

A man with a full red beard and mustache, wearing a red, blue, and yellow plaid shirt, is shown from the chest up, looking down at a document or object in his hands. The background is plain white.

CHCCCS007 - Develop and implement service programs

Session 1- Introduction to Unit and Assessments

Acknowledgement of country

I would like to begin by acknowledging the Traditional Custodians of the land on which we meet today.

I pay my respects to their Elders past, present and emerging.

I would also like to acknowledge everyone who has joined us here today.



INTRO & Unit overview

Housekeeping

Intro to unit

What programs are there?

What need are they meeting?

Overview of assessments and requirements



Application

This unit describes the skills and knowledge required to engage consumers, analyse service needs of particular groups and develop programs and services to meet those needs.

This unit applies to workers coordinating or managing teams and operations in varied service delivery contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.



Elements define the essential outcomes

1. Engage consumers in the analysis of service needs
2. Develop programs
3. Implement and monitor programs
4. Evaluate programs

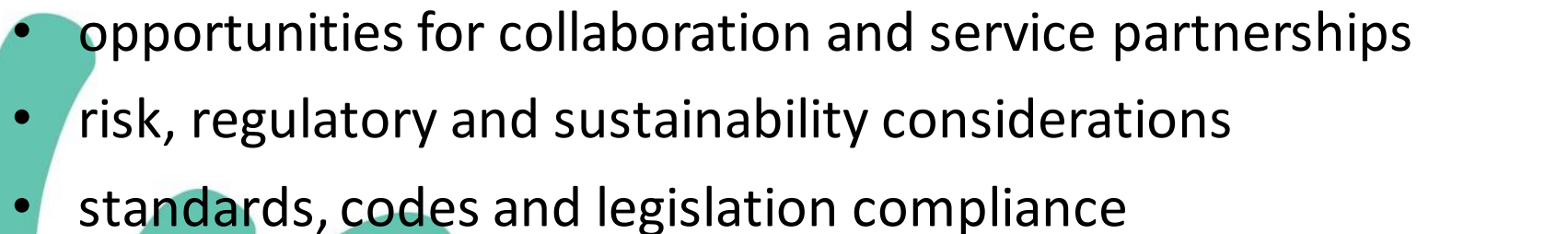


Knowledge Evidence

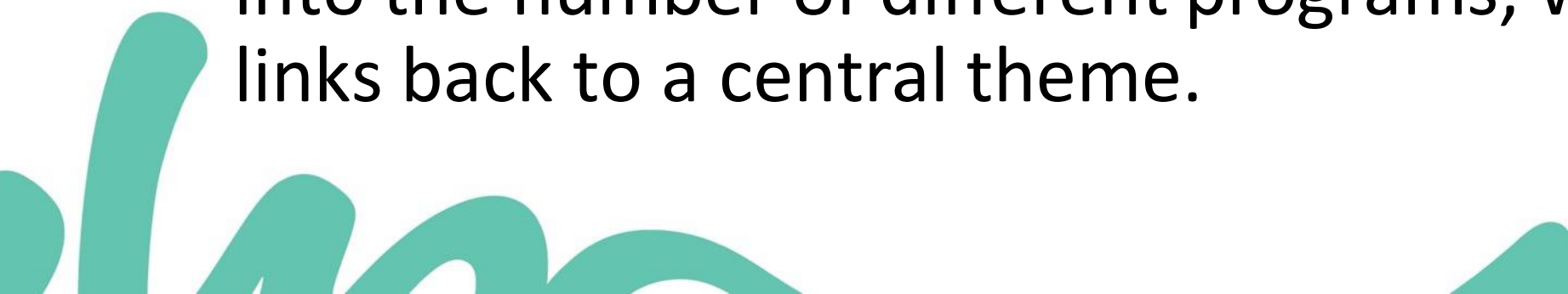
- The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:
- program planning principles and processes, including:
- program design
- program resourcing
- implementation systems and procedures
- feedback and complaints procedures



Knowledge Evidence cont..

