Australian Government

Department of Education, Employment and Workplace Relations

CHCAD603A Provide systems advocacy services

Release: 1

CHCAD603A Provide systems advocacy services

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required by the worker to advocate to ensure that the rights and needs of consumers and clients issues are maintained within the broader rights and needs of the general community

Application of the Unit

Application	This unit may apply to work undertaken across a range of sectors involved 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. Obtain, analyse and document information relevant to the needs of clients as a community of interest within the general community	1.1 Obtain and analyse relevant documented information about particular issues
	1.2 Obtain and analyse relevant statistical and research data
	1.3 Conduct consultations with consumers, carers, and other stakeholders to identify and describe *issues of concern*
	1.4 Conduct other research as appropriate
	1.5 Synthesise relevant information into forms appropriate for communicating with, and providing to, *relevant agencies and stakeholders*

ELEMENT	PERFORMANCE CRITERIA
2. Work with consumers, service users, services and other stakeholders to develop *strategies* to address identified needs	2.1 Develop and maintain close working relationships/ networks with relevant stakeholders
	2.2 Organise formal meetings, working groups and other *activities* to develop policy statements, action plans, projects, and programs to address identified needs
	2.3 Participate in meetings, working groups and other activities aimed at developing relevant *strategies*
	2.4 Prepare strategic/action/project plans in forms that are appropriate to the needs and roles of relevant stakeholder organisations
3. Advocate for and facilitate the implementation of *strategies* developed to address the needs of clients with specific needs	3.1 Identify and pursue relevant opportunities for communicating formally and informally about the needs of clients
	3.2 Prepare submissions for resources to implement identified projects and action plans
	3.3 Where appropriate, contribute to relevant government policy development
	3.4 Work with consumers and other stakeholders to implement relevant projects and action plans
	3.5 Pursue opportunities and provide comments on policy documents, legislation, project plans and other relevant documents regarding the needs of clients

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

REQUIRED SKILLS AND KNOWLEDGE

These include knowledge of:

- Structural, political and other social factors which operate to maintain discrimination against clients, consumers and service users
- Structural, political and other social factors which can be addressed to improve promotion activities, such as:
    - gender
    - language
    - culture
    - ethnicity
    - age and
    - socioeconomic status
- Broad knowledge of relevant range of issues affecting the client group
- An understanding of the context and relationship   of client issues to community, society and government policy
- Social policies relevant to the service delivery at national, state and local level
- Relevant agencies and services which may assist in promoting and advocating
- Political lobbying processes
- Use of media for advocacy purposes
- Key stakeholders and how to access them
- Understanding of the balance between the rights of the general community and the rights of people with specific issues
- Relevant regulatory, legislative and legal requirements
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds
- Knowledge specific to the client/consumer group

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply high level skills when advocating or representing client issues within broad social, political and community structures

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 skills in written and oral communication
- Undertake research and analysis
- Apply skills in:

REQUIRED SKILLS AND KNOWLEDGE

- consultation
- policy development
- networking
- strategic planning
- negotiation
- lobbying
- Undertake representation

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 best assessed on the job or in a simulated workplace under the normal range of conditions - Consistency in performance should consider specific workplace and advocacy practices and requirements

EVIDENCE GUIDE

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
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:	• In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
	• Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
	• Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

     Community Services and Health Industry Skills Council

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.

Relevant agencies and stakeholders include:	• Consumers and consumer organisations • General health and welfare services • Government departments and agencies • Non-government organisations • Media • Politicians • Commercial enterprises
Activities may be:	• Informal • Formal
Strategies may include:	• Public meetings • Interviews • Questionnaires • Monitoring trends in the general community/media towards clients • Development of policy/issues papers • Media management • Public relations

RANGE STATEMENT

Issues of concern may include, but are not limited to:

- Mental illness
- Alcohol and other drugs
- Housing
- Child protection
- Domestic violence
- Disability issues
- Gambling

Unit Sector(s)

Not Applicable