



Australian Government

HLTAHCS012 Provide support to older clients

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to establish positive relationships with older people in Aboriginal and/or Torres Strait Islander communities and support their general health and wellbeing. It includes the requirement to identify 'at risk' situations for older people. In the Australian health system, older Aboriginal and/or Torres Strait Islander people are usually defined as those over 55 years of age. However, individuals could be significantly older.

Older people may be living at home, in residential aged-care facilities, or in community organisations providing health care specifically for the Aboriginal and/or Torres Strait Islander community.

The unit does not cover the skills needed for dedicated work roles in aged care or home and community care. Those skills are addressed in individual care units in the Community Services Training Package.

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 services to Aboriginal and/or Torres Strait Islander clients and communities.

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

Health Care and Support

Unit Sector

Aboriginal and/or Torres Strait Islander Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Establish positive relationships with older Aboriginal and/or Torres Strait Islander people.

2. Provide information and support to older people.

3. Identify older people at risk.

PERFORMANCE CRITERIA

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

- 1.1. Communicate consistently in culturally appropriate and safe ways with older people and their support network.
- 1.2. Build trust and rapport by showing sensitivity and empathy during all interactions.
- 1.3. Use communication techniques that promote empowerment of the older person and support them to express their own preferences.
- 1.4. Recognise and show respect for lifestyle practices, activities and interests of the older person.
- 1.5. Identify and engage with the older person's support network using communication that establishes trust and goodwill.
- 2.1. Promote and encourage daily living habits for older people that contribute to a healthy lifestyle.
- 2.2. Provide information on changes associated with ageing in terms that are easily understood by the older person.
- 2.3. Communicate how changes may impact daily activities and provide information that helps the older person to manage those impacts.
- 2.4. Identify and suggest ways that the older person can maintain social, cultural and spiritual connectedness with their community.
- 2.5. Provide clear information about the older person's rights and responsibilities and encourage them to self-advocate for those rights.
- 2.6. Facilitate choice by clearly explaining different support service options and how to access them.
- 2.7. Share information with older person's support network according to their preferences.
- 3.1. Monitor the general wellbeing of older people through observation and interactions during day-to-day activities.
- 3.2. Recognise signs that an older person may be experiencing physical, social or emotional challenges that are impacting their quality of life.
- 3.3. Provide opportunities for the person share information and feelings and follow procedures for maintaining confidentiality.
- 3.4. Report issues of concern according to organisational procedures.

- 3.5. Identify situations where an older person's rights are not being upheld and report according to organisational procedures.
- 3.6. Identify indicators of elder abuse and report according to organisational procedures.

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.

DESCRIPTION

SKILLS

- | | |
|-------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none">• interpret familiar detailed organisational policies and procedures. |
| Oral communication skills to: | <ul style="list-style-type: none">• use language and terms sensitive to the needs of older people• provide information using plain language and terms easily understood• ask open and closed probe questions and actively listen to determine client needs and understanding of information provided. |

Unit Mapping Information

This unit supersedes and is not equivalent to HLTAHW014 Work with Elders in Aboriginal and/or Torres Strait Islander communities.

Links

Companion Volume implementation guides are found in VETNet -

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