

# Assessment Record



**Student** 118966 - Jaspreet Kaur  
**Intake** 2021 VIC CA C4AS MASTER - VIC 2021\_Certificate IV in Ageing Support  
**Assessment** CHCAGE003 - 2; Assessment Workbook - Coordinate Services for Older People  
**Revision** 3  
**Attempt #** 1

**Status** Submitted

**Assessed By**

Information

## GENERAL INFORMATION ABOUT THIS ASSESSMENT WORKBOOK

Please review the attached Document

 [1\\_-Information-Regarding-this-Assessment-Tool-V1\\_0-Mar20.pdf](#)

## INSTRUCTIONS TO STUDENTS – HOW TO USE THIS TOOL

Please review the attached Document

 [2\\_-Instructions-to-Students-\\_-How-to-use-this-Tool-V1\\_0-Mar20.pdf](#)

### STUDENTS PLEASE NOTE:

- Your suitability for this program has been determined at your Pre Training Review and again at Enrolment. If at any point you feel that this program is not suitable you are able to withdraw at any time. If this is the case please notify your trainer.
- A zero tolerance to cheating and plagiarism is taken with InterCare Training.
- If you the student are found to have cheated on any forms of assessment, including plagiarism of another's work, you will be required to re-sit an alternative assessment under the supervision of an assessor to confirm competence in this unit.
- You must satisfy the requirements for competency within this Assessment Workbook to achieve a competency outcome.

**It is highly recommend that you keep a copy of all assessment work that you submit.**

**Evidence provided by you is retained for our records and not returned to you.**

## INDIVIDUAL ASSESSMENT MODES

The attached documentation provides information relating to the assessment.

Please review the attached Document

 [3\\_-Individual-Assessment-Modes-V1\\_0-Mar20.pdf](#)

## LEARNING GUIDES

Primary resource, Please review the attached document

 [CHCAGE003-Coordinate-services-for-older-people-\\_-Resource-\\_-InterCare.pdf](#)

## POWERPOINT PRESENTATION

 [CHCAGE003-Coordinate-Service-for-Elder-People-\\_-PowerPoint-Presentation.pdf](#)

## STUDENT ASSESSMENT DECLARATION

- ☒ I have undertaken sufficient activities within this unit of competency and I am ready to attempt the assessment required to demonstrate competency.
- ☒ I understand the assessment framework and requirements that will be used by an Assessor to make a formal judgement of my competency
- ☒ The work that I have submitted in this Assessment Workbook is my own.
- ☒ I understand that it is my responsibility to make a copy of my Assessment Workbook and any additional assessment evidence for my own records prior to submitting to my Assessor for marking.
- ☒ I understand the re-assessment process that will be followed if I am unsuccessful in gaining a satisfactory result in the required Assessment Modes.

### Student Declaration

Please tick the box below to confirm all of the information above

- ☒ I confirm all of the above

### Student Signature

If able please sign below:



## ASSESSMENT MODE ONE

**Assessment Mode Instructions:**

Carefully read the assessment task requirements detailed below and complete as instructed. Completed Project and the required work sample evidence will need to be attached in the required section of this assessment.

Please ask your Assessor to clarify if needed.

The following Assessment tasks are individual assessment and **no group work is permitted**.

Assessment extensions can **only** be authorised by your Trainer.

Upon completion of this Assessment Mode's requirements, the Assessor must complete and sign the Assessment Mode Record of Result.

Student is also required to sign to confirmation feedback and understanding of Assessment outcome.

**Assessment Task 1: Knowledge Questions**

1.

List (5) five Health Care professionals you may be working with collaboratively and explain what would their roles and responsibilities be.

**The required response for this question is five (5) detailed examples**

1.	Physicians - Order tests and analyse patient results, Refer patients to specialists, Create treatment plans, Explain side effects of medications and treatment options, Perform basic medical procedures, Record medical history, Identify symptoms and diagnose patients, Provide advice for improving patient health.
2.	Nurses - Assessing and monitoring patients' health status, Formulating care plans for new and existing residents, Medication management, Meeting acute and palliative care needs, Connecting residents to other health providers such as hospitals and general practice.
3.	Pharmacists - Ensuring access to medication, supplying medication information, evaluating medication appropriateness, improving medication adherence and medication management
4.	Dietitians - Providing one-to-one consultations, Devising, delivering and evaluating meal plans, Writing reports and keeping accurate records, Advising public and corporate catering departments, Running clinics for people with eating disorders, Raising awareness on healthy eating and healthy lifestyles.
5.	Medical technologists - They conduct laboratory tests, procedures, experiments, and analyses to provide data for diagnosis, treatment, and prevention of disease.

#### Assessors Comments (\* if applicable)

-

#### 2.

What is the impact on carer/s and families of older persons being cared for?

