005 Develop and provide person-centred service responses.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for CHCDIS016 Develop and provide person-centred service responses**

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:
	
	■ followed procedures for person-centred service delivery in line with the organisation's quality system, including:
	   ○ developing and implementing at least three different person-centred service responses to meet the aspirations, needs, rights and preferences for people with disability, two in a simulated environment and one in the workplace
	   ○ reviewed and monitored at least three individual service responses, two in a simulated environment and one in the workplace, and made changes that are:
	      ● necessary to improve quality service delivery
	      ● met changing needs of the person
	      ● addressed barriers
	      ● responded to legislative changes
	
	■ performed the activities outlined in the performance criteria of this unit during a period of at least 60 hours of direct support work.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:
	- relevant networks and services in the broader community - current best practice approaches for service delivery - procedural and legislative requirements for service delivery - policy and budgetary frameworks for service delivery - quality frameworks for service delivery as defined by state or territory requirements - legal and ethical considerations for working with people with disability: - discrimination - dignity of risk - duty of care - human rights, including the United nations convention on the rights of persons with disabilities (UNCRPD) - mandatory reporting - privacy, confidentiality and disclosure - work health and safety - principles of: - empowerment - human rights-based approach - person-centred practice - strengths-based approach - access and equity - role of assistive technologies in supporting a person's life activities: - maintaining and promoting independence - enabling inclusion and participation - organisational policies and procedures for: - quality service delivery - reporting and documentation - reviewing policies and procedures.

ASSESSMENT CONDITIONS	All aspects of the performance evidence must have been demonstrated using simulation prior to being demonstrated in the workplace, as outlined in the performance evidence.
	Assessment must ensure access to:
	- facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies - individual plans and equipment or resources outlined in the plans - organisational policies and procedures for: - development, implementation, monitoring and review of person-centred programs - opportunities for engagement with people with disability.
	Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

LINKS	Companion Volume Implementation Guide