Australian Government

CHCYTH005 Develop and implement procedures to enable young people to address their needs

Release: 2

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Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in *CHC Community Services Training Package release 1.0* and meets the requirements of the 2012 Standards for Training Packages. Changes to elements and performance criteria. New evidence requirements for assessment.

Application

This unit describes the skills and knowledge required to monitor and upgrade organisation approaches to young people with complex needs.

This unit applies to community services work in a range of contexts.

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 specify the level of performance needed to demonstrate achievement of the element.*
1. Develop support programs for young people	1.1 Assess specific needs of the young person and match to an existing program 1.2 Employ appropriate communication techniques to engage young person and to address specific needs 1.3 Consult relevant community organisations to identify

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Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
	available support programs that meet specific needs of clients
	1.4 Undertake appropriate work to ensure a thorough knowledge of content, purpose and access protocols of existing programs
	1.5 Provide relevant information to client as appropriate
2. Ensure that young people with complex needs receive appropriate services	2.1 Implement procedures to ensure indications of physical, emotional, psychological or sexual abuse are identified and addressed
	2.2 Define and implement appropriate procedures to minimise effects of any aggressive or abusive behaviour of clients
	2.3 Employ appropriate approaches and language to enable clients to express their ideas in a range of ways
3. Liaise with other services and organisations	3.1 Design and implement appropriate referral systems and procedures to ensure specific needs of clients can be addressed
	3.2 Identify and access support facilities required to optimise client access to specialist services
	3.3 Ensure support and advocacy services provided reflect organisation procedures, respect the young person's rights and are appropriate to cultural and other individual circumstances
	3.4 Consult with relevant professionals and service providers to ensure broad and comprehensive client service delivery
4. Monitor and upgrade support provided by the organisation	4.1 Regularly review information and services provided to clients to assess continuing relevance and effectiveness
	4.2 Periodically review assessment, support and referral systems used within the agency
	4.3 Hold appropriate debriefings with workers for the purposes of counselling, identifying training needs and evaluating client service delivery
	4.4 Identify problems experienced by workers, assess

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	appropriate adjustments to service delivery and negotiate with relevant staff
	4.5 Provide support and supervision to other workers as required in accordance with organisation procedures
	4.6 Arrange regular debriefings with associated organisations and service providers
	4.7 Produce and provide reports in accordance with organisation procedures

Foundation Skills

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

- Reading – in order to analyse and review service policies and procedures in line with applicable legislative and regulatory requirements relevant to the service.
- Writing - in order to produce reports according to organisation procedures and policies.

The remaining foundation skills essential to performance are explicit in the performance criteria of this unit.

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