**The suggested response is approximately 25 – 50 words and/or 2 – 4 detailed bullet points**

Family, friends and carer well being can be significantly impacted when the person they care about is experiencing any health issues. They can experience high rates of grief, trauma, stress, depression, anxiety and poor physical health.

#### Assessors Comments (\* if applicable)

-

#### 3.

List (5) five services you can refer carers to, to support them in their role.

**The suggested response is approximately 25 – 50 words and/or 2 – 4 detailed bullet points**

Respite Care, Carers Australia, Carers Gateway, Counsellor, My aged care.

## Assessors Comments (\* if applicable)

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

4.

List (2) two Agencies (Community Services) in your community that can assist older persons with the following areas of living. Briefly explain how you would coordinate the services and the support you could give in each situation. (Bookmark or keep your research as you will build on this theme in Assessment Task 3 Project 1).

**The required response for this question is two (2) detailed examples per item**

### a). Financial Matters

Please provide two examples:

Centerlink - It can be face to face, on call or online. It helps with payments and services to help with the cost of raising a child. Information about child care and child support.

Super fund - It can be face to face, on call or online. Super in retirement offers two key benefits: Regular benefit payments without income tax paid as an account-based pension. No tax payable on the investment earnings or capital gains on the investment assets supporting your retirement phase pension.

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

### b). Dementia

Please provide two examples:

Support Australia -Call, Online or Face to Face- Eligible Australian citizens and permanent residents can access many of these services through a myGov account. Support Services means those activities provided to or on behalf of a person in the areas of personal care and assistance and property maintenance in order to allow a person to live in the least restrictive environment.

Alzheimer Australia -Call the National Dementia Helpline on free call 1800 100 500 or Use the online service enquiry/referral request form. If you are caring for someone with dementia, you can get free counselling, support and advice from Alzheimer's Australia Vic and Carers Victoria.

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

### c). Legal Matters

Please provide two examples:

Seniors rights Victoria - Call, Face to face or online. Seniors Rights Victoria provide information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people. We help Victorians 60 and above, or any Indigenous Victorians 45 and above.

Victorian aboriginal legal Services - Call, Online or face to face. They provide localised support and referrals to community services and mainstream agencies, and work with clients to help with initial information, minor assistance such as helping with phone calls or letters, advocacy to other services, referrals, and assistance to attend court.

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

#### d). Mental Health Issues

Please provide two examples:

Beyond Blue - Call, Online or Face to Face. Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Mental Health foundation - Call, Online or Face to Face - The Mental Health Foundation is a charity specialising in research and policy development, with a focus on preventing mental health problems.

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

#### e). Emergency Relief

Please provide two examples:

Australian Red Cross - Call 1800 733 276 or send an email.

Help people find shelter, find support, and find their loved ones. They walk respectfully with First Nations peoples, towards a brighter and more equitable future. When people come to Australia seeking safety, they help them make ends meet, settle into their new communities, and search for loved ones gone missing.

Anglicare Australia - Call, Online or face to face - Anglicare Australia works with all Australians to build communities of resilience, hope and justice. Our services are delivered in partnership with people, and their communities.

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

#### f). Mobility and Transport Issues

Please provide two examples:

Multipurpose taxi program - Call, email, post - The MPTP assists with the travel needs of people with accessibility and mobility needs by offering subsidised commercial passenger vehicle fares to members. Members get 50 per cent off the total fare, up to \$60, with some restrictions.

Courtesy Bus - A courtesy bus service is a service that carries passengers for any consideration or in the course of any trade or business. Under the Bus Safety Act an operator of a courtesy bus service must be accredited if the bus service includes at least one bus with 13 or more seats (including the driver).

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

#### Assessors Comments (\* if applicable)

-

#### 5.

Provide (3) three examples of how a workplace may communicate relevant information to carers?

**The required response for this question is three (3) detailed examples per item**

##### Example 1:

Meeting - Meetings enable employees and employer to communicate and share information, solve problems or resolve disputes, improve performance, build teamwork and move projects forward.

##### Example 2:

Written - It is helpful because it provides a record of information for reference. Emails and chats are a common form of written communication in the workplace.

**Example 3:**

Verbal communication - It can be done by informing all the member verbally during their shift.

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

**6.**

Detail the social model of disability.

**The suggested response for this question is approximately 20 - 30 words**

The Social Model of Disability states that people have impairments, they do not have disabilities. According to the social model of disability, the term 'people with disabilities' is said to confuse impairment and disability and implies disability is something caused by the individual, rather than society.

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

**7.**

List (10) ten possible indicators of neglect or elder abuse.

**The required response for this question is ten (10) detailed examples**

1.	Loss of weight - Due to abuse people can reduce intake of food or can develop eating disorders.
2.	Living in Inadequate care - means any act or failure to act that may be physically or emotionally harmful to a recipient.
3.	Stealing - Someone can steal the person's belongings which can effect them.
4.	Financial abuse - Missing personal possessions. Unexplained lack of money or inability to maintain lifestyle and Unexplained withdrawal of funds from accounts.
5.	Physical Injury -Someone tried to threaten the person physically.
6.	Emotionally Withdrawn - Making people feel alone and ignoring them can lead to emotional issues.
7.	Lack of Nutrition - Not providing required amount of nutrition is also a abuse.
8.	Sexual Infections - Sexually harassing someone which will disturb the victim.
9.	Poor personal hygiene - Not taking care of person with good hygiene and living them dirty or their clothes.
10.	Untreated medical problem - If someone is facing a medical problem and not providing them with the medical assistance is the major abuse.

#### Assessors Comments (\* if applicable)

-

None

✓ Satisfactory

✗ Not Satisfactory

8.

Describe the emotional impact of elder abuse.

**The suggested response for this question is approximately 20 - 40 words or 3 – 6 detailed bullet points**

- a core feeling of worthlessness.
- difficulty regulating emotions.
- difficulty establishing trust.
- regression.
- sleep disorders.
- trouble developing relationships with others.

#### Assessors Comments (\* if applicable)

-



None

✓ Satisfactory

✗ Not Satisfactory

9.

Detail the appropriate management of issues surrounding elder neglect and or abuse.

**The suggested response for this question is approximately 20 - 40 words or 3 – 6 detailed bullet points**

Observe the behaviour , document it in a proper way and report it to the supervisor or manager for the further action.

**Assessor's Comments (if applicable):**

-

None

✓ Satisfactory

✗ Not Satisfactory

10.

Older persons will experience a range of physical and psychological / mental health issues as they further age. List two changes that may occur under the following headings.

**The required response for this question is two (2) detailed examples per item**

**a) Cognitive**

Please provide two examples

Loss of memory - Memory loss that disrupts daily life may be a symptom of Alzheimer's or other dementia. Alzheimer's is a brain disease that causes a slow decline in memory, thinking and reasoning skills. There are 10 warning signs and symptoms. If you notice any of them, don't ignore them.

Confusion - Confusion is the inability to think as clearly or quickly as you normally do. You may feel disoriented and have difficulty paying attention, remembering, and making decisions. The major areas of the brain have one or more specific functions.

**b). Social**

Please provide two examples

Isolation - Due to age they start feeling disconnected from the world sometime which can lead to a isolation.

Anxiety - With certain age sometime people get anxious in the crowd and do not want to be the part of public gatherings which can slowly lead to depression.

**c). Environmental**

Please provide two examples

Moving from family home to age care - Sometimes they feel that they are going to loose their independence by moving in age care.

Loneliness - Sometime due to coming from a family and then stay along in a room can cause them loneliness and make them sad.

**d). Physical**

Please provide two examples

Loss of mobility - In a certain age people start loosing their mobility which can put great impact on their independence.

Skin care - their skin can be very due due to lack of care.

**Assessor's Comments (if applicable):**

-

None

✓ Satisfactory

✗ Not Satisfactory

11.

Detail the appropriate actions in response to the above-mentioned problems including when to refer and to whom.

The suggested response for this question is approximately 15 - 30 words per item

**a). Cognitive**

Please provide two examples

Monitor the client if client is having a memory loss, document it and report it to the nurse in charge or supervisor.

**b). Social**

Please provide two examples

Encourage the client to make contacts, Interact with them and make sure they can listen you if you feel they are not able to hear you then there might be a wax in their ears so report it to the supervisor.

**c). Environmental**

Please provide two examples

We can encourage client to bring something from their home so that they can feel like a home. Talk to them and let them why the modification is required so that they can understand and do not feel bad to moving in age care.

**d). Physical**

Please provide two examples

They can be seen to physio, for a skin care encourage them to wear long sleeves whenever they are going out and advise to use moisturiser.

**Assessor's Comments (if applicable):**

-

None

✓ Satisfactory

✗ Not Satisfactory

12.

Research and list (5) five relevant community and support services.

The required response for this question is five (5) detailed examples

**Example 1:**

My age care - My Aged Care aims to make it easier for older people, their families, and carers to find information on ageing and aged care in Australia. We provide online information and trained call centre staff to help you get an older person's needs assessed and to find and access services.

**Example 2:**

Australian multicultural community services - To improve lives through care, support and empowerment. They provide Home Care Support Centre-based Respite, Social Support Groups, Support and Relief Services, Volunteer Visiting Programs, Adult Community Education, Help to find work.

**Example 3:**

Ambulance Services - They are a provision of pre-hospital emergency care and the transport of the sick or injured. In New South Wales, Tasmania, Queensland and the Australian Capital Territory, ambulance services are services that relate to the provision of first aid.

