

Unit mapping

KQ: Knowledge questions

KQ

PA

PA: Practical assessment – Task (T), Workplace Skills (WS)

Elements and performance criteria

E 1 Adopt work practices that support interactions with those affected by domestic and family violence

PC 1.1	Adopt work practices that reflect the values and philosophies of domestic violence work	Q 1.1	T 1a
		Q 1.2	T 1b
		Q 1.3	T 1e
		Q 1.4	T 1g
PC 1.2	Plan work practices and access environments that support client and worker safety	Q 1.5	T 1c
		Q 1.6	T 1d
		Q 1.7	T 1i
		Q 1.8.a	T 2e
		Q 1.8.b	T 3a
PC 1.3	Identify and participate in support processes for workers exposed to domestic and family violence	Q 1.9	T 2a–h
		Q 1.10	
PC 1.4	Apply organisation standards and procedures and comply with legislative and statutory requirements	Q 1.11	T 1b
		Q 1.12	T 1d
			T 1f
			T 1h

E 2 Identify client needs

PC 2.1	Explain rights and responsibilities of client and worker and promote throughout client contact	Q 2.1	T 1b
		Q 2.2	T 1h
		Q 2.3	
		Q 2.4	
PC 2.2	Use interpersonal skills that develop rapport and promote confidence, and full, accurate and relevant exchange of information	Q 2.5	T 1a
		Q 2.6	T 1e
			T 1h
			T 3c
			T 3d
			T 3f
			T 3h
PC 2.3	Show sensitivity to client's specific needs and any cultural, family and individual differences		T 4b–h
		Q 2.7	T 1g
		Q 2.8	T 3e
		Q 2.9.a	T 4d
		Q 2.9.b	
PC 2.4	Assess information for complexity, urgency and eligibility so that priorities for service delivery and safety can be identified	Q 2.9.c	
		Q 2.10	T 1e
		Q 2.11	T 1i
			T 3g
			T 4c

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PC 2.5	Identify and respond to any indications of risk or threats to safety	Q 2.12.a	T 1e
		Q 2.12.b	T 1i
		Q 2.13	T 3a
		Q 2.14	T 3g
			T 4a
			T 4c
			T 4f

E 3 Respond to client needs

PC 3.1	Identify worker and workplace limitations in addressing and assessing client needs and make referrals or seek assistance from appropriate persons	Q 3.1	T 2g
		Q 3.2	T 3h
		Q 3.3	T 4d
		Q 3.4.a	T 4f-h
PC 3.2	Prioritise the physical and emotional safety of clients, their family and workers in developing responses	Q 3.5	T 3d-f
		Q 3.6	
		Q 3.7	
		Q 3.8	
PC 3.3	Negotiate and agree strategies for intervention with the client before commencing work	Q 3.9	T 3h
			T 4c
			T 4e
PC 3.4	Provide client with information about available services for meeting their needs	Q 3.4b	T 4d
		Q 3.10	T 4f
		Q 3.11	T 4g
PC 3.5	Complete accurate and comprehensive records, reports and referral information according to organisation requirements	Q 3.12	T 1f
		Q 3.13	T 3i
			T 4i

Knowledge evidence

KE 1	Legal and ethical considerations (national and state/territory) for workers interacting with clients affected by domestic and family violence, and how these are applied in organisations and individual practice:	Q 1.1 Q 1.5 Q 1.8.a Q 1.8.b Q 1.12 Q 3.7
	▪ children in the workplace	Q 1.1 Q 1.11 Q 1.12
	▪ codes of conduct	Q 1.12
	▪ discrimination	Q 1.11 Q 1.12
	▪ duty of care	Q 1.12 Q 2.3
	▪ human rights	Q 1.5 Q 1.11 Q 1.12
	▪ mandatory reporting	Q 1.11 Q 3.4.a Q 3.4.b Q 3.10
	▪ privacy, confidentiality and disclosure	Q 1.11 Q 3.12 Q 3.13
	▪ records management	Q 1.1 Q 1.5 Q 1.8.a Q 1.8.b Q 1.12 Q 3.7
	▪ rights and responsibilities of:	
	– workers and employers	Q 1.1 Q 1.2 Q 1.5 Q 1.6 Q 1.11 Q 1.12 Q 2.2 Q 3.6
	– individuals, families, the community and society to minimise or prevent domestic violence	Q 1.1 Q 1.7 Q 2.4 Q 2.8

