

UNIT CODE	PSPGSD008
UNIT TITLE	Assist government service recipients with complex needs
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to assist users of government services who have complex needs.</p> <p>This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context. Those undertaking this unit work autonomously in consultation with others, performing complex tasks in a range of familiar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Government service delivery
UNIT SECTOR	

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. Engage government service recipients with complex needs	<p>1.1 Identify and address complex barriers to participation.</p> <p>1.2 Consult with government service recipients to identify goals and opportunities.</p> <p>1.3 Support service recipients to participate as fully as possible identifying goals.</p> <p>1.4 Negotiate and develop individualised plans with recipients and monitor and support progress.</p> <p>1.5 Establish collaborative working relationships with specialists to assess barriers and capacity to participate.</p> <p>1.6 Facilitate collaboration between internal specialists to deliver an integrated service in complex situations.</p>

2. Develop and maintain working partnerships	<p>2.1 Establish personal liaison with local providers, service delivery agents or partners, and make personal referrals to them in accordance with recipients' needs.</p> <p>2.2 Develop and maintain relationships with external providers who can assist government service recipients increase their level of economic and social participation.</p> <p>2.3 Establish and maintain community partnerships, including the undertaking of ongoing outreach work.</p>
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FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> ■ select, read and interpret relevant texts to regarding complex individual needs.
Writing skills to:	<ul style="list-style-type: none"> ■ write referral to specialised service provider.
Oral communication skills to:	<ul style="list-style-type: none"> ■ listening skills to understand complex needs of others.
Initiative and enterprise skills to:	<ul style="list-style-type: none"> ■ collaborate with internal and external service providers and partners.
Technology skills to:	<ul style="list-style-type: none"> ■ use main features and functions of technology and software programs to couple work tasks.
UNIT MAPPING INFORMATION	Release 1: Supersedes and is equivalent to PSPGSD008 Assist government service recipients with complex needs.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGSD008 Assist government service recipients with complex needs
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 on at least one occasion:</p> <ul style="list-style-type: none"> ■ work with government service recipients with complex needs ■ communicate with diverse audiences for purposes including liaison, referral, determining goals ■ work with people from diverse backgrounds ■ provide individualised service.

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"> ■ circumstances and complexity of needs in the context of government service delivery ■ complex barriers to social and economic participation ■ internal adviser services available ■ partnerships that will assist government service recipients with complex needs including: <ul style="list-style-type: none"> ○ community organisations ○ job network agencies ○ social workers ○ health professionals ○ accommodation services ○ literacy groups ○ soup kitchens ■ individualised plans ■ legislation, policy, procedures and protocols relating to government service delivery.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none"> ■ workplace environment or ■ simulated environment. <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ legislation, policy, procedures and protocols relating to government service delivery. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide