# Simulation Guide

The simulation of the Practical Assessment is a set of tasks that must be completed in an environment with conditions similar to that of a real workplace.

This assessment will help the candidate demonstrate skill requirements relevant to providing person-centred services to people with disability with complex needs.

This simulation guide is designed for the Practical Assessment of **CHCDIS019 - Provide person-centred services to people with disability with complex needs (Release 1).**

The Practical Assessment includes the following:

1. **Case Study**

Detailed scenarios and simulated environments, providing all necessary information required to complete relevant tasks and activities.

1. **Simulated Practical Assignment**

A series of written practical tests assessing the candidate’s practical knowledge and understanding of the unit of competency.

1. **Simulated Assessment**

A set of practical tasks or activities completed according to set instructions and guidelines to meet the requirements of the relevant unit. A simulated environment with scenarios is provided to complete the tasks and activities.

## Contextualising the Assessment

Adapt/revise the instructions provided in each task so that they can be completed in a simulated environment. This may involve but is not limited to:

* Reflecting NDIS Code of Conduct relevant to the clients’ conditions

Note that even if the assessment is undertaken in a simulated workplace environment, it must still provide the candidate with access to all the resources required to complete this assessment, e.g. if the task requires the candidate to refer to organisational processes for administering subsidiary accounts and ledgers, they must still be provided with actual/simulated organisational processes for administering subsidiary accounts and ledgers.

**IMPORTANT:**

**Any preparation required to simulate the assessments must be completed before distributing the assessment workbooks and associated assessment tools to the students.**

**When simulating the assessments for the candidate, the assessor must ensure the assessment tasks and benchmark performance still address the relevant unit requirements and assessment requirements in compliance with Standards for RTOs 2015 Clause 1.8-1 Principles of assessment and Clause 1.8-2 Rules of evidence.**

## Task Overview

**The case study assessment consists of one task:**

1. Task 1.1 – Recognising When a Service or Support Worker Cannot Provide the Required Level of Service

**The simulated practical assignment consists of one task:**

1. Task 1 – Relevant Organisational Policies and Procedures

**The simulated assessment is divided into 10 tasks:**

1. Task 1.1 – Work with The Person and Their Family/Carers to Identify and Evaluate Their Needs

2. Task 1.2 – Work with Health Professionals and Colleagues to Analyse and Interpret Data

3. Task 2.1 – Work with The Person and Their Family/Carers to Develop the Individualised Plan

4. Task 2.2 – Consult with Experts and Health Professionals

5. Task 2.3 – Access Services and Supports

6. Task 3.1 – Work with Supervisor in Coordinating the Delivery of the Individualised Plan

7. Task 3.2 – Discuss Roles and Responsibilities with the Person and Service Delivery Team

8. Task 4.1 – Monitor the Delivery of the Individualised Plan (Several Instances)

9. Task 4.2 – Consult With The Supervisor

10. Task 4.3 – Contribute to Evaluation of and Improvements in the Individualised Plan

## Case Study

The following case studies are provided through the Lotus Compassionate Care simulated environment:



[Lotus Compassionate Care](https://compliantlearningresources.com.au/network/lotus-v2/)

[Person-centred Services to People with Disability With Complex Needs](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)

*(username: newusername password: newpassword)*

**Case Study**

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| You are a disability support coordinator at Lotus Compassionate Care.  Lotus Compassionate Care is a non-profit organisation providing services to the Cascade Peak community and is committed to providing the highest quality of care. Established in 2006, Lotus Compassionate Care is governed by a management committee which is elected annually by the members.  As a disability support coordinator, your tasks include the following:   * Evaluating and prioritising the needs of a person with complex support issues * Developing an individualised plan to achieve maximum quality of life * Coordinating the delivery of the individualised plan * Coordinating the monitoring, evaluation and review of the individualised plan. |

# Case Study

## Case Study 1 – Bruno M.

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| **SCENARIO**  Bruno is a 59-year-old man with osteoporosis, receiving individual support at the residential aged care facility. Furthermore, he suffers from post-traumatic stress disorder (PTSD), following the death of his wife a year ago.  Due to his worsening condition, Bruno needs a higher level of assistance with mobility support. You observed that for the past week, it has become more difficult for Antonio, Bruno’s support worker, to transfer him from the wheelchair to his bed. As per Bruno’s existing plan, Antonio is required to perform manual handling to transfer Bruno onto the bed. However, it takes Antonio several minutes to get the job done.  One time, you witnessed an incident wherein Bruno loudly and aggressively complained, through verbal outbursts, to Antonio while he was being transferred onto the bed. You approached Bruno to talk about the incident.  ‘Oh, Antonio is a pain! I feel a lot of discomfort when he lifts me, and it is frustrating that it takes him too much time to transfer me onto the bed.’ says Bruno. ‘I need somebody stronger and better-trained who can lift me properly, or perhaps, a more advanced equipment that could do it way better than he does!’  Following the incidents that occurred, you anticipate that changes in Bruno’s provision of care are necessary. For this reason, you noted down important information for future reference. |

## Task 1.1 – Recognising When a Service or Support Worker Cannot Provide the Required Level of Service

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| Application  Description automatically generated with low confidence | In this task, the candidate must answer the questions relevant to Bruno’s situation presented in the case study scenario.  The candidate must refer to the case study scenario to answer the questions. |

# Simulated Practical Assignment

## Task 1 – Relevant Organisational Policies and Procedures

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| Application  Description automatically generated with low confidence | In this task, the candidate must answer the questions relevant to their organisation’s policies and procedures.  This task will require the candidate to access the following documents:   * The organisation’s policies and procedures relevant to the following: * Documentation of the use of restrictive practices * Developing and managing individualised plan * Documenting information * Seeking feedback from stakeholders * Monitoring and evaluating individualised plans   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/). |

# Simulated Assessment – Part A

## Case Study 2 – Samantha G.

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| **SCENARIO**  Samantha, a 35-year-old woman, is a person with complex support needs. She has cerebral palsy and is non-verbal, requiring assistance with all activities of daily living. Samantha is an active member of the Cascade Peak community and has been receiving services from Lotus Compassionate Care for the past five years. She is known for her vibrant personality, love for art and her deep connections within the community.  She lives with her elderly mother, Mrs. Alice, who has been her primary carer for many years.  Dr. Emily Martinez, a specialist in developmental disabilities, is Samantha's health professional, overseeing her medical and therapeutic needs. Dr. Martinez works closely with the team at Lotus Compassionate Care to ensure Samantha's health is in the best possible condition.  Jane, a colleague at Lotus Compassionate Care, has been working as a disability support worker for several years and is familiar with Samantha's needs. You and Jane will be providing support to Samantha and her mother in performing daily living activities. |

## Task 1.1 – Work with The Person and Their Family/Carers to Identify and Evaluate Their Needs

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| Application  Description automatically generated with low confidence | In this task, the candidate must meet with the person with disability and their nominated companions to identify and evaluate their needs, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The organisation’s policies and procedures for working with the person with disability and their nominated companions   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The candidate’s job description   The candidate must refer to [Disability Support Coordinator Job Description](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/).  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the person with disability and their nominated companion to identify and evaluate their needs.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 1.1 Person A Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ESK3YVUObVREiGwKenI-qPIB6xohqbPw2srXLgpWR58Nyg?e=XcA2cY) * [CHCDIS019 Task 1.1 Nominated Companion (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EcpnS_JEc2lIuJIgSIXbkIoBUnbMcmKLZRpqe7ppSHEd3w?e=Ad31RW) |

## Task 1.2 – Work with Health Professionals and Colleagues to Analyse and Interpret Data

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| Application  Description automatically generated with low confidence | In this task, the candidate must conduct a meeting with relevant persons to analyse and interpret data, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 1.1. * The person’s existing records   The candidate must refer to the following:   * [Case History (Person A)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * The person’s assessments from health professionals   The candidate must refer to the following:   * [Behaviour Support Plan (Person A)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with relevant persons to analyse and interpret data.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 1.2 Healthcare Worker (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Eb91dzSx0DxJtD1zoD7bC0sBJFy2OGkbCoeS4hqY1sa25w?e=Obiy5g) * [CHCDIS019 Task 1.2 Colleague (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ERnk2_NtiwlPhwYMaucmBUoBy-cbh0-y0VF9PlHWQxlDAg?e=auGjE1) |

## Task 2.1 – Work with The Person and Their Family/Carers to Develop the Individualised Plan

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| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must work with the person and their family/ carers to develop the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 1.1. * The meeting minutes completed by the candidate in Task 1.2. * The support agency’s official channel of communication   The candidate must refer to [Support Agency Service Request Form](https://forms.gle/9EQeEjbo6HABUk6X7).   * The organisation’s policies and procedures for working with the person with disability and their nominated companions   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The NDIS Code of Conduct   The candidate is expected to perform their own research into the best practice guidelines relevant to working with the person outlined in the Code of Conduct.  The assessor is expected to contextualise the Workplace Assessment Task 2.1 Observation Form to reflect best practice guidelines relevant to working with the person outlined in the Code of Conduct.   * The organisation’s individualised plan template   The candidate must refer to the **Individualised Plan** template provided with their workbook.  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the person with disability and their nominated companion to develop the individualised plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.1 Person A Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EQJL3sYvuXJInU1KC4NyzFUBYi7PKlsr3eOhMsyb032pFw?e=Kex0ee) * [CHCDIS019 Task 2.1 Nominated Companion (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ESoMGsFa7hRLnN4_5KR7iKwBUVwvf0ngkZe3vEqoQi5eQg?e=QeFurP) |

## Task 2.2 – Consult with Experts and Health Professionals

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| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must consult with relevant experts and health professionals during the development of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan partially completed by the candidate in Task 2.1.   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with relevant experts and health professionals to further develop the person’s individualised plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.2 Social Worker (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EXT4JRajjVhDuCU3PLI-HtABB9gdFmeBTvNvZ469HUMDXw?e=JDQ2AY) * [CHCDIS019 Task 2.2 Health Professional (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EU7V0JE4ZblHpUhFTA_wdsgBbiHGONoO7xTS6y1c5ANrmw?e=REq9Aj) |

## Task 2.3 – Access Services and Supports

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| Application  Description automatically generated with low confidence | In this task, the candidate must access and negotiate for services and supports needed by the person.  This task will require the candidate to access the following documents:   * The individualised plan partially completed by the candidate in Task 2.2.   This task will also require the candidate to take part in a roleplay activity to simulate service providers negotiate for services and supports needed by the person.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.3 Service Provider 1 (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EZZ1eudVPm1Gp2PirvGGnKcB3aFR8cEbYj4tkjnv7e_PHg?e=kI5Czt) * [CHCDIS019 Task 2.3 Service Provider 2 (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EV6T1-69DixNl4__CAttBgMBPojsv1ESD4nJAwOMoHIzdA?e=3vGfht) |

## Task 3.1 – Work with Supervisor in Coordinating the Delivery of the Individualised Plan

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| Application  Description automatically generated with low confidence | In this task, the candidate must meet with their supervisor to discuss and coordinate the delivery of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The information about the support workers   The candidate must refer to the following:   * [Behaviour Support Plan (Person A)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker A](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker B](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Healthcare Worker](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meet with their supervisor to examine the skills and qualifications and experience of support workers.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 3.1 Supervisor (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ef_62ETKiNpIh_b7Xw3GDVQBR1IsEVx7meFFg76J3iJrLg?e=3N62UG) |

## Task 3.2 – Discuss Roles and Responsibilities with the Person and Service Delivery Team

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| Application  Description automatically generated with low confidence | In this task, the candidate must meet with all relevant stakeholders and discuss with them the person’s individualised plan and their roles and responsibilities within that plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The information about the support workers   The candidate must refer to the following:   * [Behaviour Support Plan (Person A)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker A](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker B](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Healthcare Worker](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with all relevant stakeholders and discuss with them the person’s individualised plan and their roles and responsibilities within that plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 3.2 Person A Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ESchq1E9g0RCqQifLhfuoAcBI2Lu3HamrI1Spihk-2_P4g?e=lpwxI1) * [CHCDIS019 Task 3.2 Nominated Companion (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EfOi5hMqwY1Cl8UuK--WwDoBIKf2CAfX4v8aDXHVp948cA?e=svyWlW) * [CHCDIS019 Task 3.2 Service Delivery Team (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EXGpmb_JfQpFl8q_J1MemDoBFPEAJZzcj5DsNMMzCmV0og?e=ibEDYl) |

## Task 4.1 – Monitor the Delivery of the Individualised Plan (Several Instances)

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| Application  Description automatically generated with low confidence | In this task, the candidate must meet with the relevant people to evaluate the effectiveness of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The candidate’s job description   The candidate must refer to [Disability Support Coordinator Job Description](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/).  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the following people to evaluate the effectiveness of the individualised plan:   * The person with disability and their nominated companions (e.g. family, carer) * All other relevant stakeholders   Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 4.1 Person A Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EcWq9kVgsSdOpC_aEbRPnk0BtBaRA8lekh6Ave6CTwACyw?e=s98j8x) * [CHCDIS019 Task 4.1 Nominated Companion (Person A) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ed95NNLnDChLisI6vUT3lBYBvZzA8bCMZQpqMjXXUWoODA?e=Ua8b4a) |

## Task 4.2 – Consult With The Supervisor

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| Application  Description automatically generated with low confidence | In this task, the candidate must consult with their supervisor for advice and assistance on dealing with the person’s goals and needs that are not being achieved, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The meeting minutes completed by the candidate in Task 4.1. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with their supervisor for advice and assistance on dealing with the person’s goals and needs that are not being achieved .  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 4.2 Supervisor (Person A)](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EezNLU_XNUBIgKlpXABxHiYBAHuarNOjbRkUJ_nFUL_41g?e=9ayX4d) |

## Task 4.3 – Contribute to Evaluation of and Improvements in the Individualised Plan

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| Application  Description automatically generated with low confidence | In this task, the candidate must contribute to evaluating and making improvements in the individualised plan in three instances.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 4.1. * The meeting minutes completed by the candidate in Task 4.2. * The individualised plan completed by the candidate in Task 2.3. * The organisation’s policies and procedures for making revisions in the individualised plan   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The organisation’s individualised plan template   The candidate must refer to the **Individualised Plan** template provided with their workbook. |

# Simulated Assessment – Part B

## Case Study 3 – Ethan L.

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| **SCENARIO**  Ethan is a 12-year-old boy with Autism Spectrum Disorder (ASD). He is highly intelligent and has a special interest in technology, particularly computer programming. However, Ethan faces challenges with social interaction and communication. He has been receiving support from Lotus Compassionate Care to help him develop his social and communication skills.  Ethan lives with his parents, Sarah and Michael, who have been actively involved in his care and therapy. Sarah is an advocate for autism awareness in the Cascade Peak community and is passionate about supporting her son in every way possible.  Dr. Jessica Turner, a child psychologist, is Ethan's health professional, providing guidance on his behavioral interventions and therapy. Jane, a colleague at Lotus Compassionate Care, has been working with Ethan for several months, helping him build life skills and socialise effectively. |

## Task 1.1 – Work with The Person and Their Family/Carers to Identify and Evaluate Their Needs

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| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must meet with the person with disability and their nominated companions to identify and evaluate their needs, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The organisation’s policies and procedures for working with the person with disability and their nominated companions   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The candidate’s job description   The candidate must refer to [Disability Support Coordinator Job Description](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/).  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the person with disability and their nominated companion to identify and evaluate their needs.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 1.1 Person B Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EUnL7NH8QfRIqyOrJXdryZIBJQAOwS6qvh-igKWRc6CAgw?e=R2Kfi6) * [CHCDIS019 Task 1.1 Nominated Companion (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ERhFyiLyBOtDmT3KB5lsgZUB835IOsB6Lz6VrF0KqF51GA?e=8fNe1A) |

## Task 1.2 – Work with Health Professionals and Colleagues to Analyse and Interpret Data

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| Application  Description automatically generated with low confidence | In this task, the candidate must conduct a meeting with relevant persons to analyse and interpret data, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 1.1. * The person’s existing records   The candidate must refer to the following:   * [Case History (Person B)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * The person’s assessments from health professionals   The candidate must refer to the following:   * [Behaviour Support Plan (Person B)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with relevant persons to analyse and interpret data.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 1.2 Healthcare Worker (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ERG4SJL0JOFBopBxaGnyHcIBCvAqwPlD8qxLTuheQm12NA?e=4BkKm3) * [CHCDIS019 Task 1.2 Colleague (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EXTppm3A43BNkSMpEZpzYhQBXCbNDwTn020X0VrFdijLAQ?e=jcKI3L) |

## Task 2.1 – Work with The Person and Their Family/Carers to Develop the Individualised Plan

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must work with the person and their family/ carers to develop the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 1.1. * The meeting minutes completed by the candidate in Task 1.2. * The support agency’s official channel of communication   The candidate must refer to [Support Agency Service Request Form](https://forms.gle/9EQeEjbo6HABUk6X7).   * The organisation’s policies and procedures for working with the person with disability and their nominated companions   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The NDIS Code of Conduct   The candidate is expected to perform their own research into the best practice guidelines relevant to working with the person outlined in the Code of Conduct.  The assessor is expected to contextualise the Workplace Assessment Task 2.1 Observation Form to reflect best practice guidelines relevant to working with the person outlined in the Code of Conduct.   * The organisation’s individualised plan template   The candidate must refer to the **Individualised Plan** template provided with their workbook.  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the person with disability and their nominated companion to develop the individualised plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.1 Person B Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ERwORWi1YrZOuXIu3I6KsiEBWP6MRVzrU9Um1zYCLo1loQ?e=IGXgKj) * [CHCDIS019 Task 2.1 Nominated Companion (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ef1Edc2Ev3BJmAZ7D5XD_xEBjGK4LRLdnPwYeavTMUGtqQ?e=aJaMU7) |

## Task 2.2 – Consult with Experts and Health Professionals

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must consult with relevant experts and health professionals during the development of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan partially completed by the candidate in Task 2.1.   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with relevant experts and health professionals to further develop the person’s individualised plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.2 Social Worker (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EWwWcdt8buVDh6OE0sd3sloB8fYApy65VyMLVRgzhqXqlg?e=1u7EH1) * [CHCDIS019 Task 2.2 Health Professional (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EZNWKXXOVQFJpEuw3gG1zmEBkXmII8CyLRe3aONBSOVfRg?e=KvUlt7) |

## Task 2.3 – Access Services and Supports

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must access and negotiate for services and supports needed by the person.  This task will require the candidate to access the following documents:   * The individualised plan partially completed by the candidate in Task 2.2.   This task will also require the candidate to take part in a roleplay activity to simulate service providers negotiate for services and supports needed by the person.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.3 Service Provider 1 (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ebgxmgf9bTtCmN7KCogUbGgBn5woZ4k9ozsjK8PX7aTKNw?e=xqmbX1) * [CHCDIS019 Task 2.3 Service Provider 2 (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ee4-QLuNJI1Ihmpen-IPwBkBaPloJM3hsVhfQIImyZ38Cg?e=DvNCyc) |

## Task 3.1 – Work with Supervisor in Coordinating the Delivery of the Individualised Plan

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must meet with their supervisor to discuss and coordinate the delivery of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The information about the support workers   The candidate must refer to the following:   * [Behaviour Support Plan (Person B)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker A](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker B](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Healthcare Worker](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meet with their supervisor to examine the skills and qualifications and experience of support workers.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 3.1 Supervisor (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EffJsVniC0pDlXA7d3dMKcIBR84lJwmzfsYD7pJtQS5PZg?e=1zByR2) |

## Task 3.2 – Discuss Roles and Responsibilities with the Person and Service Delivery Team

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must meet with all relevant stakeholders and discuss with them the person’s individualised plan and their roles and responsibilities within that plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The information about the support workers   The candidate must refer to the following:   * [Behaviour Support Plan (Person B)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker A](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker B](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Healthcare Worker](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with all relevant stakeholders and discuss with them the person’s individualised plan and their roles and responsibilities within that plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 3.2 Person B Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EQrBKVqih7JDtjKQmXKo5wsBx4ahEdL_k6NK_QNvlP1CJg?e=j65oeJ) * [CHCDIS019 Task 3.2 Nominated Companion (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EYm4JdQ88-RPrZEoTGuYbloBLXdF7pqfQgou7fqS5ysrFQ?e=xxjehf) * [CHCDIS019 Task 3.2 Service Delivery Team (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Eax_aPFf0-hAkDzvgesMrDsBxJKBSeWAf4IhHeSTdQtCSw?e=tmFA9N) |

## Task 4.1 – Monitor the Delivery of the Individualised Plan (Several Instances)

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must meet with the relevant people to evaluate the effectiveness of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The candidate’s job description   The candidate must refer to [Disability Support Coordinator Job Description](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/).  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the following people to evaluate the effectiveness of the individualised plan:   * The person with disability and their nominated companions (e.g. family, carer) * All other relevant stakeholders   Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 4.1 Person B Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ERVhd0Vwu59Bm_du7O5bNSgBtiqyxtxEeUzaPaF1JNx5qw?e=P1fMSG) * [CHCDIS019 Task 4.1 Nominated Companion (Person B) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ETUJj_6CUv9GiEFvTHi1QD0BhBx_d7o-z-P7mCbUcrXLtA?e=L3lpe8) |

## Task 4.2 – Consult With The Supervisor

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must consult with their supervisor for advice and assistance on dealing with the person’s goals and needs that are not being achieved, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The meeting minutes completed by the candidate in Task 4.1. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with their supervisor for advice and assistance on dealing with the person’s goals and needs that are not being achieved .  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 4.2 Supervisor (Person B)](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EQmwzrpFtrFHlT4TUYHX4m4BNn6xKivvMgVFf9bzpRxAsA?e=v07gdO) |

## Task 4.3 – Contribute to Evaluation of and Improvements in the Individualised Plan

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must contribute to evaluating and making improvements in the individualised plan in three instances.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 4.1. * The meeting minutes completed by the candidate in Task 4.2. * The individualised plan completed by the candidate in Task 2.3. * The organisation’s policies and procedures for making revisions in the individualised plan   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The organisation’s individualised plan template   The candidate must refer to the **Individualised Plan** template provided with their workbook. |

# Simulated Assessment – Part C

## Case Study 4 – Carlos Y.

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| **SCENARIO**  Carlos is a 45-year-old man who has acquired a traumatic brain injury in a car accident. He now has cognitive impairments and requires 24/7 care and support. Carlos is passionate about music and used to be a professional musician before his injury.  Carlos lives in a shared accommodation facility provided by Lotus Compassionate Care, where he has support workers, including Mary, who provides personal care and companionship. Carlos's family lives in another state, and his sister, Maria, is his main family contact.  Dr. Richard Anderson, a neurologist, is Carlos's health professional. He oversees Carlos's medical needs and rehabilitation progress. Jane, another colleague at Lotus Compassionate Care, has been working with Carlos and the team to develop a person-centred care plan to support his recovery and well-being. |

## Task 1.1 – Work with The Person and Their Family/Carers to Identify and Evaluate Their Needs

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must meet with the person with disability and their nominated companions to identify and evaluate their needs, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The organisation’s policies and procedures for working with the person with disability and their nominated companions   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The candidate’s job description   The candidate must refer to [Disability Support Coordinator Job Description](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/).  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the person with disability and their nominated companion to identify and evaluate their needs.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 1.1 Person C Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ef4oZYBf485CqI4QadyDJT8BBYFma5STx23KvquYZ7Cp5g?e=AfUtRz) * [CHCDIS019 Task 1.1 Nominated Companion (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EYqtwpJvmbtPm0xyJZAdt7cB9SXroBThXYTGNqKk-rrEAA?e=vXfqFm) |

## Task 1.2 – Work with Health Professionals and Colleagues to Analyse and Interpret Data

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| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must conduct a meeting with relevant persons to analyse and interpret data, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 1.1. * The person’s existing records   The candidate must refer to the following:   * [Case History (Person C)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * The person’s assessments from health professionals   The candidate must refer to the following:   * [Behaviour Support Plan (Person C)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with relevant persons to analyse and interpret data.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 1.2 Healthcare Worker (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ea6Pc7ZUdsdCvt8gLfKlCg0BpJlP-kq0Y6qyZbWcF_TdxA?e=tEqseq) * [CHCDIS019 Task 1.2 Colleague (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EbwMT09McRJKv7nllU_Q2scBT7nCj-KrB0hYi4GzwPZnzA?e=UWhEDy) |

## Task 2.1 – Work with The Person and Their Family/Carers to Develop the Individualised Plan

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must work with the person and their family/ carers to develop the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 1.1. * The meeting minutes completed by the candidate in Task 1.2. * The support agency’s official channel of communication   The candidate must refer to [Support Agency Service Request Form](https://forms.gle/9EQeEjbo6HABUk6X7).   * The organisation’s policies and procedures for working with the person with disability and their nominated companions   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The NDIS Code of Conduct   The candidate is expected to perform their own research into the best practice guidelines relevant to working with the person outlined in the Code of Conduct.  The assessor is expected to contextualise the Workplace Assessment Task 2.1 Observation Form to reflect best practice guidelines relevant to working with the person outlined in the Code of Conduct.   * The organisation’s individualised plan template   The candidate must refer to the **Individualised Plan** template provided with their workbook.  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the person with disability and their nominated companion to develop the individualised plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.1 Person C Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EeX-C9ucRAlDnLqQROCyBQUBqEZvLN3YctpozIj1QFhORg?e=8vSdaZ) * [CHCDIS019 Task 2.1 Nominated Companion (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ET18pmhkQ8FFoVXpqD9jIykBXwGMnEeyxb_PAKNbOtXuJQ?e=IP3x9m) |

## Task 2.2 – Consult with Experts and Health Professionals

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must consult with relevant experts and health professionals during the development of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan partially completed by the candidate in Task 2.1.   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with relevant experts and health professionals to further develop the person’s individualised plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.2 Social Worker (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ee43PHiX5IRMlZrbFKORG_wBe3kzxwCr2-M2IOq1qdX4yA?e=DmiaU7) * [CHCDIS019 Task 2.2 Health Professional (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EXhyzWOqwDtOj38pIc_zkC8BzoJtN-23ZAKFLnBFoco28A?e=DpZNwW) |

## Task 2.3 – Access Services and Supports

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must access and negotiate for services and supports needed by the person.  This task will require the candidate to access the following documents:   * The individualised plan partially completed by the candidate in Task 2.2.   This task will also require the candidate to take part in a roleplay activity to simulate service providers negotiate for services and supports needed by the person.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 2.3 Service Provider 1 (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EQVxL50AvGlGqDacYsr-RhQB9qWIgPU5e6NlFnh49ppOJg?e=Cznd1I) * [CHCDIS019 Task 2.3 Service Provider 2 (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/Ee7EaYlV4lxAlbXB-dMfu_ABnknNbW7J-BjGf1o9G3w_Lw?e=J8hl9Q) |

## Task 3.1 – Work with Supervisor in Coordinating the Delivery of the Individualised Plan

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must meet with their supervisor to discuss and coordinate the delivery of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The information about the support workers   The candidate must refer to the following:   * [Behaviour Support Plan (Person C)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker A](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker B](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Healthcare Worker](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meet with their supervisor to examine the skills and qualifications and experience of support workers.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 3.1 Supervisor (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EbJxncvT1sZNuN2H3RMFNnIB2etTP2bo4cRDRKwrVLo-QQ?e=bMn62t) |

## Task 3.2 – Discuss Roles and Responsibilities with the Person and Service Delivery Team

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must meet with all relevant stakeholders and discuss with them the person’s individualised plan and their roles and responsibilities within that plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The information about the support workers   The candidate must refer to the following:   * [Behaviour Support Plan (Person C)](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker A](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Support Worker B](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/) * [Employee Profile of Healthcare Worker](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/)   This task will also require the candidate to take part in a roleplay activity to simulate the meeting with all relevant stakeholders and discuss with them the person’s individualised plan and their roles and responsibilities within that plan.  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 3.2 Person C Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EY6f3pGU0xdNmIvMc26gALkBduoM8Mu3UlBeJ8mre131bQ?e=TdU4C1) * [CHCDIS019 Task 3.2 Nominated Companion (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EXP9QxFNWyVIkSoeQwr-RokBA3OQwvYH6r5vMFropcFf5w?e=IgxzhT) * [CHCDIS019 Task 3.2 Service Delivery Team (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ESzwvw8z5qBJkQo3WWjkbVQB3nkgmj5dotcUdVIyIkaj_w?e=zeTvZA) |

## Task 4.1 – Monitor the Delivery of the Individualised Plan (Several Instances)

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must meet with the relevant people to evaluate the effectiveness of the individualised plan, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.   * The candidate’s job description   The candidate must refer to [Disability Support Coordinator Job Description](https://compliantlearningresources.com.au/network/lotus-v2/person-centred-services-for-people-with-disability-with-complex-needs/).  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with the following people to evaluate the effectiveness of the individualised plan:   * The person with disability and their nominated companions (e.g. family, carer) * All other relevant stakeholders   Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 4.1 Person C Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/ER4l6JqKVeNEvtxAeUtlk1MB1KB9OU1YXeUuI2kI4jmmmg?e=vreuBi) * [CHCDIS019 Task 4.1 Nominated Companion (Person C) Briefing Document](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EfMgI2xV3mZGiI-hFY--T3MBaNBiERMTmUJEy9R_QdrwCQ?e=4AZWHR) |

## Task 4.2 – Consult With The Supervisor

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must consult with their supervisor for advice and assistance on dealing with the person’s goals and needs that are not being achieved, while being observed by the assessor.  This task will require the candidate to access the following documents:   * The individualised plan completed by the candidate in Task 2.3. * The meeting minutes completed by the candidate in Task 4.1. * The organisation’s meeting minutes template   The candidate must refer to the **Meeting Minutes** template provided with their workbook.  This task will also require the candidate to take part in a roleplay activity to simulate the meeting with their supervisor for advice and assistance on dealing with the person’s goals and needs that are not being achieved .  Refer to the following when briefing the volunteers who will participate in the roleplay activity:   * [CHCDIS019 Task 4.2 Supervisor (Person C)](https://compliantlearningresources.sharepoint.com/:w:/s/INTRANET/EWOpnItGlF1Lp6K4sVg-4YcB2pnVkBd-Ge5Rl-7N31HtCg?e=yv63kh) |

## Task 4.3 – Contribute to Evaluation of and Improvements in the Individualised Plan

|  |  |
| --- | --- |
| Application  Description automatically generated with low confidence | In this task, the candidate must contribute to evaluating and making improvements in the individualised plan in three instances.  This task will require the candidate to access the following documents:   * The meeting minutes completed by the candidate in Task 4.1. * The meeting minutes completed by the candidate in Task 4.2. * The individualised plan completed by the candidate in Task 2.3. * The organisation’s policies and procedures for making revisions in the individualised plan   The candidate must refer to [Lotus Compassionate Care - Staff Handbook](https://compliantlearningresources.com.au/network/lotus-v2/policies-procedures/).   * The organisation’s individualised plan template   The candidate must refer to the **Individualised Plan** template provided with their workbook. |