

Story Mapping

CHC30408 - Certificate III in Disability

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“Ok then Janie. We’ll just walk a little way, side by side, and talk a bit.”

Story 1 - Caring Routines

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS305B Provide behaviour support in the context of individualised plans

Element

1. Follow daily lifestyle routines

Criteria

- 1.1 Support people to maintain their routines in accordance with organisation policies and procedures
- 1.2 Locate and follow staff routines according to organisation policies and procedures
- 1.3 Provide a safe and predictable environment for people
- 1.4 Identify opportunities for skill development and/or maintenance within daily routines
- 1.5 Identify and act upon opportunities to engage people in daily activity
- 1.6 Identify opportunities for enjoyable experience within daily routines
- 1.7 Identify and report changes in person's needs according to organisation policies and procedures
- 1.8 Make time requests of person appropriately and within person's capabilities
- 1.9 Consider person's individual needs, strengths and preferences when engaging in daily routines and activities
- 1.10 Identify problems with engaging clients and seek appropriate assistance
- 1.11 Provide an environment conducive to positive adaptive responses.
- 1.12 Use reinforcement appropriate to the individual

Learning Domain

- Consistent in all frames
- Consistent in all frames
- Consistent in all frames
- Prompts at Frames 11 and 17
- Frame 6: Lizzie is still connected with family and country.
- Frames 7 -14: A routine reduces Lizzie's stress and allows her to enjoy life.
- Addressed in Story 2 'Care Plans'
- Time keeping through use of watches or clocks are not common in remote communities. The rhythm of the day tends to be dictated by the sun and heat. This is represented by the banner showing morning, noon and night.
- Frames 7 - 14: The routine is dictated by Lizzie's care needs and preferences.
- Addressed in Story 2 'Care Plan'
- Frame 6: Lizzie is still connected with family and country.
Frames 15 - 17: Lizzie is stressed when routine is not in place.
- Consistent in all frames



Story 1 - Caring Routines

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS305B Provide behaviour support in the context of individualised plans

Element

2. Contribute to the development of a behaviour support plan

Criteria	Learning Domain
2.1 Observe and record the type, frequency and triggers of behaviour likely to put the person and/or others at risk of harm	Frames 7 - 14 + supplementary material
2.2 Observe and record environmental context of behaviour likely to put the person and/or others at risk of harm	Frames 7 - 14 + supplementary material
2.3 Observe and record person's emotional well being in the context of behaviour likely to put the person and/or others at risk of harm	Frames 7 - 14 + supplementary material Frames 14 - 16
2.4 Observe and record person's health status in the context of behaviour likely to put the person and/or others at risk of harm	Supplementary material. Addressed in Story 2 'Care Plans'.
2.5 Observe record person's medication in the context of behaviour likely to put the person and/or others at risk of harm	Frame 9 - Medication in context of routine
2.6 Participate in the development of an individual response plan by providing accurate records of observations	Supplementary material. Addressed in Story 2 'Care Plans'.

Element

3. Provide support to the person to use positive and adaptive responses

Criteria	Learning Domain
3.1 Follow strategies identified in the individual response plan	Consistent in all frames
3.2 Communicate with positive interactions	Frames 7-14 + supplementary material
3.3 Monitor strategies to determine effectiveness in developing and maintaining positive and adaptive responses	Consistent in all frames Referral to Story 2 'Care Plans'
3.4 Monitor strategies to determine reduction of risk of harm to the person and others	Consistent in all frames Referral to Story 2 'Care Plans'
3.5 Monitor strategies to determine level of intrusion on person's dignity and self esteem	Frame 14

Element

4. Complete documentation

Criteria	Learning Domain
4.1 Comply with the organisation's reporting requirements	Discretion of trainer
4.2 Complete documentation according to organisation policy and protocols	Discretion of trainer
4.3 Maintain documentation in a manner consistent with reporting requirements	Discretion of trainer
4.4 File documentation according to organisation policy and protocols	Discretion of trainer

Story 2 - Care Plans

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS302B Participate in the implementation of individualised plans

