CHCCCS017 Provide loss and grief support

# Modification History

|  |  |
| --- | --- |
| Release | Comments |
| Release 2 | Release 2 is equivalent to release 1. Minor changes to performance criteria and knowledge evidence | |
| Release 1 | This version was released in CHC Community Services Training Package release 2.0 and meets the requirements of the 2012 Standards for Training Packages.  Significant change to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence. |

# Application

This unit describes the skills and knowledge required to identify and respond to the needs of people experiencing loss, grief and bereavement.

This unit applies to workers in a range of community services and health 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 describe the performance needed to demonstrate achievement of the element. |
| 1. Identify reactions to loss and grief | 1.1 Recognise reactions to loss and grief  1.2 Take into account social, cultural, ethnic and spiritual differences  1.3 Identify situations where there may be risk to the health and/or safety of the person or other people |
|  |  |
| 2. Engage empathically | 2.1 Interact with individuals respectfully using professional and supportive communication  2.2 Identify and show respect for social, cultural, ethnic and spiritual differences  2.3 Select and use verbal and non-verbal communication approaches that acknowledge the individual’s emotional needs |
|  |  |
| 3. Offer support and information | 3.1 Identify and assess an individual’s suicide risk and, where necessary, refer to appropriate services  3.2 Identify individuals experiencing difficulty in coping with grief and trauma and link or refer them to options for further help as needed  3.3 Provide information about grief and bereavement support services and resources  3.4 Identify, suggest or use strategies for formal and informal grief and bereavement support  3.5 Confirm the individual’s understanding of the options provided  3.6 Maintain confidentiality in line with organisation practices |
|  |  |
| 4. Care for self | 4.1 Monitor own stress level in relation to working in the area of grief and loss  4.2 Recognise and minimise risks to self associated with providing grief and bereavement support  4.3 Identify and respond to the need for supervision and debriefing |
|  |  |
| 5. Review support provided | 5.1 Reflect on outcomes during and after support is provided  5.2 Identify where further support is required  5.3 Review practices for continuous improvement |

# Foundation Skills

The Foundation Skills describe those required skills (such as 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 CHCCCS017 Provide loss and grief support

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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:

* responded to at least 3 different situations of loss, grief, bereavement or trauma
* engaged with people using effective communication skills at least once that included:
* empathic listening skills
* verbal and non-verbal techniques
* providing information clearly and sensitively
* obtaining feedback to confirm understanding

# 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:

* spectrum of loss situations, including:
* primary loss
* secondary loss
* cumulative loss
* integration of loss
* potential impacts of grief, bereavement and trauma on individuals, families and communities
* features and expressions of grief, including:
* complex grief
* disenfranchised grief
* reactions that may indicate risk of suicide and how to respond
* how loss, grief and bereavement affect social and emotional well being
* social, cultural, ethnic and spiritual differences in responses to loss, grief and bereavement
* contexts or circumstances prior to loss and they influence the grief experience
* strategies and communication techniques for providing formal and informal grief support
* grief and bereavement services and information resources
* stress vulnerability model and its application to loss and grief support
* self-care strategies and support services for workers
* legal and ethical considerations and how these are applied in practice, including:
* duty of care
* privacy, confidentiality and disclosure
* work role boundaries, responsibilities and limitations

# 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 organisation policies, procedures and related documentation to assist in the provision of grief and loss support
* modelling typical workplace conditions and contingencies, including:
* interactions with people from a diverse range of backgrounds
* links to other services

# Links

Companion Volume implementation guides are found in VETNet -