



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTAHW601B Manage the delivery of Aboriginal and/or Torres Strait Islander primary health care**

**Release: 1**

## **HLTAHW601B Manage the delivery of Aboriginal and/or Torres Strait Islander primary health care**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit describes the skills and knowledge required to plan, advocate for, monitor and manage the provision of health education and promotion services to Aboriginal and/or Torres Strait Islander communities

### **Application of the Unit**

#### **Application**

This unit is intended to address skills and knowledge required by those involved in overseeing clinical aspects of the delivery of primary health care services to Aboriginal and/or Torres Strait Islander communities

Workers must demonstrate a depth of experience applying the skills and knowledge required for delivery of primary health care services to Aboriginal and/or Torres Strait Islander communities

### **Licensing/Regulatory Information**

Not Applicable

## Pre-Requisites

### Pre-requisite

This unit must be assessed after successful achievement of pre-requisite:

- HLTAHW504B Apply advanced skills in primary health care

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. Monitor community needs for primary health care | 1.1 Research community health care needs over time using community consultation and analysis of available statistical and documented information<br>1.2 Seek community feedback to identify relevance and effectiveness of existing primary health care to perceived community needs<br>1.3 Analyse research data and identify community health trends<br>1.4 Analyse and report findings in line with <i>organisation guidelines</i> and community requirements |
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## ELEMENT

## PERFORMANCE CRITERIA

### 2. Monitor primary health service delivery

- 2.1 Analyse and record primary health care service resource needs
- 2.2 Monitor implementation of policies and procedures for primary health care service delivery to ensure compliance with organisation guidelines and community requirements
- 2.3 Investigate feedback and complaints from clients and the community and take action to adapt primary health care services as required
- 2.4 Monitor and analyse existing primary health care services in relation to addressing identified community health needs and regulatory requirements
- 2.5 Record and analyse resource needs and availability to support primary health care service delivery
- 2.6 Investigate and analyse issues relating to primary health care service delivery
- 2.7 Monitor service delivery to ensure legislative requirements are addressed

### 3. Evaluate effectiveness of primary health care

- 3.1 Evaluate existing primary health care strategies and services on a regular basis in relation to community needs and legislative requirements
- 3.2 Identify gaps in primary health care services to the community and discuss potential improvements with the community
- 3.3 Ensure the views or concerns of clients and the community are appropriately represented in relation to delivery of primary health care services
- 3.4 Ensure confidentiality of clients and the community is maintained

### 4. Advocate on primary health care issues

- 4.1 Identify and contact *relevant individuals*/agencies about issues of concern regarding delivery of primary health care services
- 4.2 Represent views and concerns of community and individual clients effectively and ensure confidentiality is maintained
- 4.3 Prepare submissions and proposals as required to support delivery of primary health care services
- 4.4 Recommend changes to policies, practices and priorities on the basis of research data

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Depth of understanding of Aboriginal and/or Torres Strait Islander community primary health needs, treatment options and any associated issues
- Legislation, organisational guidelines and community requirements relating to health service provision
- Up-to-date knowledge of principles and practice of primary health care practices and resources required to address specific community needs
- Referral resources, including:
  - other service providers
  - traditional health, healing and medicines
- Procedures and service delivery guidelines
- A broad knowledge base relating to individual and community health including biology and development, psychology, disease and treatment options, culture and tradition
- Key individuals and agencies with local, regional and broader responsibilities related to primary health care provision
- Depth of knowledge of issues relating to primary health care needs and associated service delivery

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Plan and manage the delivery of primary health care services to effectively address the needs of Aboriginal and/or Torres Strait Islander individuals and communities
- Consult with the community as part of review and revision of services to identify and implement service improvements as an ongoing process
- Advocate on behalf of Aboriginal and/or Torres Strait Islander communities in relation to the provision of primary health care services

## REQUIRED SKILLS AND KNOWLEDGE

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply high level communications skills to enable effective consultation
- Apply high-level creative/innovative problem solving skills
- Apply high-level lobbying and advocacy skills within the local and broader community context.
- Apply high-level decision making skills
- Conduct and report on research, using analytical skills applied to quantitative and qualitative data
- Formulate clear, valid and functional recommendations
- Participate in discussions and negotiations with community members regarding health matters
- Participate in and monitor quality assurance programs
- Promote, implement and manage work attitudes and practices that reflect awareness of the importance of a range of aspects of sustainability
- Reflect on and improve own level and application of skills and knowledge to achieve desirable outcomes and maintain own capabilities

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

#### *Critical aspects of assessment:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

## EVIDENCE GUIDE

### *Conditions of assessment:*

This unit includes skills and knowledge specific to Aboriginal and/or Torres Strait Islander culture. Assessment must therefore be undertaken by a workplace assessor who has expertise in the unit of competency or who has the current qualification being assessed and who is:

- Aboriginal or Torres Strait Islander him/herself

or:

- accompanied and advised by an Aboriginal or Torres Strait Islander person who is a recognised member of the community with experience in primary health care

### *Context of assessment:*

Competence should be demonstrated working individually, under supervision or as part of a primary health care team working with Aboriginal and/or Torres Strait Islander clients.

Assessment should replicate workplace conditions as far as possible.

### *Related units:*

This competency unit is to be assessed after successful achievement of:

- HLTAHW504A Apply advanced skills in primary health care

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

#### *Cultural respect*

This competency standard supports the recognition, protection and continued advancement of the inherent rights, cultures and traditions of Aboriginal and Torres Strait Islander peoples

It recognises that the improvement of the health status of Aboriginal and Torres Strait Islander people must include attention to physical, spiritual, cultural, emotional and social wellbeing, community capacity and governance. Its application must be culturally sensitive and supportive of traditional healing and health, knowledge and practices.

#### *Community control*

Community participation and control in decision-making is essential to all aspects of health work, and the role of the health worker is to support the community in this process.



## RANGE STATEMENT

### *Supervision*

Supervision must be conducted in accordance with prevailing state/territory and organisation legislative and regulatory requirements

References to supervision may include either direct or indirect supervision of work by more experienced workers, supervisors, managers or other health professionals

A person at this level should **only** be required to make decisions about clients within the organisation's standard treatment protocols and associated guidelines

### *Legislative requirements*

Federal, state or territory legislation may impact on workers' practices and responsibilities. Implementation of the competency standards should reflect the legislative framework in which a health worker operates. It is recognised that this may sometimes reduce the application of the Range of Variables in practice.

However, assessment in the workplace or through simulation should address all essential skills and knowledge across the Range of Variables

Aboriginal and/or Torres Strait Islander health workers may be required to operate in situations that do not constitute 'usual practice' due to lack of resources, remote locations and community needs. As a result, they may need to possess more competencies than described by 'usual practice circumstances'

Under all circumstances, the employer must enable the worker to function within the prevailing legislative framework

### *Clinical care services may include:*

- Accident and emergency care
- General health care
- Oral health care
- Screening services

### *Clinical care services may be provided by:*

- Doctors
- Health workers
- Other health professionals, including dental personnel

## **RANGE STATEMENT**

*Organisation guidelines may include:*

- Procedures manuals
- Legislative and regulatory guidelines
- Workplace procedures and requirements

*Relevant individuals may include:*

- Other health service providers
- Community members
- Community council
- Supervisor

*Agencies may include:*

- Government organisations
- Non-government organisations
- Community controlled organisations
- Other organisations that provide health and community services

## **Unit Sector(s)**

Not Applicable