Element

1. Plan work activities according to an individualised plan

Criteria

- 1.1 Apply understanding of organisation's policies, protocols and procedures in relation to the individualised planning process
- 1.2 Confirm individualised plan details with the client
- 1.3 Work with client to identify actions and activities that support the individualised plan
- 1.4 Prepare for support activities according to client's individualised plan, preferences and organisation policies, protocols and procedures
- 1.5 Prepare for support activities that promote the client's participation and independence
- 1.6 Clarify own role in implementing individualised plan and seek appropriate support for any aspects outside the scope of own knowledge, skills and job role

Learning Domain

- Discretion of trainer, in line with requirements of organisation
- Frames 10 - 14
- Frames 12 & 13
- Frames 6 & 7
- Frames 12 & 13 + supplementary materials
- Frames 3, 14 & 16

Element

2. Establish and maintain appropriate relationship with client (and carer)

Criteria

- 2.1 Introduce oneself appropriately and maintain courtesy to the client, and carer where appropriate
- 2.2 Conduct exchanges with the client in a manner that develops and maintains trust
- 2.3 Maintain confidentiality and privacy of the client within organisation policy and protocols
- 2.4 Conduct exchanges with the client in a manner that respects cultural sensitivities and needs
- 2.5 Support the interests, rights and decision-making of the client in all dealings

Learning Domain

- Consistent in all frames
- Frames 12 & 13
- Discretion of trainer, in line with requirements of organisation
- Consistent in all frames
- Frames 11 - 14



Story 2 - Care Plans

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS302B Participate in the implementation of individualised plans

Element

3. Provide and monitor support according to the individualised plan

Criteria

- 3.1 Provide support according to the individualised plan, the client's preferences and organisation policies, protocols and procedures
- 3.2 Provide support in a manner that contributes to the client's skill development and/or maintenance
- 3.3 Provide support according to duty of care requirements
- 3.4 Monitor support activities to determine contribution to the client's participation
- 3.5 Monitor support activities to determine contribution to the client independence
- 3.6 Monitor support activities to determine contribution to the client's emotional well being
- 3.7 Monitor support activities to determine relevance to the client's individualised plan
- 3.8 Monitor aspects of the individualised plan that might need review and report to the supervisor

Learning Domain

- Frames 3 & 12 - 13 & 14
- Frames 12 & 13
- Frames 14, 15 & 16
- Frames 11 - 16
- Frames 11 - 16
- Frames 11 - 16
- Frame 14
- Frames 8 - 14

Element

4. Contribute to ongoing relevance of the individualised plan

Criteria

- 4.1 Participate in discussion with the client and supervisor to identify areas of the individualised plan that require review
- 4.2 Participate in discussion with the client and supervisor in a manner that acknowledges the client as their own experts
- 4.3 Participate in discussion with the client and supervisor in a manner that supports client self determination

Learning Domain

- Frames 11 -12 & 14
- Frames 12 & 13
- Frames 12 & 13



Story 2 - Care Plans

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS302B Participate in the implementation of individualised plans

Element

5. Respond to situations of risk to the client within work role and responsibilities

Criteria	Learning Domain
5.1 Provide assistance to maintain a safe healthy environment	Frames 13 -16
5.2 Identify situations of risk, or potential risk, to the client and report to a supervisor	Frame 12
5.3 Respond to situations of risk, or potential risk and communicate to a supervisor	Frame 12
5.4 Implement strategies to minimise risk and communicate to a supervisor and colleagues	Frames 11
5.5 Report uncharacteristic or behaviours of concern to a supervisor	Frame 11

Element

6. Complete documentation and reporting

Criteria	Learning Domain
6.1 Comply with the organisation's reporting requirements	Consistent in references to Care Plan
6.2 Complete documentation according to organisation policy and protocols	Consistent in references to Care Plan
6.3 Maintain documentation in a manner consistent with reporting requirements	Consistent in references to Care Plan
6.4 File documentation in accordance with organisation policy and protocols	Consistent in references to Care Plan



Story 3 - Love in the Time of Dementia

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCAC319A - Provide support to people living with dementia

Element

1. Provide support to those affected by dementia

Criteria

- 1.1 Work with a basic understanding of dementia
- 1.2 Support individual needs of people with dementia using a person-centred approach to care and address individual needs for a stable familiar environment
- 1.3 Work with awareness of the impact of physical, social and emotional aspects of the environment on the person with dementia
- 1.4 Work with awareness of the impacts that dementia may have on family, carers and significant others
- 1.5 Recognise witnessed signs consistent with financial, physical or emotional abuse or neglect of client and report to an appropriate person