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	▪ work role boundaries – responsibilities and limitations	Q 3.8	
	▪ work health and safety	Q 1.6 Q 1.9 Q 1.10 Q 1.11 Q 2.1 Q 2.9.a Q 3.6	
KE 2	Domestic violence and its context, including:		
	▪ social, historical, political and economic context of domestic violence, including types and nature of domestic violence, power and gender issues, child abuse and associated criminal issues	Q 1.1 Q 1.2 Q 1.4 Q 2.9.c	
	▪ prevalence of myths, unhelpful beliefs, attitudes and practices in the broader society regarding domestic violence and their effects on individuals' rights to safety and autonomy	Q 1.2 Q 2.7 Q 2.9.a Q 2.9.c	
KE 3	Underpinning values and philosophies in responding to domestic and family violence, including:		
	▪ safety and well-being of those subjected to domestic violence must be the first priority of any response	Q 1.1 Q 3.5	
	▪ all individuals have the right to be free from violence	Q 1.3 Q 2.3	
	▪ community has a responsibility to work toward the prevention of domestic violence and to demonstrate the unacceptability of all forms of domestic violence	Q 1.1 Q 2.4	
	▪ all forms of domestic violence are unacceptable in any group, culture or creed	Q 1.1	
	▪ those who use violence should take responsibility for their behaviour and have access to programs to assist them change their behaviour to ensure the safety of their family	Q 1.1	
	▪ commitment to meeting the needs and upholding the rights of clients	Q 1.1 Q 1.2 Q 2.1 Q 2.4 Q 3.10	
	▪ commitment to empowering those affected by domestic violence	Q 1.1 Q 1.7 Q 2.7 Q 3.3 Q 3.9	
	▪ domestic violence is widespread and complex	Q 1.1 Q 2.11 Q 3.1	

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	<ul style="list-style-type: none"> domestic violence impacts on the physical, emotional, social, and financial well-being and safety of individuals in families 	Q 1.1 Q 2.14	
	<ul style="list-style-type: none"> domestic violence and abuse has devastating effects on family members and results in significant social and economic costs to the community 	Q 2.14	
KE 4	The differences between responding to clients in a crisis situation and those requiring long term support	Q 2.10	
KE 5	Immediate needs for assessment, including:		
	<ul style="list-style-type: none"> safety and physical and emotional security 	Q 1.3 Q 2.10 Q 2.11 Q 3.5 Q 3.7	
	<ul style="list-style-type: none"> safety plans 	Q 1.7 Q 2.10 Q 3.5	
	<ul style="list-style-type: none"> legal or medical information and support 	Q 1.5 Q 2.8 Q 2.10 Q 2.12.a Q 2.12.b Q 2.14 Q 3.7 Q 3.10	
	<ul style="list-style-type: none"> accommodation/transportation 	Q 1.8.a Q 1.8.b Q 2.10 Q 2.12.a Q 2.12.b Q 3.5 Q 3.10	
	<ul style="list-style-type: none"> safety and welfare of any children whether with client or not 	Q 1.1 Q 1.5 Q 1.8.a Q 1.8.b Q 2.11 Q 3.7	

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KE 6	Organisation procedures, practices and standards for:		
	▪ client assessment	Q 2.1 Q 2.6 Q 2.10 Q 2.11 Q 3.1 Q 3.5 Q 3.7 Q 3.10	
	▪ allocation of services	Q 2.4 Q 2.8 Q 2.10 Q 3.1 Q 3.3 Q 3.10	
	▪ case management	Q 3.7	
	▪ interviewing	Q 2.1 Q 2.6	
	▪ use of resources	Q 1.8.a Q 1.8.b Q 2.4 Q 2.9 Q 3.1 Q 3.7	
	▪ programmed intervention	Q 1.5 Q 2.13 Q 3.9	
	▪ referral	Q 2.1 Q 2.10 Q 2.13 Q 3.3 Q 3.4 Q 3.7 Q 3.10 Q 3.13	
KE 7	Groups represented within the local community (cultural, religious, language, sexual identity, age and disability) and an understanding of the issues that arise when working with those groups	Q 2.7 Q 2.8 Q 2.9.a Q 2.9.b	
KE 8	Referral sources and associated protocols	Q 3.4.a Q 3.4.b	
KE 9	Own values and attitudes and their potential impact on clients	Q 3.2	

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PE 1	Identified and responded to the needs of at least 3 clients affected by domestic and family violence, according to legal and ethical requirements.	T 1a-i T 3a-g T 4a-i
PE 2	Used the following interpersonal skills with clients: <ul style="list-style-type: none">▪ questioning▪ active listening▪ rapport building	T 1a T 1e T 1h T 3c-f T 4b T 4c T 4e T 4g T 4h