



Australian Government

HLTAADV002 Support the rights and needs of clients

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to assist individual clients to understand their rights and communicate their needs and preferences to health service providers. This may include the use of interpreter services. At this level, workers will be assisting clients with situations which may involve some complexity, such as a service complaint or a representation for the provision of services which provide for their cultural values and beliefs.

This unit is specific to Aboriginal and/or Torres Strait Islander people working as health workers or health practitioners. They work as part of a multidisciplinary primary health care team to provide primary health care and other support services to Aboriginal and/or Torres Strait Islander clients.

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

No regulatory requirement for certification, occupational or business licensing is linked to this unit at the time of publication. For information about practitioner registration and accredited courses of study, contact the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).

Pre-requisite Unit

Nil

Competency Field

Advocacy

Unit Sector

Aboriginal and/or Torres Strait Islander Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify client rights,

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1. Use culturally appropriate and safe communication when

- needs and options. working with client.
- 1.2. Support client to clarify their needs using open questions, active listening and by paraphrasing.
 - 1.3. Obtain and review information from health service providers and other organisations to establish the situation and potential client options.
 - 1.4. Provide client with current and accurate information about their rights and options for meeting their needs preferences, cultural values and beliefs.
 - 1.5. Assist client to clarify their preferred options and provide alternative options based on client feedback when required.
2. Assist client to present their own needs.
- 2.1 Provide client with information and skills that will assist them to establish contact with relevant people and present their needs and point of view effectively.
 - 2.2. Support client to communicate in their preferred language and organise any required interpreting services.
 - 2.3. Identify situations where the client needs assistance to express their views appropriately to individuals or agencies and provide required support.
3. Advocate for client when self-advocacy is not possible.
- 3.1. Obtain client permission to advocate on their behalf and follow organisational procedures for maintaining confidentiality of client information.
 - 3.2. Identify and establish contact with relevant individuals or agencies based on specific client needs.
 - 3.3. Provide information that clearly represents client needs, preferences, values, beliefs and point of view.
 - 3.4. Use and adapt information to support client needs in response to service provider questions.
 - 3.5. Obtain information required and requested by client.
 - 3.6. Use clear, appropriate and accessible language that shows respect for each individual involved in the process.
 - 3.7. Provide clear information to client about progress and outcomes and agree on further action.
 - 3.8. Use required interpreting services to support client's understanding and involvement in the process.
 - 3.9. Obtain information about escalation processes when client's rights and needs remain unmet and discuss options with client.
4. Promote client rights, needs and interests.
- 4.1. Promote client rights, needs and interests inside and outside of the organisation within the scope of own authority.
 - 4.2. Identify and use opportunities to discuss and promote rights and needs of clients with colleagues and other health service providers.

- 4.3. Share information with colleagues and other health service providers about changing client needs.
- 4.4. Identify and make suggestions to service providers about ways to improve services to clients.
- 4.5. Reflect individual and community values, beliefs and approaches to healing in communications with others.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret familiar detailed organisational policies and procedures • interpret unfamiliar information including health service terminology.
Writing skills to:	• draft persuasive information statements, letters or emails on client's behalf.
Oral communication skills to:	• provide clear and succinct information and instructions to clients to assist them to self-advocate • provide clear and persuasive information about client needs to other individuals or agencies.

Unit Mapping Information

This unit supersedes and is not equivalent to HLTAHW006 Facilitate and advocate for the rights and needs of clients and community members.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>