Learning Domain

- Consistent in all frames.
Frames 15 & 16 address physiology
- Frames 19, 20, 21, 22 & 23
- Frames 9 & 22
- Frames 9, 10, 13 & 25
- Supplementary material at discretion of trainer

Element

2. Use communication strategies which take account of the progressive and variable nature of dementia

Criteria

- 2.1 Use a range of communication strategies to maximise engagement of the person with dementia such as eye contact, gentle touch (where appropriate), short simple statements
- 2.2 Gain cooperation and provide reassurance as appropriate to individual clients by using reality orientation including: Reminders of the day, the time, relationships & occasions
- 2.3 Use a range of validation strategies to relieve distress and agitation in clients such as:
Empathy
Acceptance of the person's reality
Acknowledgement
Allowing expressions of distress
Providing verbal and/or physical reassurance
Use reminiscences frequently to connect with the clients

Learning Domain

- Frames 19 - 27
- Frames 19 - 27
- Frames 20 - 27



Story 3 - Love in the Time of Dementia

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCAC319A - Provide support to people living with dementia

Element

3. Provide appropriate activities to maintain independence, using familiar routines and existing skills

Criteria	Learning Domain
3.1 Provide activities which aim to maintain independence, using familiar routines and existing skills	Frame 25
3.2 Provide activities that are appropriate to the individual, reflecting their cultural likes and dislikes, in order to bring back pleasurable memories	Frames 3 & 25 - 27
3.3 Ensure all activities provided focus on ensuring the safety and comfort of the client balanced with autonomy and risk taking	Frame 14 and consistent in all frames
3.4 Use purposeful and meaningful activity to enhance self-esteem and pleasure in life, minimise boredom and to distract from or eliminate behavioural and psychological symptoms of dementia	Frames 3 & 25 - 27
3.5 Use family carers and significant others as a resource, where appropriate, to assist in developing appropriate activities by accessing information about client reminiscences and routines	Consistent in all frames
3.6 Provide support and guidance to family carers and significant others where appropriate, to assist them to understand the disease, its impact on the person and some approaches to providing care	Frame 14 and consistent in all frames

Element

4. Implement strategies which minimise the impact of behaviour of concern

Criteria	Learning Domain
4.1 Identify behaviours of concern	Frames 9 - 14 & 22
4.2 Identify potential triggers for behaviours of concern for specific individuals	Frames 19 - 24
4.3 Contribute to team discussion on care planning and care plan review to minimise behaviours	Frame 14
4.4 Implement strategies to minimise the likelihood of and reduce the impact of behaviours on the person and others	Frames 19 - 25
4.5 Regularly review the strategies that are implemented to ensure maximum effectiveness and reflect changes in the care plan	Supplementary material at discretion of trainer

Element

5. Implement self-care strategies

Criteria	Learning Domain
5.1 Monitor own stress level in relation to working with people with dementia	Supplementary material at discretion of trainer
5.2 Use appropriate self care strategies and seek support if required	Supplementary material at discretion of trainer

Story 4 - The Right Way With Medicine

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCCS305C - Assist clients with medication