**Example 4:**

Counselling Services - It is the process of assisting and guiding clients, especially by a trained person on a professional basis, to resolve especially personal, social, or psychological problems and difficulties.

**Example 5:**

Welfare Support Worker - Welfare support workers provide support, information and advice to people through a range of person-centred services. They provide support for their clients who are experiencing emotional, financial, health, housing and other social welfare issues.

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

**13.**

What are the principles and practices of case management and what guidelines must it follow?

**The suggested response for this question is approximately 50 - 100 words and/or 5 – 8 detailed bullet points**

Case management is a collaborative process to meet the clients needs of assessing, planning, facilitating and advocacy by all the stake holders. It is a holistic approach focusing on the client quality of life including the individual care plan and also other ongoing services to the client. This process is coordinated and monitored to assist the client in achieving their goals.

The guidelines the case plan follows is to document the clients needs, problems and goals, implement the service and strategies and then evaluate the plan. As each client has different needs and individual care plan or service is essential.

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

**14.**

What are the organisation Standards, Policies and Procedures relevant to the coordination of services to older people?

**The suggested response for this question is approximately 20 – 30 words or 3 – 5 detailed bullet points**

Consumer dignity and choice  
Ongoing assessment and planning with consumers  
Personal care and clinical care  
Services and supports for daily living  
Organisation's service environment  
Feedback and complaints  
Human resources  
Organisational governance

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

15.

In your own words, briefly describe what is meant by Accesses and Equity and how might resident's access services in an equitable manner in an Aged Care Facility?

**The suggested response for this question is approximately 40 – 60 words and/or 4 – 5 detailed bullet points**

Access and equity in the context of service delivery is a fancy way of saying that we should make treat people fairly in the work we do. This is a human rights approach. Human rights are not just about 'formal equality,' which means treating everyone the same. Organisation can provide these services in many ways such as they can be responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level etc.

**Assessors Comments (\* if applicable)**

-

None

✓ Satisfactory

✗ Not Satisfactory

16.

Who would you consult in the following situations? Provide two (2) examples for each.

**The required response for this question is two (2) detailed examples per item**

**a).**

Working with a Client with advanced dementia?

1.	Neurologist - Neurologists are specialists in the diseases of the nervous system
2.	Psychiatrist - Psychiatrists specialise in the assessment and treatment of mental disorders.

**b).**

The mother of a 35 year old daughter with an intellectual disability?

1.	Primary care doctor - ho provides comprehensive and ongoing general medical care, but you may have several primary health professionals you see regularly.
2.	Psychologists - psychologists assess, diagnose, and treat the psychological problems and the behavioural dysfunctions resulting from, or related to physical and mental health.

c).

A Client with very unstable blood pressures - HFR?

1.	Cardiologist: They are the specialists who have training and expertise in diagnosing and treating heart and blood vessel disease.
2.	Dietitian - The dietitian will ask detailed questions about current diet, exercise habits, general health and lifestyle.

d).

A Sri Lankan Client who only speaks Tamil and has AIDS?

1.	Sri Lankan community association an association for all Sri Lankans which is providing a common meeting ground for persons of Sri Lankan origin and to integrate with the Australian community.
2.	Family - They can be consulted to know more about client's preference and limitations.

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

Assessment Task 2: Case Studies

## Case Study 1 - Collaboration

Peter is an experienced PCA. He has been caring for his own mother, Jill who is 78 years of age. Jill suffers from early onset of depression and M.S. managed via medication. Jill's level of care is complex; she requires assistance with all her ADL's, medications, transport and her financial matters.

**YOUR ROLE:** You are part of the Health Care Team supporting Jill who is living in her home with her daughter (25 years of age) and supporting Peter, the carer. Recently Peter was involved in a motor bike accident. He has fully recovered but has limited movement in his left arm and walks with a limp (left leg sustained multiple fractures and he takes pain medication to assist). Peter's injuries have been affecting his capacity to care for Jill recently.

**You have just arrived at Jill's home and you find both Peter and Jill still in bed. Jill is anxious as she hasn't had breakfast and doesn't know where Peter is.**



1.

How will you support Jill to seek advice and assistance from relevant health professionals about additional support?

**The suggested response for this question is approximately 20 - 40 words**

Reassure the client first, comfort the client, get her out of bed and get her breakfast, organise some help for her, contact health professionals to assess the client and environment, document your observations and as soon as I leave will contact the supervisor.

**Assessors Comments (\* if applicable)**

-

None

✓ Satisfactory

✗ Not Satisfactory

2.

List (3) three needs Peter may have which could be affecting Jill?