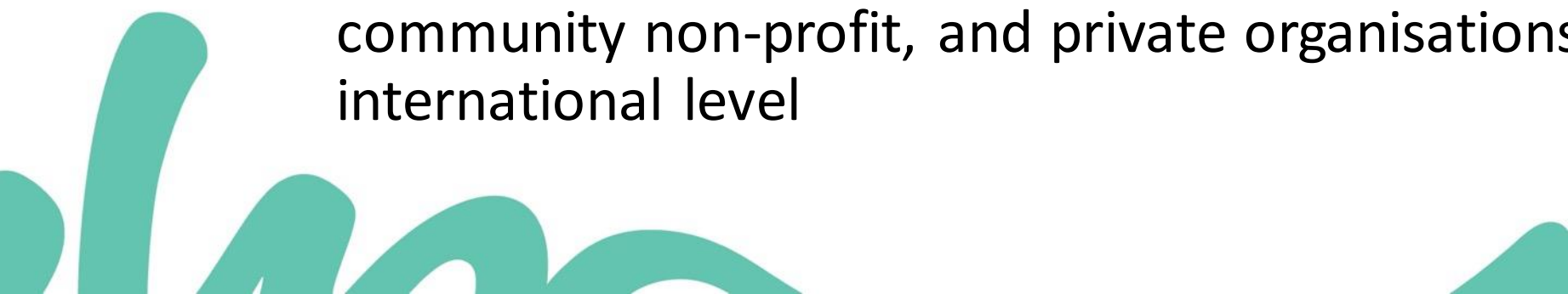
- evaluation and continuous improvement
 - accountability and governance
 - funding framework, including not-for-profit, government funding
 - supports needed for effective consumer participation at all levels of program planning
 - requirements of specific service user groups and individuals, including:
 - diverse and multi-faceted needs and issues service user participation opportunities and barriers
 - opportunities for collaboration and service partnerships
 - risk, regulatory and sustainability considerations
 - standards, codes and legislation compliance
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Understanding Programs what are they, and what purpose do they have in society.

- Participants in a program might be involved in sports, religion, community service, youth activism / leadership, youth service etc...
 - Topics covered can include empowerment, participation, youth decision making and the rights of young people. These topics are commonly imbedded into the number of different programs, which also links back to a central theme.
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Understanding Programs what are they, and what purpose do they have in society cont..


The focus of programs and the type of activities involved depend on a number of factors

- The type of program that is being designed
 - The need for the program
 - Location and resources available
 - culture and target group
 - Ideologies of both the individuals and organisations that are involved.
 - These programs can be offered by government agencies, community non-profit, and private organisations on a local and international level
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Develop understanding of program proposals and purpose

What is the reasoning for program proposals and the process involved?

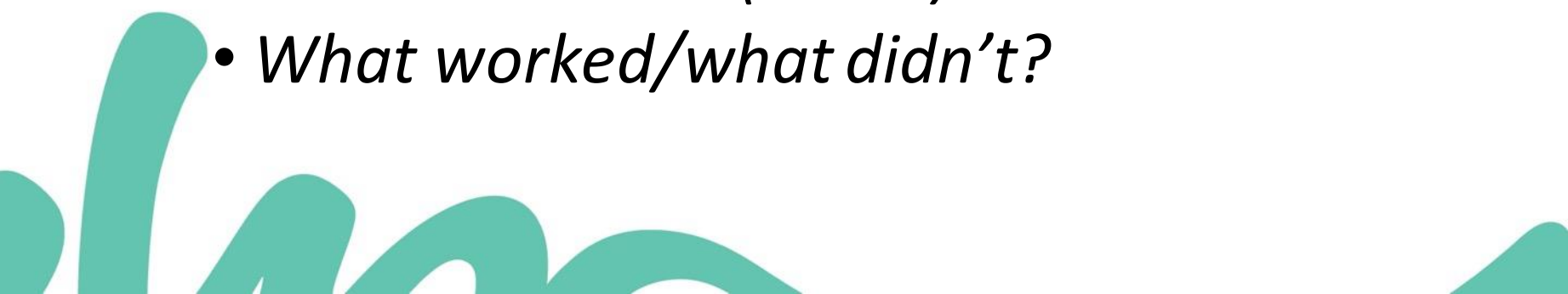
Factors of consideration to be mindful of when planning programs:

- *Aim/Objective*
 - *Identifying a need*
 - *Capacity within an organisation*
 - *Framework*
 - *Assessing Risk*
 - *Sustainability*
- 

Develop understanding of evaluation processes within program planning

Why all program require a clear evaluation strategy alongside to validate the programs aim and sustainability?

