



**Australian Government**

# **Assessment Requirements for CHCFAM010 Provide intervention support to families**

**Release: 1**

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## Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency. Significant change to knowledge evidence.</p> <p>Supersedes CHCRF402B</p>

## Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- worked collaboratively under professional supervision with at least 3 clients/significant others who individually or cumulatively need support in relation to:
  - alcohol and other drugs
  - child abuse
  - conflict management
  - domestic and family violence
  - household management challenges
  - mental health
  - parenting difficulties
  - problem gambling
  - stress
- followed organisation and case management protocols for:
  - negotiating access to family members
  - assuring family safety
  - collaboration with the family/family members
  - action planning

- review
- communicated effectively with families using the following interpersonal skills:
  - active listening and questioning
  - speaking clearly and directly
  - rapport building
  - negotiating responsively
  - persuading effectively
  - being appropriately assertive
  - empathising
  - using neutral language.

## Knowledge Evidence

The candidate must be able to demonstrate essential

knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role.

This includes knowledge of:

- legal and ethical considerations (national and state/territory) for workers in family intervention, and how these are applied in organisations and individual practice:
  - codes of conduct
  - discrimination
  - duty of care
  - human rights
  - mandatory reporting
  - privacy, confidentiality and disclosure and limitations
  - records management and reporting
  - rights and responsibilities of workers and employers
  - specific legislation that impacts policies and procedures for family intervention, including the main features of:
    - child protection legislation
    - family law
    - domestic and family violence laws
  - work role boundaries – responsibilities and limitations, including role of support worker and professional staff
  - work health and safety, including risk management, safety planning and crisis/emergency procedures
- indicators of the following issues, and how to respond within scope of own job role, and the types of strategies and interventions used, including for:
  - alcohol and other drugs
  - child abuse

- conflict management
- domestic and family violence
- household management challenges
- mental health
- parenting difficulties
- problem gambling
- stress
- models of family intervention theory and practice including family structures and dynamics
- behaviour change models/practices and options to support behaviour change
- case management processes
- communication techniques and their appropriateness in different situations, including:
  - active listening and questioning
  - speaking clearly and directly
  - rapport building
  - negotiating responsively
  - persuading effectively
  - being appropriately assertive
  - empathising
  - using neutral language
- services available and referral resources.

## Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
  - client information
  - organisation policies and procedures
- modelling of industry operating conditions, including:
  - scenarios that involve complex interactions with other people.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fe53>