ACKNOWLEDGEMENTS

This learner study guide builds on the combined support and efforts of many people who were involved in the development of the textbook, *Aged Care in Australia: a guide for aged care workers*. To those people who generously allowed us to include their photos and stories, we are especially grateful.

**Writers**
Anthony Rogers and Susan Barrett

**Reviewers**
Di Dawbin and Kylie Brennan

**Illustrations**
Julie Hulsman – Creative Hitch

**Design and desktop publishing**
Joanna Santos, Pamela Farley and Lorraine Sze-Yin Lim

Publisher: TAFE NSW, Training and Education Support, Industry Skills Unit, Meadowbank
Printed by: Ligare Pty Ltd, 138 Bonds Road Riverwood NSW 2210


Copyright of this material is reserved to TAFE NSW Training and Education Support, Industry Skills Unit, Meadowbank. Reproduction or transmittal in whole or in part, other than for the purposes of private study or research, and subject to the provisions of the Copyright Act 1968 and Amendments and Copyright Regulations 1969, is prohibited without the written authority of TAFE NSW Training and Education Support, Industry Skills Unit, Meadowbank.

In compiling the information contained in this publication the TAFE NSW Training and Education Support, Industry Skills Unit, Meadowbank has used reasonable endeavours to ensure that material contained therein is provided in good faith without any express or implied warranty and:

- was accurate at the time it was developed
- was not in infringement of any third party copyright
- was intended for education and training purposes only.

To the extent permitted by law, the Department of Education and Training (DET) and the NSW Commission of TAFE (TAFE NSW) and its employees, agents and consultants exclude all liability for any loss or damage (including indirect, special or consequential loss or damage) arising from the use of, or reliance on the information contained herein whether or not caused by any negligent act or omission. If any law prohibits the exclusion of such liability, DET and TAFE NSW limit their liability to the extent permitted by law, for the re-supply of the information.
TABLE OF CONTENTS

Section 1  CHCCS411A  Work effectively in the community sector ......................... 1

Section 2  CHCAC318A  Work effectively with older people. .......................... 61

Section 3  CHCOHS312A  Follow safety procedures for direct care work ................. 97

Section 4  HLTAP301A  Recognise healthy body systems in a health care context ........ 117

Section 5  CHCAC317A  Support older people to maintain their independence .......... 151

Section 6  CHCICS302A  Participate in the implementation of individualised plans .... 165

Section 7  CHCICS301A  Provide support to meet personal care needs .................. 187

Section 8  CHCICS303A  Support individual health and emotional well being ............ 227

Section 9  CHCAC319A  Provide support to people living with dementia ................. 253

Section 10  CHCPA301B  Deliver care services using a palliative approach ............. 273

Section 11  HLTHIR403B  Work effectively with culturally diverse clients and co-workers . 293

Section 12  CHCCS305A  Assist clients with medication ................................. 309

Model answers ......................................................................................... 329
CHCCS411A  WORK EFFECTIVELY IN THE COMMUNITY SECTOR

Activities contained within this unit will assist the learner to:
• work ethically
• communicate effectively in a community work or service delivery setting
• work effectively within the community services system
• demonstrate commitment to relevant values and philosophy underpinning work in the sector
• maintain work standards
• take responsibility for personal skill development
• reflect on own practice.

To help you prepare for this unit and the associated activities it is recommended that you read the following chapters in the aged care textbook:

Chapter 3  Aged care services
Chapter 4  Working in aged care
Chapter 7  Communication skills
Chapter 13 Working in the community

To locate specific information or topic areas refer to the index section at the back of the textbook.

For ease of studying, this unit has been divided into the following four (4) parts:

Part A – Introduction to the community sector
Part B – Legal and ethical framework of the community sector
Part C – Your role in the community sector
Part D – Communicating effectively in the community sector
Part A
Introduction to the community sector

Activity 1 – Reading
Read the following introduction to the community sector.

The community services sector in Australia consists of an array of government, for-profit and not-for-profit organisations that provide a diverse range of services to meet the needs of individuals, families and our urban, rural and remote communities.

These organisations include private businesses, faith-based services, charitable and community-managed agencies, all of which may range from very small providers to large national and multinational organisations.

In Australia the community sector has heavily relied on charitable and welfare-based organisations to supplement existing government programs. While the financial arrangements of these service providers may vary widely, much of the funding is provided through charitable fund-raising and government grants.

While the government may provide some services directly to the community, the government has overall responsibility for providing the legislative framework, much of the funding, strategic policy, planning and monitoring for the community services sector.

The community services industry is large and has many different sectors, these include but are not limited to:

- Aged care
- Disability services
- Family and domestic violence
- Mental Health
- Community development
- Community advocacy
- Children’s services
- Employment services
- Home and community care
- Alcohol and other drugs
- Relationship counselling
- Housing
- Community work
- Youth work and juvenile justice
- Child protection and child welfare
- Information and referral services

While some service providers may focus on a single aspect or sector, many community service organisations provide services across multiple sectors.

See pages 38-39 in the textbook for an overview of the Australian aged care services sector.
Activity 2 – Research
Using the internet or other information sources – conduct some research on three (3) different government departments involved in the delivery or administration of community services.

As an example, here are a few NSW state government departments that are involved in the delivery and/or administration of community services, and their associated website addresses.

- **The Department of Ageing, Disability and Home Care (DADHC)**
  - www.dadhc.nsw.gov.au

- **Department of Community Services (DoCS)**
  - www.community.nsw.gov.au

- **Department of Health**
  - www.health.nsw.gov.au

- **Housing NSW**
  - www.housing.nsw.gov.au

For each of your selected government departments, complete a table below by inserting information about that department’s roles, responsibilities, services and career opportunities.
DEPARTMENT NAME:

WEBSITE:

OVERVIEW OF THE DEPARTMENT’S MAJOR ROLE AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>SERVICE NAME</th>
<th>SERVICE DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

OUTLINE OF A RANGE OF SERVICES THAT THE DEPARTMENT DELIVERS AND/OR SUPPORTS

CAREER PATHS/JOB OPPORTUNITIES
Activity 3 – Local community services profile

Using local resources (telephone book, services directory, internet, information brochures) name and describe at least five (5) different community services that are available to support people in your neighbourhood. For each service you will also need to assign a service type. Types can include: government, charitable, not-for-profit, for-profit, faith-based and other.

**TIP** Ensure that you cover a range of services, for example; children’s services, disability services, supported housing, alcohol and other drug services, aged care services, counselling and mental health services.

### GEOGRAPHICAL REGION:

<table>
<thead>
<tr>
<th>SERVICE NAME</th>
<th>SERVICE DESCRIPTION</th>
<th>TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tweed Valley Respite Service</td>
<td>Offers quality respite care, skills development and support to people with disabilities, people who are frail aged and people with dementia and related disorders, and carers of all these groups. Services include day respite, in-home respite, community participation programs and social activities.</td>
<td>not-for-profit community organisation</td>
</tr>
</tbody>
</table>