Element

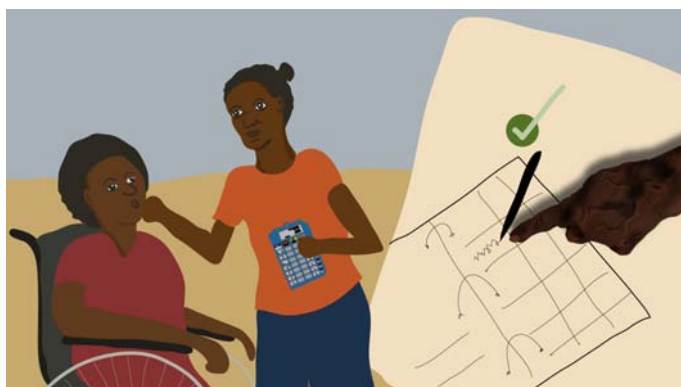
1. Prepare to assist with medication

Criteria

- 1.1 Establish authority to provide assistance with administration of medication in line with organisation guidelines and protocols and jurisdictional legislative and regulatory requirements
- 1.2 Demonstrate an understanding of organisation policy and guidelines relating to assisting with medication within work role responsibilities
- 1.3 Identify lines of authority, accountability and actions to be taken to handle contingencies
- 1.4 Identify level and type of physical assistance required by the client to address their personal needs in taking medications
- 1.5 Identify level and type of supervision required by the client to self administer medications
- 1.6 Identify and report to a supervisor and/or health professional if there are any circumstances or changes in the client's condition or personal needs that may impact on assisting the client with their medication
- 1.7 Confirm that all forms of medication to be administered, including dose administration aids are complete, ready for distribution and up to date, confirm with supervisor and obtain authority to proceed
- 1.8 Confirm the procedure to be used for medication to be administered
- 1.9 Implement personal hygiene procedures according to organisation policy and procedure to minimise cross infection
- 1.10 Identify and implement duty of care procedures in relation to addressing individual client needs

Learning Domain

- Supplementary materials
- Frames 6, 8-15, 17, 18
- Frames 15 & 16
- Frame 14 + supplementary materials
- Frame 16 + Supplementary materials
- Frames 15 & 16
- Frames 8 - 16
- Frames 8 - 16
- Supplementary materials
- Frames 15 & 16



Story 4 - The Right Way With Medicine

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCCS305C - Assist clients with medication

Element

2. Prepare the client for assistance with administration of medication

Criteria	Learning Domain
2.1 Implement all necessary checks to ensure the client and their medications are correctly identified according to organisation procedures and care plan	Frames 8 - 16
2.2 Clarify specific assistance required to address personal needs of each client in line with organisation procedures listed in the Range Statement and within work role responsibilities	Frame 11 + supplementary materials
2.3 Correctly identify and greet each client and prepare them for medication	Frame 11 + supplementary materials
2.4 Check client medications according to the procedures identified in the organisation guidelines defined in the Range Statement	Frames 8 - 16
2.5 Explain the administration procedure to the client in line with requirements and organisation procedures and ensure their needs are met	Frames 8 - 16 + supplementary materials
2.6 Prior to giving medication, observe the client to check for any physical or behavioural changes that may indicate a need to report to supervisor or health professional in accordance with organisation policies and procedures	Frames 8 - 16 + supplementary materials
2.7 Recognise circumstances when appropriate action is to report observed client health status rather than proceeding with administration of medication and seek advice of supervisor or health professional	Frames 8 - 16

Element

3. Assist/support client with administration of medication

Criteria	Learning Domain
3.1 Remind and prompt client to take medication at correct time	Frames 4 & 8 - 16 + supplementary materials
3.2 Assist clients with administration of medications as required in accordance with legislation, organisation policies and the level of support needed as identified in their care / support plan	Frames 4 & 8 - 16 + supplementary materials
3.3 Supervise and observe clients when taking medication and confirm with them their ingestion or completion	Frames 4 & 8 - 16 + supplementary materials
3.4 Complete documentation/record of medication administration according to organisation procedures	Frame 14
3.5 Observe client for any changes in their condition listed in the Range Statement and seek assistance from a health professional, supervisor, medical officer or emergency services as indicated in the organisation's policies	Implicit in story + supplementary materials
3.6 Discard waste products according to organisation procedures and/or manufacturer's instructions	Supplementary materials

Story 4 - The Right Way With Medicine

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCCS305C - Assist clients with medication

Element

4. Assist/support medication administration according to prescription/instructions

Criteria	Learning Domain
4.1 Prepare medications and administer to the client or support their self administration according to the specific requirements of the form of medication, in strict accordance with defined legislation and organisation procedures and written prescription instructions	Frame 14
4.2 Implement all necessary checks to ensure the right medication is given at the right time, to the right person, in the right amount, via the right route	Frames 8 - 16
4.3 Assist the client to take the medications as required, in accordance with their needs and documented procedures	Frames 8 - 16
4.4 Supervise and observe the client when taking the medication and confirm with the client their ingestion or completion	Frames 8 - 16
4.5 Implement documented procedures for medication not being administered or absorbed, such as through expelling/vomiting, refusal or damage to medication and report to supervisor and/or health professional	Frames 8 - 16
4.6 Record all required details of medication administration and other details in the appropriate documents according to the legislation and organisation's procedures	Frame 14
4.7 Observe the client for any possible medication effects listed in the Range Statement and report to a supervisor or health professional	Implicit in story + supplementary materials
4.8 Collect used equipment, discarded medications / applicators and rubbish and place in appropriate/ designated receptacle according to instructions	Implicit in story + supplementary materials