Identify the following key points:

- *Links to organisational strategies*
 - *Evidence based*
 - *Measurable objectives*
 - *Evaluation tools (How?)*
 - *What worked/what didn't?*
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Discussion: Identify groups of people who may benefit from accessing a community program.

Teacher list in notes section!



In groups research online one of the programs and find out:

How are they funded?

Government /state/other?

How long it has been running?

Do they partner with another organisation? If so, who?



Stakeholders—who are they?

- Stakeholders are ‘those individuals, groups of individuals or organisations that affect and/or could be affected by an organisation’s activities, products or services’ (AccountAbility 2011: 6).
- Stakeholders may include government agencies (federal, state and territory); APS staff; not-for-profit organisations; private sector organisations and businesses; representative, professional and peak bodies; educational institutions; international governments and organisations; individuals; communities; and the media.
- They may also include those to whom the APS is accountable, such as Ministers and the Parliament



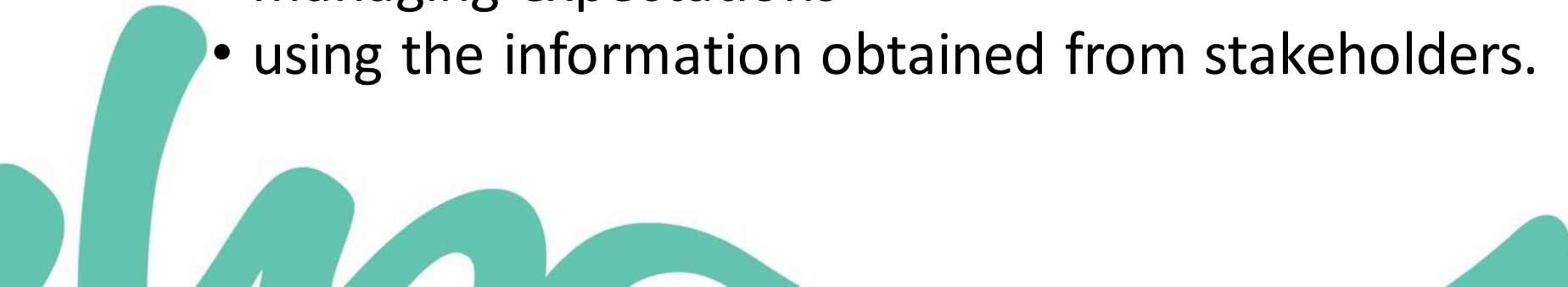
Engaging stakeholders

- Stakeholder engagement 'is the process used by an organisation engage relevant stakeholders for a clear purpose to achieve accce outcomes' (AccountAbility 2011: 6).
- It can provide useful information to shape the implementation of the initiative at policy, program or project level.



The key elements of effective engagement include:

- involving the right stakeholders
- ensuring a fit-for-purpose approach, with well-managed interactions
- managing expectations
- using the information obtained from stakeholders.



Communication and engagement

- The terms *communication* and *engagement* are not interchangeable, though they are inherently linked.
- Communication usually involves a one-way flow of information (whether by speaking, writing or other means), whereas engagement is about working with and involving stakeholders for a clear purpose—usually a two-way flow of information.
- There are different skills, tools and techniques for communication and engagement, and engaging with stakeholders will usually require a mix of both.




AST1 due week 4 –questions x 8

AST2 due weeks 12-16 see below:

Description of Project:

You are required to identify a Community Group that would benefit from the development of a Community Sector service program. Your broad task is to:

- Identify & define the cohort or community group
 - Determine their needs through investigation and consumer participation, internal and external stakeholder input
 - Develop a program to address the unique needs of the group
 - Document program identifying priorities, timelines and responsibilities
 - Implement the program
 - Evaluate the program
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Thank you for listening...

Any questions?



Chisholm

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References:

AccountAbility 2011, *AA1000 Stakeholder Engagement Standard*, at
www.accountability.org/images/content/5/4/542/AA1000SES%202010%20PRINT.pdf

Australian National Audit Office (ANAO), *Development and Implementation of Key Performance Indicators to Support the Outcomes and Programs Framework*

[Development and Implementation of Key Performance Indicators to Support the Outcomes and Programs Framework | Australian National Audit Office \(anao.gov.au\)](http://www.anao.gov.au/development-and-implementation-of-key-performance-indicators-to-support-the-outcomes-and-programs-framework)



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