The required response for this question is three (3) detailed examples

1.	Mobility - He cannot perform any task properly due to less movement in arm and noting moving properly which is affecting Jill.
2.	Depression - He is feeling depressed due to current situation and cannot provide proper care to Jill.
3.	Pain Level - While performing anything for Jill his pain level can increase which can also put impact on Jill as he will not be able to care for her.

Assessor's Response (if required):

-

None

✓ Satisfactory

✗ Not Satisfactory

3.

List the issues that you need to report to your supervisor. List (2) two for each of them.

The required response for this question is two (2) detailed examples for both subjects

Peter:

1.	He is still in a lot of pain.
2.	He does not appear to be able to continue with his mum's complex care

Jill:

1.	She can be anxious as she needs assistance for almost all the daily tasks and peter's current situation can make it worse for Jill.
2.	Due to memory loss she might forget that peter has a bike accident and due to which she can start expecting from him what he used to do for her care.

Assessors Comments (\* if applicable)

-

None

✓ Satisfactory

✗ Not Satisfactory

4.

Dual Diagnosis: What are Jill's mental health issues and how might these affect her functional levels as she begins to age further and so what may you need to consider as a carer for the future care of Jill?

**The suggested response for this question is approximately 25 - 50 words and/or 3 – 5 detailed bullet points**

Due to dementia her ability to do everyday task will reduce, memory loss, she will lack emotional support, mobility can be effected due to pain in body, she may have difficulty in swallowing and she may need counselling.

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

5.

What support and/or respite could be offered to Peter?

**The suggested response for this question is approximately 25 - 50 words and/or 2 – 4 detailed bullet points**

Pain management, respite service for a Jill for one day a week to allow peter sometime for him, home care package can also be offered to the peter and we can offer my age care as well.

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

## CASE STUDY 2:

### Case Study 2 - Liaise and Support

Matthew is a 65 year old paraplegic and his care plan includes hydrotherapy twice a week. He has a range of rashes over his body and you suspect these may be allergy related. It is making it too difficult to continue with his therapy. It could be the chemical treatment of the water in the hydrotherapy facility.

1.

Who would you need to consult with to arrange an alternative to hydrotherapy?

**The suggested response for this question is approximately 20 - 30 words or 2 – 3 detailed bullet points**

With GP to organise a referral to go to dermatologist and can also continue the treatment in the salt water.

**Assessors Comments (\* if applicable)**

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------



2.

How will you support Matthew to seek seek advice and assistance from relevant health professionals?

**The suggested response for this question is approximately 25 - 50 words and/or 3 – 4 detailed bullet points**

I can explain the services offered to him, I can ask him if he want to research for the options availability for his treatment. I can make an appointment for him. If he is happy with the advice then encourage him and support him during the process.

**Assessors Comments (\* if applicable)**

-

None

✓ Satisfactory

✗ Not Satisfactory

### CASE STUDY 3:

#### Case Study 3

Jodi is a 93 year old person and her primary carer is her husband John, he is 87. John is finding it taxing to continuously care for Jodie.

1.

What strategies and information could you use/present to Jodie and John to establish effective/ helpful goals for themselves?

**The suggested response for this question is approximately 20 - 30 words or 2 – 3 detailed bullet points**

I will talk to them to discuss their needs and can offer them assistance to help them. I can explain them the support services which are available for them to reduce John's workload and provide care to the Jodi.

**Assessors Comments (\* if applicable)**

-

None

✓ Satisfactory

✗ Not Satisfactory

2.

How would you support them to access and negotiate the required community support agencies?

**The suggested response for this question is approximately 25 - 50 words and/or 3 – 4 detailed bullet points**

I will check what information they both need and then I can help them to contact the community agency which can provide them assistance. As a carer before leaving from there I will make sure that everything is good and sorted, then only I can leave.

**Assessors Comments (\* if applicable)**

-

None

✓ Satisfactory

✗ Not Satisfactory

3.

What impact would caring for Jodi have on John?

The suggested response for this question is approximately 25 - 50 words and/or 3 – 4 detailed bullet points

He may feel bad or hurt as he is not able to give proper care to his wife. We can tell him that he can do other things to spend time with her wife which will be easy for him and he and his wife both will feel good.

Assessors Comments (\* if applicable)

-

None

✓ Satisfactory

✗ Not Satisfactory

#### CASE STUDY 4:

### Case Study 4 - Carer Respite and Support

Janelle is a residential carer in your community. She is also caring for her elderly father whom she lives with. As her father's needs increase Janelle is finding it difficult to cope with both her job and the fulltime role of carer for her father, however is reluctant to put him in respite as he gets very anxious.

You are aware that Carer respite and support are essential to ensure quality of care for both the carer and the Client.