Story 4 - The Right Way With Medicine

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCCS305C - Assist clients with medication

Element

5. Comply with organisation's procedure for handling the range of issues/contingencies which may arise

Criteria	Learning Domain
5.1 Report to supervisor and/or health professional all concerns with the administration of medication (such as: client refusal to take some or all medications, incomplete ingestion, missed or missing doses) according to organisation procedures and protocols	Frames 15 & 16
5.2 Identify, report, record and address individual's reactions to medication according to organisation guidelines and health professional's instructions	Frames 15 & 16 + Supplementary materials
5.3 Clearly identify contaminated or out of date medication and implement organisation's procedures for ensuring safe and appropriate disposal	Implicit in story + Supplementary materials
5.4 Identify, report and record changes in individual's condition, including within essential timeframes where relevant, according to organisation guidelines	Frames 8 - 16 + Supplementary materials
5.5 Identify procedures to address / respond to changes in the client's condition or needs according to the organisation's guidelines	Frames 15 & 16 + Supplementary materials
5.6 Promptly report to the supervisor or health professional any inconsistencies observed with the medication or client and take action in accordance with the organisation's procedures or health professional's instructions	Frames 15 & 16
5.7 Document all inconsistencies and address according to organisation guidelines and procedures	Frames 15 & 16

Elements

6. Complete the distribution and administration of medication

Criteria	Learning Domain
6.1 Clean and store unused and/or used medications, containers and administration aids in accordance with industry and the organisation's infection control guidelines	Supplementary materials
6.2 Follow the organisation's arrangements and procedures to replenish dose administration aids and supplies of medications	Frame 16 + supplementary materials
6.3 Securely store medication charts/care plans/ treatment sheets according to organisation procedures to ensure safety, security and confidentiality	Supplementary materials in line with organisation requirements
6.4 Follow the organisation's procedures to ensure medication storage complies with legislation and manufacturers instructions, maximises security and prevents medication deterioration	Supplementary materials in line with organisation requirements

Story 5 - Fast Cars! Feet and Nails!

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS306B Provide basic foot skin and nail care

Element

1. Prepare for basic foot skin and nail care

Criteria

- 1.1 Confirm that prior assessment of person's feet by relevant health professional has identified need for basic foot skin and nail care services which are appropriate for worker's role
- 1.2 Confirm client requirements for foot care according to personal needs support plan
- 1.3 Provide a safe and comfortable setting
- 1.4 Gather necessary equipment and materials
- 1.5 Implement appropriate infection control guidelines

Learning Domain

- Frame 12 & 16
- Frame 12
- Frames 11 - 13 & 15
- Frames 11 - 13 & 15
- Frames 10 & 14, 11 - 13 & 15

Element

2. Perform basic foot skin and nail care

Criteria

- 2.1 Explain foot skin and nail care procedures to the client
- 2.2 Assist the client to remove and put on shoes, socks and hosiery, where necessary
- 2.3 Correctly position the client for foot skin and nail care
- 2.4 Perform nail filing according to personal needs support plan and using appropriate infection control procedures
- 2.5 Wash and dry feet according to individualised plan, implementing appropriate infection control procedures
- 2.6 Perform foot skin care according to personal needs support plan and using appropriate infection control procedures
- 2.7 Identify indicators of foot issues requiring attention outside basic nail and skin care and make appropriate referral in a timely manner

Learning Domain

- Frames 12-14 + supplementary material
- Supplementary material.
Note that clients in remote communities mostly go without footwear or wear thongs.
- Frames 11 & 12
- Discretion of trainer
- Frame 11 & 12
- Frames 11 - 13 & 15
- Frames 7 - 9, 11 - 13



Story 5 - Fast Cars! Feet and Nails!

