



**Australian Government**

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

# **CHCAD402D Support the interests, rights and needs of clients within duty of care requirements**

**Release: 1**

## **CHCAD402D Support the interests, rights and needs of clients within duty of care requirements**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required by the worker to uphold the interests and rights of clients within the organisation

### **Application of the Unit**

#### **Application**

This unit may apply to work undertaken across a range of sectors in delivery of community services

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## 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. Provide support to client for the realisation of their *interests, rights* and needs within job roles and *responsibilities*

- 1.1 Support and encourage client to exercise their *rights* and personal preferences without compromising their safety and that of others
- 1.2 Appropriately inform one's supervisor, other health workers and the service about *interests, rights* and *needs of the client*
- 1.3 Identify situations of risk or potential risk and refer appropriately

2. Support and safeguard the *interests* and *rights* of clients

- 2.1 Make decisions and take action within the scope of *responsibilities* as specified in the job description
- 2.2 Properly maintain knowledge and skill required for daily activities of work
- 2.3 Apply work practices to minimise potential for harm to clients, self and others
- 2.4 Take care to behave in a lawful, reasonable and careful manner at all times

## 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

These include knowledge of:

- Duty of care requirements
- Common health problems and their effects
- Statements of rights, e.g. UN Charter, relevant outcomes standards documents
- Common risks to client safety
- Organisation guidelines
- Rights and responsibilities of client
- Awareness of discriminatory actions

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Demonstrate understanding of duty of care requirements
- Perform work within duty of care requirements
- Uphold and support the rights and interests of client groups in the workplace, except where contradicted by the clients' functioning and mental state

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

These include the ability to:

- Apply oral communication competence in order to represent the interests, rights and needs of the client to supervisor:
  - language used may be English or community language depending on the organisation
- Apply written communication skills if organisation policies and procedures require client needs to be represented in written form

## 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 for assessment and evidence required to demonstrate this unit of competency:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions  
This may include the use of languages other than English and alternative communication systems
- Assessment may be conducted on one or more occasions but must include the normal range of workplace situations

*Access and equity considerations:*

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

## EVIDENCE GUIDE

*Context of and specific resources for assessment:*

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to:
  - appropriate workplace where assessment can take place
  - simulation of realistic workplace setting for assessment

*Method of assessment:*

- Assessment may include observation, questioning and evidence gathered from a workplace environment
- Workplace evidence can include testimonials from colleagues or clients

*Related units:*

This unit of competency may be (but is not required to be) assessed in conjunction with units on communication and/or with the following related unit if they are included in qualification packaging:

- CHCCS400A Work within a relevant legal and ethical framework

## 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.

## RANGE STATEMENT

- |  |   |
|--|---|
| <i>Appropriate representation may include:</i>                         | <ul style="list-style-type: none"><li>• Meeting client needs in the context of organisation requirements</li><li>• Awareness of potential conflict between client needs and organisation requirements</li></ul> |
| <i>Interests may include:</i>  | <ul style="list-style-type: none"><li>• Possessions</li><li>• Bank accounts</li><li>• Accommodation</li><li>• Facilities</li><li>• Services available and desired</li><li>• Recreational pursuits</li></ul>     |
| <i>Rights include principles expressed in:</i>                         | <ul style="list-style-type: none"><li>• Charters of rights</li><li>• Outcomes standards documents</li><li>• General human rights and freedom from discrimination</li></ul>                                      |
| <i>Interests, rights and needs of the client may be made known by:</i> | <ul style="list-style-type: none"><li>• Verbal representation</li><li>• Written representation</li></ul>  |
| <i>Social rights of the client may include:</i>                        | <ul style="list-style-type: none"><li>• Freedom of association</li><li>• Friendship</li></ul>   |
| <i>Rights may be detailed in:</i>                                      | <ul style="list-style-type: none"><li>• In mission statements and philosophies of service provider organisations</li></ul>  |
| <i>Rights may include:</i>   | <ul style="list-style-type: none"><li>• The right of participation or non participation to the degree desired</li><li>• The right to receive quality service</li><li>• The right to refuse services</li></ul>   |

## RANGE STATEMENT

*The needs of the client may include:*

- Physical and emotional security
- Support and care
- Economic support
- Household assistance and maintenance

*Worker's responsibilities may include working within:*

- Care/case plan
- Job description and job role
- Training received
- Relevant legislation such as Poisons Act, State Nursing Acts, Podiatrists Acts, etc

*Factors affecting client exercising rights may include:*

- Person's culture
- Another language
- Gender relationships
- Different emphasis on time and work
- Different views of personal space and touch
- Different beliefs on the community and family
- Individual religious beliefs

*Legal rights of the client may include:*

- Rights of common law
- Rights outlined under relevant outcomes standards
- Rights under the constitution
- Rights under legislation

## Unit Sector(s)

Not Applicable