



CHCPRP003

ASSESSOR GUIDE

Reflect on and improve own professional practice

Assessment 2 of 3

Project



Assessment Instructions

Task overview

This assessment task is split into 3 parts:

- Part A: Values, beliefs and practices
- Part B: Research current and emerging trends
- Part C: Personal wellbeing

Read each part and task carefully before capturing your responses in the format indicated.



Assessment Information

Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Part A: Values, beliefs and practices

Task 1: Understanding values, beliefs and practices

Define values, beliefs and behaviour as they relate to an individual's performance in the workplace.

[Approximate word count: 50 words each]

Assessor instructions: Students must define the terms below in the context of workplace performance.

A sample answer is provided below. Students' wording may vary, however they must reflect the details captured in the sample below.

Values	Values refer to the principles, ideals, and standards that individuals consider important and guide their behavior and decision-making. In the workplace, values influence how individuals perceive their roles, interact with colleagues and clients, and make ethical choices reflecting what they believe is right and wrong.
Beliefs	Beliefs are the thoughts, opinions, and convictions that individuals hold, often based on personal experiences, upbringing, cultural influences, and education. Beliefs shape an individual's perception of reality, including their attitudes, judgments, and expectations. In the workplace, beliefs can impact how individuals approach their tasks, interact with colleagues, and respond to challenges.
Behaviour	Behaviour refers to the actions, conduct, and mannerisms exhibited by individuals in the workplace. It encompasses how individuals communicate, work with others, solve problems, and carry out their responsibilities. Workplace behavior is influenced by values and beliefs, as well as organisational culture and expectations.

Task 2: Impact of values, beliefs and practices

Consider and explain how an individual's values, beliefs and behaviour may impact their professional practice in the community services and mental health industry.

[Approximate word count: 30 words]

Assessor instructions: Students must consider the effect an individual's values, beliefs and behaviour may have on their performance in the community services and mental health industry.

Sample answers are provided below. Students' answers may vary and focus on different effects these factors have, but they must link the value, belief and behaviour to an impact on an individual's professional performance within the community services and mental health industry.

Values	Values guide professionals to make ethical choices when faced with complex situations. Workers with a strong value of respect for individual autonomy will ensure that clients' rights and preferences are respected in their treatment decisions. Alternative answers may include: <ul style="list-style-type: none">• Values such as empathy and compassion drive professionals to prioritise the well-being and needs of clients. This means actively listening to clients, involving them in decision-making, and tailoring services to meet their specific circumstances.• Professionals who have values aligned to the worth and importance of continued personal growth may focus on continuous improvement activities in line with their personal practice. This may include attending training, staying updated on industry trends, and seeking supervision or consultation when needed.
Beliefs	Beliefs in the capacity for recovery and growth of individuals experiencing mental health challenges can shape professionals' practice. Believing in the possibility of recovery fosters a strengths-based approach that emphasises empowerment and hope. Alternative answers may include:

	<ul style="list-style-type: none"> • Beliefs about the importance of cultural diversity and inclusivity impact professionals' ability to engage with clients from diverse backgrounds. A belief in cultural competence promotes culturally sensitive and responsive practice, recognising and respecting the unique needs and perspectives of individuals from various cultural backgrounds. • Professionals who exhibit beliefs aligned to the benefits of continued growth may focus on continuous improvement of their personal practice. This may include attending training, staying updated on industry trends, and seeking supervision or consultation when needed.
Behaviour	<p>Effective communication skills, such as active listening and clear articulation, enable professionals to establish rapport with clients, understand their needs, and provide appropriate support.</p> <p>Alternative answers may include:</p> <ul style="list-style-type: none"> • Maintaining professional boundaries is crucial in ensuring ethical and respectful relationships with clients. Professionals must demonstrate appropriate behavior and avoid any actions that could harm or exploit clients. • Professionals who exhibit behavior aligned with a commitment to continuous learning and professional development contribute to the improvement of their practice. This may include attending training, staying updated on industry trends, and seeking supervision or consultation when needed.

Part B: Research current and emerging trends

Task 1: Research project

In order to facilitate ongoing professional development in the community services and mental health industry, access and review information on current and emerging industry developments and use these to improve practice. Identify and outline 2 current industry trends and 1 emerging industry development.

Include the following information in your research:

- **Trend/Development:** Clearly state the trend or development you are documenting. This could be a new practice, technology, policy, or societal change that is impacting the industry.
- **Description:** Provide a brief description of the trend or development, explaining what it entails and its significance in the industry.
- **Impact:** Describe the potential impact or implications of the trend or development on the industry. This could include changes in practices, shifts in consumer behaviour, or new opportunities and challenges.
- **Drivers:** Identify the factors driving the trend or development. These could be technological advancements, regulatory changes, demographic shifts, economic factors, or other influences.
- **Examples:** Provide specific examples or case studies that illustrate the trend or development in action. This helps to provide real-world context and demonstrate its relevance.
- **Key Players:** Identify the key organisations, institutions, or individuals that are leading or influencing the trend or development. This could include industry leaders, research institutes, government agencies, or innovative startups.
- **Timeline:** Indicate the timeline of the trend or development, including when it emerged, its current status, and any projected future developments. This helps to track the evolution of the trend over time.
- **Sources:** Include references to credible sources where the information about the trend or development was obtained. This could be research papers, industry reports, news articles, or reputable websites.
- **Potential Opportunities:** Identify potential opportunities that the trend or development presents for businesses, professionals, or the industry as a whole. This could include new markets, innovative approaches, or areas for growth.

- **Potential Challenges:** Highlight any challenges or risks associated with the trend or development. This could include barriers to adoption, regulatory hurdles, or ethical considerations.
- **Recommendations for professional improvement:** Provide recommendations or insights on how a professional within the industry may apply these trends to improve their performance, or may need to implement improvements (training or development) in order to apply these trends.

Capture this information in the table below for each trend chosen.

Assessor instructions: Students must research 3 current and emerging industry developments and use these to improve practice in the community services and mental health industry. Students must include 2 current industry trends and 1 emerging industry development. For each trend the students must complete all areas of the table below.

Multiple sample answers are provided below. Students answers may vary however the trends chosen must reflect 2 current and 1 emerging trend and they must reflect how each trend can be used to improve professional practice.

Current trend 1	Telehealth and Digital Mental Health Services
Description (Approximate word count: 40 words)	Telehealth and digital mental health services involve the use of technology to provide remote mental health support and therapy. This includes video consultations, online counseling platforms, and mobile mental health applications.
Impact (Approximate word count: 60 words)	This trend has significantly expanded access to mental health services, particularly in remote or underserved areas. It allows individuals to receive support from the comfort of their own homes, reduces barriers such as travel and stigma, and offers greater convenience. However, it also presents challenges related to privacy and security, technological literacy, and maintaining therapeutic rapport.
Drivers (Approximate word count: 30 words)	Factors driving this trend include advances in technology, increased internet accessibility, the need for more accessible mental health services, and the impact of the COVID-19 pandemic, which accelerated the adoption of telehealth solutions.
Example (Approximate word count: 15 words)	Australian organisations such as headspace, Beyond Blue, and Lifeline offer telehealth and digital mental health services.
Key players (Approximate word count: 20 words)	headspace: A national youth mental health foundation that provides online and telephone support for young people.
Timeline (Approximate word count: 40 words)	Telehealth and digital mental health services have been evolving over the past decade, with significant growth in recent years. The COVID-19 pandemic further accelerated their adoption. Future developments may include advancements in artificial intelligence, virtual reality, and remote monitoring technologies.
Sources	<ul style="list-style-type: none"> • Australian Digital Health Agency. [2021]. Telehealth in mental health. Retrieved from: https://www.digitalhealth.gov.au/implementation-resources/telehealth-in-mental-health • Australian Government Department of Health. [2020]. Telehealth and COVID-19. Retrieved from: https://www.health.gov.au/resources/publications/telehealth-and-covid-19 • Beyond Blue. [n.d.]. Digital Mental Health Resources. Retrieved from: https://www.beyondblue.org.au/get-support/digital-mental-health-resources
Potential opportunities (Approximate word count: 50 words)	<ul style="list-style-type: none"> • Increased reach and accessibility to mental health services for individuals in remote or underserved areas. • Expansion of service offerings for mental health professionals by providing online therapy platforms or working for telehealth service providers.

	<ul style="list-style-type: none"> Integration of digital tools and resources to enhance therapeutic interventions and improve client engagement and outcomes.
Potential challenges (Approximate word count: 40 words)	<ul style="list-style-type: none"> Ensuring data privacy and security for online consultations and electronic health records. Bridging the digital divide to ensure equitable access to digital mental health services. Maintaining therapeutic rapport and addressing limitations in non-verbal communication during virtual sessions.
Recommendation for professional improvement (Approximate word count: 60 words)	<ul style="list-style-type: none"> Stay updated on the latest telehealth technologies, platforms, and regulations. Enhance digital literacy skills to effectively engage with clients in online settings. Attend training or webinars on delivering telehealth services and addressing potential challenges. Maintain ethical guidelines and standards for providing confidential and secure online counseling. Regularly evaluate and adjust telehealth practices based on client feedback and emerging research in the field.

Current trend 2	Person-Centered Care and Recovery-Oriented Approach
Description (Approximate word count: 40 words)	Person-centered care and recovery-oriented approach prioritise individual preferences, strengths, and autonomy in the delivery of mental health services. It focuses on promoting recovery, self-determination, and active participation in treatment decisions.
Impact (Approximate word count: 60 words)	Person-centered care and recovery-oriented approach empower individuals to take an active role in their own recovery, leading to better outcomes and increased satisfaction with services.
Drivers (Approximate word count: 30 words)	Shifting paradigms in mental health, advocacy by service users and consumer-led organisations, recognition of the importance of individualised care.
Example (Approximate word count: 15 words)	The Personal Helpers and Mentors (PHaMs) program in Australia follows a recovery-oriented approach.
Key players (Approximate word count: 20 words)	Mental health organisations, consumer-led organisations, recovery-oriented service providers.
Timeline (Approximate word count: 40 words)	Person-centered care and recovery-oriented approaches have gained prominence over the past few decades and continue to evolve.
Sources	<ul style="list-style-type: none"> National Mental Health Commission [Australia].
Potential opportunities (Approximate word count: 20 words)	<ul style="list-style-type: none"> Enhanced client engagement and satisfaction. Increased focus on individual strengths and goals. Improved treatment outcomes. Collaboration with peers and support networks.
Potential challenges (Approximate word count: 40 words)	<ul style="list-style-type: none"> Balancing individual preferences with evidence-based interventions. Overcoming systemic barriers to person-centered care. Involving families and support networks in the recovery process.
Recommendation for professional improvement (Approximate word count: 60 words)	<ul style="list-style-type: none"> Acquire training in person-centered care and recovery-oriented approaches. Cultivate active listening and collaboration skills to involve clients in shared decision-making processes.

Current trend 2	Trauma-Informed Care
Description (Approximate word count: 40 words)	Trauma-Informed Care is an approach that recognises the widespread impact of trauma and seeks to create safe and supportive environments that promote healing and resilience. It involves understanding the unique needs and experiences of individuals who have experienced trauma and integrating this knowledge into all aspects of service delivery.
Impact (Approximate word count: 60 words)	This trend has a transformative impact on how services are provided, shifting the focus from asking "What's wrong with you?" to "What happened to you?" It promotes empowerment, trust, and collaboration between service providers and clients. It can improve client outcomes, reduce re-traumatisation, and foster resilience. However, implementing trauma-informed care requires a paradigm shift, extensive training, and organisational commitment.
Drivers (Approximate word count: 30 words)	Factors driving this trend include increased awareness of the prevalence and impact of trauma, research on the neurobiology of trauma, advocacy by trauma survivors, and the recognition of trauma-informed approaches in policy and accreditation standards.
Example (Approximate word count: 15 words)	National Child Traumatic Stress Network (NCTSN) in Australia provides resources and training on trauma-informed care.
Key players (Approximate word count: 20 words)	National Child Traumatic Stress Network (NCTSN): A collaborative network that provides resources and support to organisations working with traumatised children and their families.
Timeline (Approximate word count: 40 words)	Trauma-informed care has gained significant attention over the past two decades, with increasing implementation across various sectors. Future developments may involve refining trauma-informed practices, incorporating cultural considerations, and evaluating the long-term outcomes of trauma-informed approaches.
Sources	<ul style="list-style-type: none"> National Child Traumatic Stress Network. [n.d.]. About NCTSN. Retrieved from: https://www.nctsn.org/about-us Substance Abuse and Mental Health Services Administration. [2014]. SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. Retrieved from: https://store.samhsa.gov/product/SAMHSA-s-Concept-of-Trauma-and-Guidance-for-a-Trauma-Informed-Approach/SMA14-4884 Australian Centre for Posttraumatic Mental Health. [2013]. Australian guidelines for the treatment of ASD and PTSD. Retrieved from: https://www.phoenixaustralia.org/wp-content/uploads/2015/03/2013-ACPMH-PTSD-Guidelines_FINAL-Version.pdf
Potential opportunities (Approximate word count: 50 words)	<ul style="list-style-type: none"> Enhancing client engagement and improving outcomes by creating a safe and supportive environment. Developing trauma-informed policies and procedures to guide service delivery. Collaborating with trauma specialists and trauma survivor networks to enhance knowledge and skills in trauma-informed care.
Potential challenges (Approximate word count: 40 words)	<ul style="list-style-type: none"> Implementing a systemic shift in organisational culture and practices. Overcoming resistance or skepticism from staff members who may require training and support in adopting trauma-informed approaches. Addressing potential triggers or re-traumatisation risks in service settings.
Recommendation for professional improvement	<ul style="list-style-type: none"> Seek training and professional development opportunities on trauma-informed care.

<p>(Approximate word count: 60 words)</p>	<ul style="list-style-type: none"> • Incorporate trauma-informed principles into professional practice and service delivery. • Foster collaboration and partnerships with trauma specialists and organisations that provide trauma-informed services. • Engage in self-reflection and continuous learning to challenge personal biases and assumptions about trauma. • Advocate for trauma-informed policies and practices within your organisation and the broader community.
---	--

<p>Emerging development 1</p>	<p>Virtual Reality (VR) Therapy</p>
<p>Description (Approximate word count: 40 words)</p>	<p>VR therapy involves the use of virtual reality technology to create immersive, simulated environments for therapeutic purposes. It allows individuals to engage in virtual experiences that replicate real-world situations to address a range of mental health concerns, such as anxiety, phobias, PTSD, and stress management.</p>
<p>Impact (Approximate word count: 60 words)</p>	<p>VR therapy provides a safe and controlled environment for exposure therapy, enabling individuals to confront and manage their fears or traumas. VR therapy can enhance engagement and motivation in therapy, offer new avenues for assessment and treatment, and extend access to mental health services. However, challenges include the cost and accessibility of VR technology and the need for further research to establish its efficacy across different populations and disorders.</p>
<p>Drivers (Approximate word count: 30 words)</p>	<p>Technological advancements in virtual reality, increased accessibility of VR devices, growing evidence of its effectiveness in mental health treatment, and the need for innovative therapeutic approaches are driving the development of VR therapy.</p>
<p>Example (Approximate word count: 15 words)</p>	<p>Bravemind: A VR-based exposure therapy system for treating PTSD used by the U.S. Department of Defense.</p>
<p>Key players (Approximate word count: 20 words)</p>	<p>Oxford VR: A company focused on developing clinically validated, immersive virtual reality therapies for mental health disorders. OR National Institute of Mental Health (NIMH): Conducting research on the use of VR therapy for various mental health conditions.</p>
<p>Timeline (Approximate word count: 40 words)</p>	<p>VR therapy has been emerging in the mental health field over the past decade. Ongoing research and development are refining its applications and expanding its reach. Future developments may include more accessible and affordable VR devices, expanded treatment protocols, and integration with other therapeutic approaches.</p>
<p>Sources</p>	<ul style="list-style-type: none"> • Oxford VR. [n.d.]. Our Research. Retrieved from: https://www.oxfordvr.org/our-research • National Institute of Mental Health. (2021). Virtual Reality in Health Care. Retrieved from: https://www.nimh.nih.gov/research/research-funded-by-nimh/research-areas/experimental-therapeutics-and-interventions-research-program/virtual-reality-in-health-care.shtml
<p>Potential opportunities (Approximate word count: 50 words)</p>	<ul style="list-style-type: none"> • Integration of VR therapy into mental health treatment programs and clinics. • Collaboration with VR technology developers to customise virtual environments for specific therapeutic goals. • Expansion of VR therapy offerings to reach underserved populations and remote areas. • Development of VR-based training programs for mental health professionals.
<p>Potential challenges (Approximate word count: 40 words)</p>	<ul style="list-style-type: none"> • Cost and accessibility of VR technology, which may limit widespread adoption.

	<ul style="list-style-type: none"> • Need for evidence-based research and standardised protocols to establish the efficacy and safety of VR therapy. • Continuous training and skill development to effectively implement VR therapy in practice.
Recommendation for professional improvement (Approximate word count: 60 words)	<ul style="list-style-type: none"> • Stay updated on the latest research and advancements in VR therapy. • Seek training and professional development opportunities specific to VR therapy. • Collaborate with VR technology developers to explore and customise virtual environments for therapeutic use. • Assess and monitor the effectiveness of VR therapy interventions through outcome measures and client feedback. • Ensure ethical considerations and informed consent are upheld when integrating VR therapy into practice.

Part C: Personal wellbeing

Task 1: Self-care needs

Identify and describe 5 self-care needs when working in the community services and mental health industry.

(Approximate word count: 25 words each)

Assessor instructions: Students must identify and describe 5 self-care needs for ~~these~~ themselves within the community services and mental health industry.

Sample answers are provided below. Students answers may vary, however they must reflect professionals self-care needs.

1.	Physical wellbeing	Prioritise your physical health by maintaining a balanced diet, engaging in regular exercise, getting enough sleep, and attending medical check-ups.
2.	Emotional wellbeing	Pay attention to your emotional needs by practicing self-awareness, managing stress levels, expressing emotions in healthy ways, and seeking support when needed.
3.	Work-Life Balance	Establish boundaries between work and personal life to ensure time for relaxation, hobbies, and quality time with loved ones.
4.	Mindfulness and Relaxation	Incorporate mindfulness techniques, meditation, deep breathing exercises, or other relaxation practices into your daily routine to reduce stress and promote mental well-being.
5.	Self-Reflection	<p>Engage in regular self-reflection to assess your emotional state, identify sources of stress, and evaluate personal and professional growth.</p> <p>Alternative answers may include:</p> <ul style="list-style-type: none"> • Hobbies and Interests: Make time for activities and hobbies that bring you joy and help you recharge outside of work.

Task 2: Support opportunities

Identify and describe 5 sources of additional support for yourself when working in the community services and mental health industry.

(Approximate word count: 25 words each)

Assessor instructions: Students must identify and describe 5 additional support opportunities for themselves working within the community services and mental health industry.

Sample answers are provided below. Students answers may vary, however they must reflect support available to professionals in the industry.

1.	Professional Supervision	Seek regular supervision or consultation with a qualified professional to discuss challenging cases, receive guidance, and process any emotional impact of your work.
2.	Peer Support	Connect with colleagues or join support groups to share experiences, discuss challenges, and receive validation and encouragement from others in similar roles.
3.	Training and Professional Development	Stay updated on industry best practices and participate in training programs to enhance your skills, knowledge, and confidence in your role.
4.	Employee Assistance Programs (EAP)	Utilise any available EAP services provided by your employer, which may offer counseling, mental health resources, or referrals to external support services.
5.	Personal Counseling	<p>Consider seeking personal counseling or therapy to address your own emotional well-being, process work-related stress, or navigate personal challenges.</p> <p>Alternative answers may include:</p> <ul style="list-style-type: none"> Community Resources: Familiarise yourself with local community resources, such as support groups, counseling services, or mental health helplines, that can provide additional support when needed.

Assessment checklist:

Students must have completed all tasks within this assessment before submitting. This includes:

Part A: Values, beliefs and practices		
1	Understanding values, beliefs and practices	<input type="checkbox"/>
2	Impact of values, beliefs and practices	<input type="checkbox"/>
Part B: Research current and emerging trends		
1	Research project on:	
	• 2 x current trends	<input type="checkbox"/>
	• 1 x emerging development	<input type="checkbox"/>
Part C: Personal wellbeing		
1	Self-care needs	<input type="checkbox"/>
2	Support opportunities	<input type="checkbox"/>

 **Congratulations you have reached the end of Assessment 2!**

© UP Education Australia Pty Ltd 2023

Except as permitted by the copyright law applicable to you, you may not reproduce or communicate any of the content on this website, including files downloadable from this website, without the permission of the copyright owner.