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS306B Provide basic foot skin and nail care

Element

3. Clean and store equipment and materials

Criteria

Learning Domain

- | | | |
|-----|--|---------------------|
| 3.1 | Collect, handle, manage and dispose of biological waste material according to organisation/setting guidelines and infection control requirements | Frames 11 - 13 & 15 |
| 3.2 | Clean and store equipment according to manufacturers guidelines, setting protocols and infection control requirements | Frames 11 - 13 |

Element

4. Document client information

Criteria

Learning Domain

- | | | |
|-----|--|----------------|
| 4.1 | Document basic foot, skin and nail care according to organisation requirements | Frames 11 - 13 |
| 4.2 | Document any factors that indicate podiatry attention may be required and communicate according to organisation requirements | Frame 15 |



Story 6 - Uncle Croc Cleans Up

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS301B Provide support to meet personal care needs

Element

1. Provide and monitor support according to the individualised plan

Criteria

- 1.1 Review personal care support plan with client to confirm support requirements to address personal care needs
- 1.2 Confirm personal support requirements within scope of knowledge, skills, and/or job role and seek appropriate support/ inputs for those outside of scope
- 1.3 Consider the potential impact that provision of personal care support may have on the client and confirm with supervisor
- 1.4 Consider specific cultural needs of the client relevant to personal support
- 1.5 Consider risks associated with the provision of support and confirm with supervisor
- 1.6 Identify equipment, processes and aids for providing assistance and promoting independence
- 1.7 Identify aspects of processes and aids outside skills and knowledge and/or job role and seek appropriate support

Learning Domain

- Frames 5 & 14
- Frames 5 & 14
- Frame 10
- Consistent in all frames
- Frames 6 - 8
- Frames 7, 8, 14 & 15
- Frame 14

Element

2. Provide support within the context of maximum client participation

Criteria

- 2.1 Confirm procedures with the client
- 2.2 Consider and confirm the client's level of participation in meeting their personal care support
- 2.3 Confirm the client's preference
- 2.4 Provide the client with information to assist them in meeting their own personal care needs

Learning Domain

- Frames 8, 13 - 15
- Frames 8, 13 - 15
- Frames 8, 13 - 15
- Frames 8, 13 - 15



Story 6 - Uncle Croc Cleans Up

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCICS301B Provide support to meet personal care needs

Element

3. Address personal support requirements

Criteria	Learning Domain
3.1 Prepare and use necessary processes, equipment, aids and appliances in an appropriate and safe manner	Frames 7, 8, 10, 11, 14 - 16 & 18
3.2 Provide support or assistance according to the personal care plan and organisation policies, protocols and procedures	Frames 5, 7 & 14
3.3 Provide support or assistance in the context of identified risks	Frames 7 - 17
3.4 Assist client, as required, with; showering, bed bathing, shaving, dressing, undressing and grooming, toileting and the use of continence aids, eating and drinking using appropriate feeding techniques, oral hygiene, mobility and transfer including in and out of vehicles and falls recovery techniques	Frames 4 -17
3.5 Provide support or assistance with technical care activities according to the personal care plan and organisation policies, protocols and procedures	Frames 5 & 14
3.6 Clarify difficulties in providing support to meet client needs with client and a supervisor and address within organisation protocols	Frame 14
3.7 Maintain confidentiality, privacy and dignity of the client with organisation policy and protocols	Discretion of trainer in line with organisation policies
3.8 Perform work to the standard required by the organisation	Discretion of trainer in line with organisation policies

Element

4. Recognise and report changes in client health and/or personal support requirements

Criteria	Learning Domain
4.1 Identify variations in personal care support requirements and report to the supervisor	Frame 5 & 14
4.2 Work with person and supervisor to identify required changes to processes and aids	Frames 5 & 14
4.3 Identify variations and concerns about client's health	Frame 10
4.4 Report variations and concerns about client's health to the supervisor	Frame 10

Element

5. Complete reporting and documentation

Criteria	Learning Domain
5.1 Comply with the organisation's reporting requirements, including reporting observations to the supervisor	Frames 5 & 14 + supplementary materials
5.2 Complete documentation according to organisation policy and protocols	Frames 5 & 14 + supplementary materials
5.3 Maintain documentation in a manner consistent with reporting requirements	Frames 5 & 14 + supplementary materials
5.4 File documentation according to organisation policy and protocols	Frames 5 & 14 + supplementary materials

Story 7 - Time to Listen: Time to Change

Qualification Code: CHC30408 - Certificate III in Disability
Unit Code: CHCICS407B Support positive lifestyle