- **Research and list (2) two Respite Services in your community that could assist Janelle.**
- **Detail their contact details, the range of services they provide and how this will support Janelle with the care of her father.**
- **Write a brief script of what you could say to Janelle and her father to encourage them to use a respite facility.**

Example:	Respite Service:
1.	Villa Maria Respite Care - They provide at-home aged care service, disability service, residential service, retirement living, carer support, early learning and therapy etc. They can contact them through email, phone, can post and visit to the facility- It can help Janelle to get sometime for herself and her father can get good care there.
2.	Aveo Live well - They provide Care & Support, social activities, food & nutrition, maintenance team, domestic assistance, technology, home care, respite care. They can be contacted through phone, in facility or by submitting the online form. They can help her father to engage in social activities which will make him happy and Janelle can also be relaxed

**Script:**

**The suggested response for this question is approximately 100 – 200 words**

In this situation, it is required to communicate with Janelle and her father very clearly to make them understand that they need a assistance for the betterment of both. I would tell them if they are using respite care will provide her father a change of environment which will not make him feel isolated at home all time also Janelle can feel good if her father is not feeling sad as she is not able to give enough time to him. Secondly, I will explain Janelle that as a full time carer for her father and doing job also can put a bad impact on her health as well which will increase the difficulties for her and father both so she needs to take action now only to not let the situation get worse. I will let them know that respite service is to help them and not to create any issues in their life and they will definitely will good with this change. Also, her father will be able to meet new people and communicate with them which will make happy and he will not feel that he is the only one who has health issues and will take it easily and enjoy his life.

**Assessor's Comments (if required):**

-

None

✓ Satisfactory

✗ Not Satisfactory

**Assessment Task 3: Coordinating Services to Older People**



Please see attached below, a copy of a Care Management Plan that has been completed for a fictional Client named David Smyth, who has the need for external service provider/s.

You may build on the information you already researched in Assessment Task 1, Question 4 if the service provider/s suit this Client.

Your project must be a **minimum of 1200 words (the word count does NOT include the questions)**.

**Please number each section of your information to ensure the assessor can clearly identify that all areas have been addressed.**

1. Prioritise the needs and goals of the Client in the care plan;
2. Research, list and describe the relevant community/support services and/or appropriate service provider/s for your Client;
3. Explain the exact steps required to organise and coordinate the service/s and to apply the principles and practices of case management;
4. Write down a script of what you would say when consulting with the Client who is an older person, e.g. what questions could you ask them to assess what they feel their own needs, goals and preferences are;
5. Write down a script of what you would say when liaising, negotiating and coordinating with personnel and service providers
6. Write down a script of the questions you could ask the service provider to ascertain their understanding of the individualised plan and their roles and responsibilities;
7. Explain what organisational Standards, Policies and Procedures you would need to follow
8. Explain what signs would be evident that the service provider/s are no longer able to provide the level of service required for your Client
9. What action would you need to take minimise disruption to service delivery for your Client
10. This section is about coordinating feedback, so address the following:
  - Write a script about what you would say to explain to all service providers the mechanism/s for providing feedback on the effectiveness of the individualised plan
  - Write a script about what you would say to obtain feedback from service providers on the effectiveness of the individualised plan
  - Explain the procedure to report the feedback from service providers (on the effectiveness of the individualised plan) to the supervising health professional
  - Write a script about what you would say to obtain feedback from the older person and/or their advocate and the procedure to report the information supervising health professional
  - Explain what you would do to support the older person to seek advice and assistance from relevant health professionals when their goals are not being reached

**PLEASE NOTE:** You can complete this in the box provided below or complete externally and attached a PDF in the link provided below.

 [CHCAGE003-Assesment-Task-3\\_-\\_DAVID-SMYTH\\_-\\_Care-Plan-COMPLETED.pdf](#)

### Option 1:

Complete this assessment in the box below:

#### 1. Goals

Communication - To maintain two-way communication. To maintain a positive attitude/mood.

Mobility - To ambulate independently.

Toileting & Continence - To maintain dignity and optimal skin integrity.

Personal Care - To maintain independence, personal hygiene, skin integrity & dignity.

Pressure area & skin care - To maintain skin integrity, reduce the risk of pressure areas & infection.

Eating & Drinking - To maintain a healthy weight & food/fluid intake.

Social Activities - Increased social activities by encouraging David to attend wheelchair-friendly activities.

#### 2.Services

Currently:

GP : Will assist with medical intervention and pain relief.

Physiotherapist : Will treat David's physical injuries through a range of passive and active exercises which target his specific physical needs.

Occupation Therapist : Will help David achieve a satisfied state on life, through the use of purposeful activity designed to promote health and

improve the highest level of independence.

David was also diagnosed with Type 1 diabetes which has led to some health complications such as legs amputations as a result of gangrene. Some other service providers that could support David are:

Diabetes Australia : They work to raise the awareness about the seriousness of diabetes, promotes prevention and early detection strategies and advocating for better standards of care.

