CHCCCS019 Recognise and respond to crisis situations

# Modification History

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| --- | --- |
| Release | Comments |
| Release 2 |  |
| Release 1 | This version was released in CHC Community Services Training Package release 2 |

# Application

This unit describes the skills and knowledge required to identify situations where people may be in imminent crisis, respond to immediate safety concerns, and support access to appropriate services.

This unit applies to workers in community services and health settings involved in crisis intervention. Management of the crisis may involve face-to-face, telephone or remote contact with persons involved.

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 imminent crisis situations | 1.1 Identify and respond to signs of potential safety issues 1.2 Interpret verbal and non-verbal cues that indicate safety concerns1.3 Ask directly about safety concerns and respond immediately, following organisational procedures |
|  |  |
| 2. Address immediate safety concerns  | 2.1 Listen actively to understand the current crisis situation2.2 Support the person to identify and engage with safety supports and reasons to stay safe2.3 Support the person to manage the crisis using structured strategies that promote safety, including de-escalation techniques and collaborative safety planning2.4 Adapt the level of collaboration and guidance based on the person’s capacity to make decisions2.5 Identify and agree actions to reduce immediate danger and risk to others, including involving emergency services as required2.6 Confirm that actions are legal, ethical, consistent with organisation policy and meet duty of care requirements2.7 Seek advice or assistance from supervisor as required |
|  |  |
| 3. Provide referral for crisis intervention support | 3.1 Support the person to make informed decisions about accessing further help3.2 Identify barriers to seeking help and collaborate on strategies to address them3.3 Create a plan with the person that outlines first steps to access informal and professional support3.4 Refer to appropriate professionals as required3.5 Document actions and referrals, following organisational procedures |
|  |  |
| 4. Care for self | 4.1 Recognise and minimise risks to self related to providing crisis support4.2 Recognise the need for supervision and debriefing and access support as required4.3 Develop and apply self-care strategies to support work in crisis situations |

# 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 CHCCCS019 Recognise and respond to crisis situations

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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 crisis situations and participated in intervention activities on at least 3 occasions, each involving a different person.

# 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 and ethical consideration relevant to recognising and responding to crisis situations including:
* duty of care
* privacy, confidentiality and disclosure
* work role boundaries, responsibilities and limitations
* mandatory reporting
* codes of practice
* organisation policies and procedures for responding to crisis situations
* types of crisis situations, including:
* potential suicide
* threats to harm others
* self-harm
* received threats
* abuse, including child abuse
* domestic, family and sexual violence
* common signs and indicators of crisis in others
* personal values, beliefs and attitudes that may support or interfere with effective crisis response:
* assumptions about who may be at risk
* common beliefs about crisis situations
* principles of dignity of risk
* principles and practices of crisis intervention:
* critical incident procedures
* emergency interventions
* addressing immediate safety concerns
* de-escalation techniques, including calming communication, non-threatening body language, and strategies for reducing heightened emotional states
* referral options and procedures for accessing services
* principles and practices of self-care and supervision

# Assessment Conditions

Skills must be demonstrated in a crisis support 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 resources
* modelling typical workplace conditions and contingencies, including:
* interactions with people from a range of diverse backgrounds
* links to other services
* realistic, in-depth, validated industry scenarios and simulations of crisis situations

# Links

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