Element

1. Support positive lifestyle decisions

Criteria

Criteria	Learning Domain
1.1 Assist in identifying the client's lifestyle issues	Frames 3, 4, 6, 7, 9, 11, 14, 16, 17, 19, 20 & 21
1.2 Provide information to the client about the impact of a positive lifestyle	Frames 3, 20, 21 & 22
1.3 Provide information with regard for client sensitivity, preferences and aspirations	Frames 3, 4, 6, 7, 9, 11, 14, 16, 17, 19, 20, 21, 22 & 23
1.4 Provide support that enables the client to identify positive lifestyle practices	Frames 14 & 24
1.5 Work with the clients to identify the supports and resources required to sustain a positive lifestyle	Frames 17, 19, 20, 21, 22 & 23
1.6 Provide support in a manner that respects the client's choices	Frames 15, 16, 17, 18, 19, 23 & 24

Element

2. Support the implementation of positive lifestyle decisions

Criteria

Criteria	Learning Domain
2.1 Support the client to develop a plan to implement positive lifestyle practices	Frames 16, 17, 19, 20, 21 & 24
2.2 Where necessary facilitate access to services and/or resources required to support a positive lifestyle	Frames 17, 19, 20 & 21
2.3 Facilitate the client to make lifestyle decisions in a context of health and emotional well being	Frames 16, 18, 19 & 20

Element

3. Support the client to maintain positive lifestyle

Criteria

Criteria	Learning Domain
3.1 Assist client to identify any risks to sustaining positive lifestyle options	Frame 19
3.2 Support client to develop strategies to reduce risks to sustain positive lifestyle options	Frames 17, 19, 20 & 21
3.3 Support client to monitor their positive lifestyle options	Frame 17
3.4 Assist the client to evaluate the lifestyle options and source appropriate supports	Frames 16 - 25

Story 8 - Uncle Croc Bites Back

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCOHC406B Provide or assist with oral hygiene

Element

1. Contribute to the development of a behaviour support plan

Criteria

- 1.1 Review individualised care plan support plan with client and/or supervisor to confirm support requirements to address client's oral hygiene needs
- 1.2 Work effectively with clients from a diverse range of backgrounds to meet individual preferences in relation to provision of support or assistance with oral hygiene
- 1.3 Discuss and confirm the client's level of participation in meeting their own oral hygiene preferences and provide information to the client and/or carer or substitute decision maker as required
- 1.4 Confirm oral hygiene requirements are within scope of own knowledge, skills and work role and seek appropriate assistance where client requirements are outside of scope
- 1.5 Take into account and address potential impacts that provision of oral hygiene may have on the client and address any situations of risk or potential risk associated with the provision of support and confirm actions with supervisor
- 1.6 Identify oral hygiene products, processes and aids for providing assistance and promoting independence in line with client's individualised care support plan
- 1.7 Ensure all actions are in line with legislative requirements, standards and organisation guidelines

Learning Domain

Frame 3 / Reference back to Stories 1 & 2

Supplementary material. Package is specifically aimed at Indigenous Australians.

Frames 8, 9, 11 & 14

Frames 16 & 19

Frames 5, 6, 15, 17, 18 & 20

Frames 9, 12 & 20

Supplementary material



Story 8 - Uncle Croc Bites Back

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCOHC406B Provide or assist with oral hygiene

Element

2. Assist and support clients in their identified oral hygiene needs.

Criteria

2.1 Prepare and use in an appropriate, safe and client preferred manner:

- Oral hygiene products and aids for teeth and soft tissue
- Oral hygiene products and aids for dentures
- Oral materials required for oral hygiene

2.2 Inform client of processes to take place

2.3 Provide support or assistance with oral hygiene tasks according to the individualised care support plan, organisation policies and procedures and with awareness of identified individual client preferences or risk, including:
Toothbrushing
Soft tissue care
Care of dentures
Use of alcohol-free mouthwash
Interdental cleaning

2.4 Incorporate standard toothbrush care into procedures

2.5 Where appropriate encourage client to wear, insert and remove own dentures in line with care plan and, where necessary, support and assist clients with care of dentures to industry standards

2.6 Use techniques to improve oral hygiene practices and modified oral hygiene methods and aids where identified as needed

