



**Australian Government**

# **CHCSET001 Work with forced migrants**

**Release: 1**

## CHCSET001 Work with forced migrants

### Modification History

Release	Comments
Release 1	<p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p>

### Application

This unit describes the skills and knowledge required to work with, and for, refugees within an ethical, social, political and economic context.

This unit applies to work within an agency, directly or indirectly, involved with the provision of services to forced migrants, people with *Refugee or special humanitarian visas*, those granted refugee status in Australia, business and skilled migrants whose prime motivation for leaving their country was to escape violence and/or persecution, and the immediate family members of anyone from the aforementioned groups.

Workers will have limited responsibilities and work within established guidelines to develop, monitor and provide support and services in a range of areas, including but not limited to, settlement, accommodation, counselling, financial advice, family services, youth work, income support, education, health care and crisis intervention.

*The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.*

### Elements and Performance Criteria

#### ELEMENT

#### PERFORMANCE CRITERIA

*Elements define the essential outcomes*

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

1. Develop a professional rapport with people who are forced migrants

1.1 Consider cultural sensitivities in communication techniques and adapt style and language to accommodate different cultural values and practices

1.2 Identify how one's own ethnicity, religion, class and gender will affect interactions with clients and modify

**ELEMENT****PERFORMANCE CRITERIA**

	<p>approach appropriately</p> <p>1.3 Identify the communication needs of clients who are newly arrived, traumatised and confused and modify approach appropriately</p> <p>1.4 Identify where an interpreter is needed and work to ensure that appropriate interpreter services are accessed</p>
2. Plan settlement services	<p>2.1 Identify current issues which may impact on own work or organisation</p> <p>2.2 Collect, discuss and use the views of key stakeholders and representatives from relevant target groups when determining service requirements</p> <p>2.3 Develop and maintain links with workers with complementary roles in the provision of settlement services</p> <p>2.4 Evaluate issues in relation to a person's culture, family background and interest and modify plan appropriately</p> <p>2.5 Identifying specific needs of individuals and determine learning program requirements</p> <p>2.6 Document and agree plan with client and other relevant service providers or stakeholders</p>
3. Address issues associated with people who are forced migrants	<p>3.1 Provide support to clients using a collaborative approach</p> <p>3.2 Discuss and provide information regarding the range of services available in Australia and the importance of using these services</p> <p>3.3 Take into account the culture, religion, gender and experiences of the person in all actions and decisions</p> <p>3.4 Recognise trauma and refer to appropriate personnel or services</p> <p>3.5 Support clients to deal with loss and grief</p> <p>3.6 Support clients to deal with discrimination from both the mainstream community and from other ethnic groups</p> <p>3.7 Support client to make appropriate links both within their own community and within the broader Australian community</p>

**ELEMENT****PERFORMANCE CRITERIA**

- 3.8 Refer clients to other service providers as required
4. Monitor and review support
- 4.1 Obtain ongoing feedback from clients in relation to service and support
  - 4.2 Evaluate progress in relation to service provision plan
  - 4.3 Monitor stress and emotions of self and colleagues and implement strategies to maintain wellbeing
  - 4.4 Identify opportunities for improved service provision and modify approach

**Foundation Skills**

The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) that are essential to performance.

*Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.*

**Unit Mapping Information**

No equivalent unit.

**Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>