

UNIT CODE	CHCDIS016
UNIT TITLE	Develop and provide person-centred service responses
APPLICATION	<p>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.</p> <p>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.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Nil
UNIT SECTOR	Disability Support

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

1. Work with the person to develop and implement person-centred responses.	<p>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.</p> <p>1.2 Work with the person to develop responses that cater to their individual differences, rights, needs and preferences.</p> <p>1.3 Identify and support the person's use of assistive technologies in meeting their individual needs.</p> <p>1.4 Consult with the person to communicate their needs to family, carer or others identified by the person.</p> <p>1.5 Use mechanisms to ensure the person's support information is accurately recorded, maintained and applied to future support activities and responses.</p> <p>1.6 Make available resources to meet the person's needs and seek provision of services from other workers or agencies as required.</p> <p>1.7 Complete, maintain and store all relevant documentation relating to the person and the service delivery in accordance with organisational policies and procedures.</p>
2. Review and monitor person-centred responses.	<p>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.</p> <p>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.</p> <p>2.3 Consult with the person to identify gaps in assistive technology needs and report according to organisational policies and procedures.</p> <p>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.</p> <p>2.5 Work with the person to identify potential training opportunities to meet their changing needs.</p> <p>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.</p>
3. Provide service delivery within a quality framework.	<p>3.1 Follow organisational policies and procedures for service delivery for the individual in line with the organisation's quality system.</p> <p>3.2 Identify any barriers that may impact on delivery of high-quality service and report to supervisor.</p> <p>3.3 Regularly review organisational policies and procedures for service delivery to reflect the changing aspirations, needs and preferences of people with disability.</p> <p>3.4 Regularly review organisational policies and procedures for service delivery to reflect industry best practice and relevant legislative changes.</p>

FOUNDATION SKILLS	
<i>Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.</i>	
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	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ followed procedures for person-centred service delivery in line with the organisation's quality system, including: <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ● 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	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ 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: <ul style="list-style-type: none"> ○ discrimination ○ dignity of risk ○ duty of care ○ human rights, including the United Nations convention on the rights of persons with disabilities (UNCPRD) ○ mandatory reporting ○ privacy, confidentiality and disclosure ○ work health and safety ■ principles of: <ul style="list-style-type: none"> ○ empowerment ○ human rights-based approach ○ person-centred practice ○ strengths-based approach ○ access and equity ■ scope and breadth of assistive technologies used across the life domains, including but not limited to: <ul style="list-style-type: none"> ○ self-care ○ continence and hygiene ○ communication ○ mobility and transferring ○ cognition and memory loss ○ vision and hearing ○ daily living activities ○ recreation and leisure ○ education and employment ○ home and other environments ○ eating and drinking ○ pressure management ○ carer support ■ role of assistive technologies in supporting a person's life activities: <ul style="list-style-type: none"> ○ maintaining and promoting independence ○ enabling inclusion and participation ■ organisational policies and procedures for: <ul style="list-style-type: none"> ○ quality service delivery ○ reporting and documentation ○ reviewing policies and procedures.
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ASSESSMENT CONDITIONS	<p>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.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ 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: <ul style="list-style-type: none"> ○ development, implementation, monitoring and review of person-centred programs ■ opportunities for engagement with people with disability. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide