Modification history

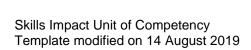| Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 4.0.

ACMNEW4X6	Apply disability awareness to animal-assisted services
Application	This unit of competency describes the skills and knowledge required to work in the animal-assisted services sector. It includes a broad knowledge of a range of disabilities and special needs, types of animal-assisted services to support those needs and relevant legislative and industry requirements. This unit applies to individuals who provide information and advice about animal-assisted services. They analyse information and exercise judgement to complete a range of skilled activities; demonstrate in depth knowledge in a specific technical area and communicate solutions to a range of problems. All work must be carried out to comply with workplace procedures according to state/territory health and safety and animal welfare regulations, legislation and standards that apply to the workplace. No licensing, legislative or certification requirements apply to this unit at the time of publication.
Prerequisite Unit	Nil
Unit Sector	Companion Animal Sector (CAS)

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Investigate disabilities and special needs supported by animal-assisted services	1.1 Research the types of animal-assisted services available to support people with disabilities and special needs 1.2 Identify the types of disabilities and special needs that can be supported with animal-assisted services 1.3 Identify legal and compliance requirements for animal-assisted services 1.4 Actively maintain currency of knowledge about legislative and accreditation or certification requirements for animals relevant to jurisdiction
2. Communicate effectively about animal-assisted services	2.1 Follow organisational procedures and protocols regarding confidentiality, privacy and client screening, consent and participation procedures 2.2 Communicate with stakeholders in a respectful and inclusive manner appropriate to the relationship and purpose of interaction 2.3 Facilitate person-centred options for activities or services and discuss with the individual and/or relevant stakeholder 2.4 Provide referrals to sources of specialist information or advice on animal-assisted services that are outside own scope of ability or responsibility 2.5 Promote knowledge of animal-assisted services to broader community
3. Contribute to planning animal-assisted services	3.1 Discuss animal-assisted service requirements with relevant team members or stakeholders 3.2 Identify activities that the animal can undertake to meet requirements 3.3 Suggest ways to incorporate animals in activities or services with individuals and/or professionals 3.4 Ensure planned activities or services comply with organisational policies and procedures including for health and safety and animal welfare

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Oral communication	• Use questioning, active listening and reading of non-verbal cues to support effective communication with clients and stakeholders
Reading	• Interpret information from a range of sources related to disabilities and identify relevant and key information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMNEW4X6 Apply disability awareness to animal assisted services	Not applicable	New unit	No equivalent unit

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103

TITLE	Assessment requirements for ACMCAS304 Capture, handle and transport companion animals

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- researched information about three specific disabilities or special needs that can be supported through animal-assisted services. Three of the following categories must be reflected: -
  - physical support
  - health care / medical support
  - mental health support
  - learning support
  - special need related to companionship and wellbeing
- contributed to planning an animal-assisted service or activity, relevant to one of the following:
  - animal-assisted therapy - involving a qualified, medical or allied health worker
  - animal-assisted learning - involving a learning professional
  - animal-assisted activities - involving visitation service to a facility
  - assistance animal - involving an individual with a disability
- used effective and inclusive communication strategies appropriate to the individual or stakeholder when providing information on animal-assisted services.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- current legislation and organisational policies and procedures relevant to animal-assisted services, including:
  - Disability Discrimination Act and persons covered by the Act
  - National Disability Insurance Scheme Act and disabilities covered by the scheme
  - United Nations Convention on the Rights of Persons with Disabilities
  - privacy, confidentiality client consent requirements
  - health and safety, including hygiene and infection control
  - working with children checks
  - first aid and mental health first aid accreditation
- range of organisations supporting people with animal-assisted services, including National Disability Insurance Agency (NDIA), Department of Veterans' Affairs, charities and not for profit organisations
- types of disabilities and/or special needs of individuals that can be supported through animal-assisted services, including:
  - physical support
  - health care / medical support
  - mental health support
  - learning support
  - special needs related to companionship and wellbeing
- types of animal-assisted support services and activities, including:
  - animal-assisted therapy - involving qualified, medical or allied health workers
  - animal-assisted learning - involving learning professionals
  - animal-assisted activities - involving visitation services to a range of facilities
  - assistance animals - involving individual owner-animal handlers with disabilities
- requirements for assistance animals, including:
  - legal definition - Commonwealth Disability Discrimination Act
  - public access test and accreditation requirements for relevant state/territory jurisdiction
- overview of cultural or religious beliefs, health issues or personal preferences that can impact on human-animal interactions
- types of activities animals can undertake or be trained to carry out
- relevant stakeholders, including:
  - participants - individual with disability or special need

Knowledge Evidence

- family members, carers
- professionals - medical, health/allied health; teachers/learning specialists
- animal handler/trainer.

Assessment Conditions

Assessment of skills must take place under the following conditions:
- physical conditions:
    - skills must be demonstrated in a workplace setting or an environment that accurately represents workplace conditions
- specifications:
    - access to relevant legislation and organisational procedures
- relationships :
    - individual or stakeholder communicated with as part of the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103