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CHCCOM001M Provide first point of contact

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# Modification History

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| --- | --- |
| Release | Comments |
| Release 1 | *CHCCOM001X Provide first point of contact* supersedes and is equivalent to *CHCCOM001 Provide first point of contact*  Major changes to elements, performance criteria and knowledge evidence. Performance evidence amended for clarification. |

# Application

This unit describes the skills and knowledge required to greet people and exchange routine information, to prioritise the individual’s needs, and to respond to immediate needs.

This unit applies to service delivery in all community services and health contexts. Workers at this level work under supervision with limited responsibility.

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.

No licensing or certification requirements apply to this unit at the time of publication.

# Pre-requisite Unit

Nil

# Unit Sector

Community Services and Health

# Elements and Performance Criteria

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| ELEMENT | PERFORMANCE CRITERIA |
| --- | --- |
| Elements define the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element |
| 1. Determine persons immediate needs | 1.1 Listen to and greet people and collect initial information about the reason for contact  1.2 Identify signs and distress and seek assistance as required  1.3 Use communication styles and techniques to reassure people and de-escalate any tensions 1.4 Discuss any concerns or problems with relevant staff or services |
|  |  |
| 2. Collect routine client information in accordance with organisation and confidentiality requirements | 2.1 Collect and document identifying information  2.2 Identify the person’s need and any relevant information using questioning techniques 2.3 Explain and uphold rights and responsibilities of the person and confirm understanding |
|  |  |
| 3. Identify priority of need | 3.1 Identify the urgency of the persons needs3.2 Identify and respond to issues of personal safety for self, clients and others in accordance with organisation procedures and scope of own role  3.3 Recognise situations beyond the scope of role and seek assistance |
|  |  |
| 4. Provide service information | 4.1 Provide person with relevant and culturally appropriate service information  4.2 Assist people to contact other agencies or services as appropriate to obtain further information  4.3 Ask the person if information needs have been met and provide further assistance if required |

# Foundation Skills

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| 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.

Assessment Requirements for CHCCOM001X Provide first point of contact

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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 demonstrated evidence that the candidate has:

* welcomed and communicated with at least 3 individuals presenting at a service
* collected and documented identifying information for 3 individuals accessing a service
* provided information to 3 individuals presenting with multi-faceted needs, each individual must present with at least 2 distinct needs
* used communication, de-escalation, problem-solving skills and techniques to respond appropriately to the behaviours of each of the following individuals at least once:
* a person demonstrating aggressive behaviour
* a person who is distressed
* a person with a cognitive impairment

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

* muti-faceted needs of persons including:
* dementia,
* mental health,
* alcohol and other drugs (AoD),
* family, domestic and sexual violence,
* disability,
* homelessness,

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* poverty,
* trauma, and
* culturally diversity, age, sexual orientation, gender
* how these factors influence the type and manner of information provided and referral to services:
* social structures, minority cohorts and inequalities
* cultural background
* language spoken
* literacy levels
* disability
* strategies and techniques for dealing with problems and challenging behaviours and situations, including:
* aggressive or distressed behaviour
* people with a cognitive impairment
* assertive communication and conflict avoidance techniques
* specific organisation or sector information:
* client needs addressed by organisation and the impact of multi-faceted needs on service delivery
* role of the organisation
* information recording and storage systems
* service features
* types of information provided
* links with other service providers
* service transition and exit procedures
* legal and ethical considerations:
* collection and storage of personal information
* privacy, confidentiality and disclosure
* duty of care

# 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
* modelling of industry operating conditions and contingencies, including:
* interactions with people and co-workers from a range of diverse backgrounds
* interactions with people displaying aggression, distress and cognitive impairment
* typical workplace reporting processes

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

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# Unit Mapping Information

*CHCCOM001X Provide first point of contact* supersedes and is equivalent to *CHCCOM001 Provide first point of contact*

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>