Hearing Australia : Provide hearing services to help Australians rediscover the joy of sound, keeping you connected to the people and life you love.

3. Service coordination places the client at the centre of service delivery to maximise their opportunities for accessing the services they need.

Case management is a collaborative process of assessment, planning, facilitation and advocacy.

In line with that, we will interview David to do an assessment of his current problems or needs. Identify David's goals and then develop an individual plan with him which will document exactly what will be done so that the goals can be achieved.

To facilitate David in attaining his goals, we would locate appropriate services from one or a number of sources, and then co-ordinate the activities of all the people who might be involved in supporting David by facilitating communication between all service providers involved in David's care. This will ensure everyone is heading in the same direction and David doesn't either miss out on a particular treatment. Evaluation of David's care plan should take place on a regular basis to determine that his goals are still appropriate in terms of client and service providers.

4. To David

Acknowledge to David that he has had some major health issues that have impacted him physically. His Type 1 diabetes has led to some health complications that have resulted in both legs amputated because of gangrene. Praise him for his goal of wanting to walk independently.

Questions to ask him:

How is he feeling as a result of this drastic life change?

Would he like to do some more exercise such as some walking with a volunteer on other days?

If the leisure & lifestyle staff organise lawn bowls at the facility, would he like to attend?

Would he like to join his friends at lawn bowls, if we organise transport for him?

We noticed his loss of appetite, is it the food that he finds less palatable? What are some of his favourite food/dishes that we might be able to accommodate?

Would he like to see a Counsellor to deal with his depression?

5. David was a Design Engineer who was quite independent before his legs amputation. He wears glasses when working on his model trains. He tends to use his hearing aids only when going out, which can be quite frustrating for people at other times.

He has Type 1 diabetes, is insulin dependent and had both legs amputated due to gangrene. He is now trying to walk using prosthetic legs. He is very keen in getting back to walking independently without any support.

He is in high care at the moment, requiring assistance when transferring from his bed and with all aspects of personal care.

He has been quite irritable and his appetite has not been great which may be due to his depression. His family visits him regularly, twice a week.

He was socially active, regularly playing lawn bowls prior to his amputation.

6.

Audiologist - What can be done to encourage David to use his hearing aids regularly. Can they check if the hearing aids are uncomfortable or the sounds irritate him?

Diabetes Australia - How could they help David manage his diabetes and develop a healthy eating and exercise plan that is right for him?

Physiotherapist and Occupational Therapy - Can they give David some exercises to do everyday which will build further his confidence in walking.

Leisure & Lifestyle staff - Can they arrange some of the activities that David enjoys, such as indoor bowls and encourage David to attend?

Counsellor - Can he get David to talk about the things that have changed his life dramatically and his goals for the future?

7. Will need to follow:

The policies and procedures in respecting a service user's rights and privacy. Exercise duty of care in protecting the client's information when transferring information from one service provider to another.

Charter of Aged care rights - Refer David to the right service, at the right time, and in the right place.

David's consent is necessary before disclosing any information about him.

8. Signs that the service provider/s are not able to provide the level of service required for the client are:

Agency limitations, eg: the client may be requesting services that are beyond the scope of agency.

Worker limitations, eg: lack of experience or insufficient skill base

Need to address specific emotional support requirements that they do not offer

To address client's requirements that outside of the normal nine to five working day

To address specific cultural or religious difference that they unable to meet

9. To minimise disruption to service delivery:

Need to continually improve the skills and knowledge of aged care staff.

Find other ways of doing things and obtain support of ideas.  
Look for support system from Specialist staff or services.  
Seek formal support from health, welfare and disability services provided by the governments.

10. a) We need to constantly collect feedback from a variety of sources, including clients, client families, care workers, case coordinators, external consultants and service providers in order to evaluate the success of programs or if unsuccessful this indicates a need for change. We can obtain feedback through face to face interviews, questionnaires, observation and input from experts.

b) How is the client responding to the services he is currently receiving?

Is he reaching his goals or do they need to be changed?

Does the staff have adequate skills to deliver a particular service?

c) Procedures to report the feedback from service providers:

Collect and record the information.

Analyse the information and then report to various health professionals.

d) To David:

Ask him if he feels the physiotherapist and occupational therapist session are helping him in his efforts to walk?

Is he happy with the way they communicate with him?

Does he attend the bowls activities organised by the Lifestyle staff and if so, how does he find that?

How does he find the Counselling session? Does he feel comfortable and relaxed with the Counsellor?

Does he find it easy to communicate with Diabetes Australia and is the diet they suggest helping him?

Once the information from the client has been collected, it will be recorded and then analysed to determine the validity of the client's comments and feedback about service provision. Finally it will be reported to various organisations.

e) Advise the client to seek a different service provider because the organisation may no longer deliver the required services. If the client's needs have changed, then the changes in the client's condition may mean the service is no longer appropriate, the goals are not being reached.

