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CHCDFVxxx Counsel clients affected by family, domestic and sexual violence

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# Modification History

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| --- | --- |
| Release | Comments |
| Release 1 | Minor changes to performance criteria and performance evidence. Major changes to knowledge evidence. |
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# Application

This unit describes the skills and knowledge required to use counselling and facilitation skills to explore client issues and identify possible options by providing a safe and supportive environment. It includes encouraging clients to be actively involved in seeking their own solutions.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues associated with domestic and family violence within established policies, procedures and guidelines.

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. Establish confidence | 1.1 Review existing case information as the basis for work  1.2 Use interpersonal skills to establish a professional relationship with clients based on confidence and support  1.3 Conduct interviews and interactions with clients in a safe environment and in a participatory and confidential manner  1.4 Show sensitivity to cultural, family and individual differences and specific needs  1.5 Explain and promote rights and responsibilities of client, their family and worker throughout client contact  **DRAFT**  1.6 Mutually determine appropriate structures, timeframes and protocols  1.7 Apply organisation standards and procedures and comply with legislative and statutory requirements | |
| 2. Explore issues | 2.1 Use appropriate questioning to encourage clients to explore and acknowledge their fears, concerns and personal capabilities  2.2 Encourage those who use violence to take personal responsibility for their actions  2.3 Use facilitation skills to encourage exploration of emotions and experiences that will assist in reflection of issues  2.4 Analyse and respond to any indications of risk or threats to safety according to the degree and nature of the risk to client, their family and/or worker  2.5 Explore services and resources to meet needs of client and their family in accordance with organisation standards and procedures  2.6 Provide accurate and relevant information designed to develop awareness and understanding of domestic violence  2.7 Encourage client self- determination by using opportunities which assist clients to identify issues, set personal goals and make informed choices to enhance the safety of the client and their family  2.8 Encourage clients to recognise decisions and changes needed to assist them to achieve their goals  2.9 Acknowledge progress and encourage and support self-management of issues | |
| 3. Identify future directions | 3.1 Identify and document future services and support required by the client and plan their delivery in consultation with client, their family and other appropriate people  3.2 Jointly identify client information needs and agree and implement actions to satisfy these as appropriate  3.3 Provide opportunities for client and their family to obtain information and develop skills  3.4 Use questioning and reflection to assist the client to make positive choices and changes as necessary  **DRAFT**  3.5 Maintain records of participation and progress according to organisation standards and procedures | |
| 4. Evaluate own communication | 4.1 Reflect on and evaluate own communication with clients  4.2 Recognise the effect of own values and beliefs on communication with clients  4.3 Identify and respond to the need for development of own skills and knowledge | |

# Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) 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 -

Assessment Requirements for CHCDFVxxx Counsel clients affected by family, domestic and sexual violence

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# 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:

* counselled and collaboratively developed and documented support plans with at least 3 clients affected by family, domestic and sexual violence, using the following interpersonal communication and counselling techniques:
* attending behaviours – active listening
* reflection of content, summarising
* questioning skills – open, closed, simple and compound questions
* client observation skills
* noting and reflecting skills
* providing client feedback
* completed a structured process of self-reflection and evaluation of own communication used during the 3 interactions.

# 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, ethical and safety considerations (national and state/territory) for people affected by family, domestic and sexual violence, and how these are applied in organisations and individual practice
* observable signs, indicators, common presentations, narratives and behaviours associated with family, domestic and sexual violence
* rights and responsibilities of:
* workers and employers
* individuals, families, the community and society to minimise or prevent family, domestic and sexual violence
* organisation procedures, practices and standards for addressing family, domestic and sexual violence

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* own work role boundaries – responsibilities and limitations including duty of care, mandatory reporting, privacy, confidentiality, and strategies
* socio-economic, historical and political contexts of violence and the various forms including family, domestic and sexual violence, power and gender issues, child abuse, coercive and financial control and related criminal issues
* myths, unhelpful beliefs, attitudes and practices in the broader society regarding family, domestic and sexual violence and their effects on individuals’ rights to safety and autonomy
* domestic violence indicators and procedures for undertaking assessment of needs of client and client’s family
* counselling techniques that will explore client issues and encourage client’s self determination to enhance client and client’s family’s safety
* respectful strategies that will assist in client self-determination which enhances client and their family’s safety
* organisation procedures, practices and standards for:
* client assessment
* allocation of services
* case management
* interviewing
* use of resources
* programmed intervention
* referral
* groups represented within the local community (e.g. cultural, religious, language, sexual identity, age and disability) and an understanding of the issues that arise when working with those groups
* referral sources and associated protocols
* self-evaluation practices, including:
* how to recognise own biases
* impact of own values on the counselling relationship.

# 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 and problem solving with other people.

# Links

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