



Australian Government

HLTAADV004 Advocate on behalf of groups or the community

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to consult with community groups (including family groups), organisations or the entire community to identify issues of concern, develop an advocacy action plan and present views to external agencies. Skills for oral and written presentations are covered. The issues of concern are likely to be complex and systemic in nature. The unit also focusses on the ongoing promotion of group or community rights, needs and interests.

This unit applies to senior roles in Aboriginal and/or Torres Strait Islander organisations that provide primary health care and other support services to Aboriginal and/or Torres Strait Islander clients and communities. It is specific to Aboriginal and/or Torres Strait Islander people working as health workers or health practitioners.

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

HLTAADV002 Support the rights and needs of clients

Competency Field

Advocacy

Unit Sector

Aboriginal and/or Torres Strait Islander Health

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

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

1. Identify issues of

1.1. Identify key people within the group or community to

- concern. consult about issues of group or community concern.
- 1.2. Facilitate discussion among key people to identify and clarify any group or community concerns.
 - 1.3. Summarise key information and document priority concerns according to organisational policies and procedures.
2. Develop an advocacy plan to address issues of concern.
 - 2.1. Develop options for responding to identified group or community views, concerns and priorities using knowledge of existing and potential local service frameworks.
 - 2.2. Explain options to key group or community representatives and identify their preferred option.
 - 2.3. Develop and document an advocacy action plan in consultation with group or community representatives.
 - 2.4. Identify and collate evidence-based information into appropriate format to support advocacy actions.
 - 2.5. Obtain group or community approval to advocate on their behalf.
 3. Communicate issues of concern to agencies.
 - 3.1. Identify and establish contact with agencies and specific individuals based on the nature of the concern.
 - 3.2. Select a communication method best suited to the nature of the concern and the requirements and philosophy of the individual agency.
 - 3.3. Present the group or community's point of view according to the agreed action plan using collated information.
 - 3.4. Maintain individual and group or community confidentiality according to organisational policies and procedures.
 4. Negotiate solutions.
 - 4.1. Use communication skills to maintain positive interactions and build mutual understanding of the group or community issues of concern.
 - 4.2. Acknowledge and show respect for different opinions and perspectives.
 - 4.3. Identify and support opportunities for group or community members to participate in the advocacy process.
 - 4.4. Maintain focus on the key issues to be resolved.
 - 4.5. Monitor progress and continue follow-up activities until a resolution or decision is reached.
 - 4.6. Provide regular progress information to the group or community.
 - 4.7. Reflect on and evaluate successes, failures and the advocacy process to improve future advocacy activities.
 5. Promote group/community
 - 5.1. Promote group or community rights, needs and interests inside and outside of the organisation within the scope of

rights, needs and interests.

own authority.

- 5.2. Identify and use appropriate forums to discuss and promote group or community rights, needs and interests with colleagues and other health service providers.
- 5.3. Share information with colleagues and other health service providers about changing group or community needs.
- 5.4. Identify and make suggestions about ways to improve services to groups and the community.
- 5.5. Follow-up suggestions through internal processes and external forums.
- 5.6. Reflect group or 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 varied, unfamiliar and potentially complex information about health services.

Writing skills to:

- summarise key information from group or community consultations
- structure and draft documentation that integrates and links information from diverse sources to create a cohesive argument
- use drafting and proofreading strategies.

Oral communication skills to:

- facilitate group or community consultations and discussions using open probe questions and active listening
- make structured oral presentations.

Problem-solving skills to:

- develop options to address group or community concerns that may compete with other organisations' priorities.

Technology skills to:

- create, structure and format digital documentation to support advocacy activities.

Unit Mapping Information

This unit supersedes and is not equivalent to HLTAHW044 Advocate on behalf of the community.

Links

Companion Volume implementation guides are found in VETNet -

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