## Option 2:

Please use this link to attach your completed assessment below:

-

None	✓ Satisfactory	✗ Not Satisfactory
------	----------------	--------------------

Assessment Complete

# Well Done!

**You have now completed  
all the Assessment Tasks  
in this workbook.**

**Your Trainer will advise  
you on the next step in  
completing your course.**

Please note that the following pages in this workbook are  
Work Sample Evidence, Reasonable Adjustment,  
Feedback on the Assessments and Overall Mode One  
Assessment Outcome, these are only to  
be completed if required.

**Please click below to save and  
submit this workbook.**

### Evidence Upload for Work Sample

Here you are able to upload evidence of your work sample, this can be photographs, video or audio evidence along with any file required.

-

### Work Sample Evidence

Please identify the evidence that you upload in the table below

Attachment Number	Attachment Description	Attached Yes	Attached No
1.	-	<input type="checkbox"/>	<input type="checkbox"/>
2.	-	<input type="checkbox"/>	<input type="checkbox"/>
3.	-	<input type="checkbox"/>	<input type="checkbox"/>
4.	-	<input type="checkbox"/>	<input type="checkbox"/>
5.	-	<input type="checkbox"/>	<input type="checkbox"/>

### Students Comments

-

### Assessors Comments (\* if applicable)

-

Reasonable Adjustment Information

### Reasonable Adjustment Information

Reasonable Adjustment details applied to this student

### Confirmation of verbal responses if required

☐ I declare that the student and I have verbally answered, clarified and provided the responses as listed above.

### Verbal Response Upload

A audio recording along with any support evidence if required can be uploaded to the training record here.

-

Or

What reasonable adjustment was made:

-



**Why this adjustment was made:**

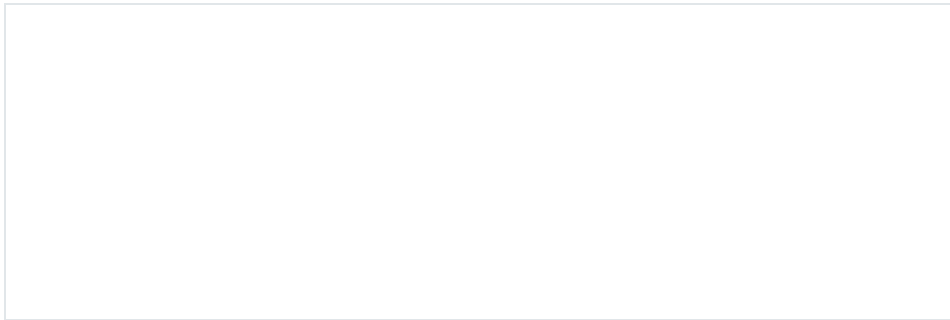
-

**Assessor Declaration**

☐ I confirm that the reasonable adjusts have been made as listed above.

**Assessor Signature**

If able please sign below:

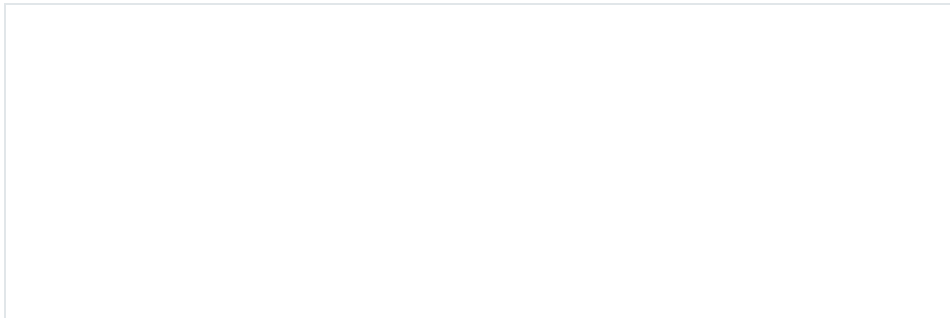


**Student Declaration**

☐ I agree with the reasonable adjustment made as listed above and I was consulted in the adjustments made to suit my individual needs.

**Student Signature**

If able please sign below:



**Feedback on the Assessments**

**Feedback Form Instructions:**

In an effort to continuously improve our Assessments, please feel free to document any feedback or suggestions you may have.

This feedback will be used by our programs and quality teams for further review and consideration.

**Feedback:**

-

**Overall Mode One Assessment Outcome**

Assessment Guide

Assessment Guide	
Satisfactory Outcome	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Made and is satisfied that all requirements have been met.
Not Satisfactory Outcome	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Made and is not satisfied that all requirements have been met.

Student Instructions

You are able to SAVE this assessment if required and this will allow you continue to make changes,  
Once complete please SUBMIT this assessment.

Overall Assessment Outcome

None