



**Australian Government**

# **HLTAHW072 Provide guidance in social and emotional wellbeing**

**Release: 2**

## HLTAHW072 Provide guidance in social and emotional wellbeing

### Modification History

Release	Comments
Release 2	<p>Updated:</p> <ul style="list-style-type: none"> <li>• assessor requirements statement</li> <li>• foundation skills lead in statement</li> <li>• licensing statement</li> <li>• modification history to reflect 2012 standards</li> </ul> <p>Equivalent outcome.</p>
Release 1	<p>This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to elements and performance criteria. New evidence requirements for assessment, including volume and environment requirements.</p> <p>Pre-requisite units removed.</p>

### Application

This unit describes the required skills and knowledge to provide social and emotional wellbeing guidance and support to Aboriginal and/or Torres Strait Islander clients in crisis, in need and in the context of an ongoing supportive client/worker relationship.

The unit applies to senior Aboriginal and/or Torres Strait Islander Health Workers overseeing clinical aspects of the delivery of primary health care services and/or managing the overall delivery of primary health care services and programs to Aboriginal and/or Torres Strait Islander clients and communities.

This unit equips Aboriginal and/or Torres Strait Islander Health Workers to provide support related to social and emotional wellbeing and does not infer that they are qualified counsellors.

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

### Elements and Performance Criteria

#### ELEMENT

#### PERFORMANCE CRITERIA

Elements define the essential outcomes.	Performance criteria specify the level of performance needed to demonstrate achievement of the element.
1. Work within professional and personal boundaries	<p>1.1 Define and observe professional boundaries when working with a range of clients, including women, men, children, young people, families, and couples</p> <p>1.2 Explain the professional and personal boundaries of social and emotional wellbeing support and discuss with the client</p> <p>1.3 Work in accordance with organisation policies on professional and personal boundaries</p>
2. Assess the current status and needs of the client	<p>2.1 Establish a safe, supportive and culturally secure environment for the client</p> <p>2.2 Explain the process of providing guidance and support to the client</p> <p>2.3 Discuss the role and limitations of the social and emotional wellbeing worker with the client</p> <p>2.4 Take client history through discussion with the client and relevant family/community members</p> <p>2.5 Assess client's current mental status and needs by discussion with the client and appropriate others</p>
3. Plan treatment for the client	<p>3.1 Discuss treatment options with client, including alternative therapies that may include traditional Aboriginal healing</p> <p>3.2 Develop a treatment plan in consultation with the client</p>
4. Provide appropriate emotional support and guidance to clients	<p>4.1 Establish an emotionally safe and culturally secure environment to support client self-disclosure</p> <p>4.2 Use a non-judgmental approach and build rapport, empathy and trust with the client</p> <p>4.3 Take into account socioeconomic demographic, cultural and language needs in all counselling work</p> <p>4.4 Use strategies for resolving conflict and building self-esteem where appropriate</p> <p>4.5 Select therapies and techniques appropriate to</p>

**ELEMENT****PERFORMANCE CRITERIA**

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

client's physical, cultural, spiritual, intellectual and emotional needs

4.6 Provide information to the client as appropriate and at the client's request, in accordance with organisation policy and procedures, confidentiality requirements and duty of care

4.7 Refer clients to appropriate services and follow-up as required

5. Review counselling treatment with clients

5.1 Discuss effectiveness of the treatment plan with the client

5.2 Discuss options for variation to the treatment plan and revise with the client

5.3 Consult colleagues as necessary and appropriate in accordance with confidentiality requirements

6. Review progress of counselling relationship with the client

6.1 Review effectiveness of therapeutic relationship with the client

6.2 Discuss ending the relationship with the client and others (i.e. other agencies) as appropriate

6.3 Review impact on the client of ending the counselling relationship

6.4 Put in place referral and support networks to support client when counselling relationship ends

7. Use self-protection strategies

7.1 Use conflict resolution and negotiation in a crisis as appropriate

7.2 Take appropriate action to ensure safety of client, self and others in accordance with organisation policies and protocols and available resources

7.3 Seek emergency assistance as required

7.4 Acknowledge limits of own abilities and refer appropriately in accordance with organisation policies and

**ELEMENT**

Elements define the essential outcomes.

**PERFORMANCE CRITERIA**

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

available resources

7.5 Seek debriefing as required

7.6 Undertake ongoing self-care and stress-management activities

**Foundation Skills**

*The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.*

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

**Unit Mapping Information**

No equivalent unit.

**Links**

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>