2.7 Use standard precautions and, where necessary, additional precautions to address infection control requirements in all oral hygiene practices

Learning Domain

Frames 8, 9, 10 & 13

Frames 8, 9, 10 & 13

Frames 9 - 15

Supplementary material

Supplementary materials. Note: Dentures are not commonly used on remote communities. Care of gums without teeth may be more relevant

Frames 9 - 15

Frames 9 - 15

Element

3. Assist and support clients in an appropriate manner

Criteria

3.1 Provide oral hygiene support or assistance in an appropriate manner

3.2 Use effective communication, appropriate body language and a caring attitude to facilitate client understanding of, and comfort with, oral hygiene processes taking place

3.3 Clarify and address difficulties in providing support, including client behavioural responses with client and supervisor within organisation protocols

3.4 Use recommended alternative techniques or arrangements in case of client refusal or inability to comply as recommended in the individualised care support plan

3.5 Recognise signs that indicate potential for an oral health problem, including distress or behaviours of concern, especially in clients unable to articulate their symptoms or concerns

3.6 Maintain in confidentiality, privacy, dignity and respect of the client within organisation policies and procedures

Learning Domain

Frame 16 mentions referral to clinic as required

Frames 8 - 11

Frame 4

Supplementary material

Frames 5 & 6

Discretion of trainer in line with organisation policies

Story 8 - Uncle Croc Bites Back

Qualification Code: CHC30408 - Certificate III in Disability

Unit Code: CHCOHC406B Provide or assist with oral hygiene

Element

4. Recognise and report changes in client oral hygiene requirements

Criteria

- 4.1 Regularly review oral hygiene techniques being used to ensure oral health is maintained according to the oral health care plan
- 4.2 Identify variations in oral hygiene support requirements and/or report to supervisor and/or other appropriate personnel
- 4.3 Work with client and/or supervisor and/or other appropriate personnel to identify required changes to procedure and aids

Learning Domain

- Discretion of trainer in line with organisation policies
- Frames 6, 14, 15, 16, 17, 18
- Discretion of trainer in line with organisation policies

Element

5. Identify variations in client behaviour and habits and if appropriate undertake visual oral check

Criteria

- 5.1 Identify client behaviour and habits that may indicate oral health issues or associated pain or discomfort
- 5.2 Identify signs and symptoms of potential oral health issues that may indicate variation from normal or warrant attention by an oral health practitioner
- 5.3 Observe, listen for self-reports and question client and/or carer, and/or other relevant people as required to determine whether the client is experiencing any pain or discomfort that may be associated with oral health issues
- 5.4 Take into account contributing factors that may produce variation from normal behaviour
- 5.5 Obtain consent from the client or substitute decision maker to conduct a basic visual oral check and questioning if necessary in line with legislative requirements, organisation guidelines and within own work role
- 5.6 Ensure comfort of client by developing trust and rapport and working in appropriate environment and at an optimal time
- 5.7 Ensure client is in position which provides visual access to the mouth seeking their assistance to open their own mouth to minimise contact with the mouth using appropriate infection control procedures
- 5.8 Provide support for client's head or chin if necessary to enhance visual access without creating discomfort for the client

Learning Domain

- Frames 11 and 13
- Frames 5, 6, 14, 15, 16, 17, 19
- Frames 5, 6, 14, 15, 16, 17, 19
- Frame 18
- Frame 11. Uncle Croc gives verbal consent.
- Frame 8
- Supplementary material
- Supplementary material

Disability Stories

Story 1	Caring Routines
Story 2	Care Plans
story 3	Love in time of dementia
story 4	the right way with medicines
story 5	fast cars! feet & nails
story 6	uncle croc cleans up
story 7	time to listen: time to change
story 8	uncle croc bites back

These stories will help you learn to become a disability worker in your community or in town. They will also teach people useful skills to care for family members who have a disability.

Visit www.italklibrary.com

This project is a collaboration between Carpentaria Disability Services Inc. and isee-ilearn.

Carpentaria Disability Services Inc. is a non-government organisation that provides supported accommodation, therapy, respite and day services to disabled people in Darwin and the Top End.

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18. Wally: Like a cuppa, uncle? Boys, the best thing about caring for Uncle Croc is you can listen to his stories. That's why being a carer is such a good job. So many stories. helping your people.