



Australian Government

**Assessment Requirements for
HLTAHCS015 Facilitate access to tertiary
health services**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- facilitate access to tertiary health services for three different Aboriginal and/or Torres Strait Islander clients across the lifespan and with different needs
- for each client, and according to their individual needs:
 - identify and use appropriate protocols and lines of communication to exchange information
 - gather information about tertiary health services and extract key information relevant to client needs
 - provide accurate and relevant information to support each client's understanding of services and processes
 - provide information in both oral and written form about available services and processes
 - assist each client to complete two different written documents
 - organise the following logistical support:
 - travel
 - accommodation
 - provide information about the cost of services and any benefits that can be claimed
 - participate in the discharge process.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational procedures for organising practical arrangements on behalf of clients
- basic structure and function of primary, secondary and tertiary services in the Australian health care system and the relationships between them
- tertiary health services available to Aboriginal and/or Torres Strait Islander clients needing access to specialised care, including Aboriginal Community Controlled Health Organisations (ACCHO)
- major tertiary services in the relevant metropolitan or regional centre:
 - locations
 - functions

- services
- specialities
- key tertiary service information to be gathered and interpreted:
 - admissions procedures
 - discharge procedures
 - cost of services for Aboriginal and/or Torres Strait Islander people and any benefits that can be claimed
 - in-house support services
 - key individuals and positions
- lines of communication and communication protocols between organisations and individuals:
 - who can speak to who and about what
 - referral process
 - confidentiality requirements
- types of processes and documentation required to access tertiary services
- types of practical arrangements needed to assist clients to access services and how to organise these:
 - accommodation
 - transport
 - carer services for children and older people
- other ways in which the Aboriginal and/or Torres Strait Islander health worker or practitioner can support clients when accessing tertiary health services:
 - reviewing information and extracting key points relevant to clients
 - providing clear explanations about processes and services
 - articulating client preferences and perspectives to service providers
 - identifying advance care directive (ACD) and ensuring the ACD is communicated through transitions of care
- discharge from tertiary services:
 - individuals involved
 - key considerations for discharge planning:
 - timing
 - transport
 - medications
 - organisation of post hospitalisation health care plan and treatments
 - organisation of support services at home.

Assessment Conditions

Skills must be demonstrated in a health service workplace within a multidisciplinary primary health care team.

Evidence of performance must be gathered:

- during on-the-job assessments in the workplace under live conditions while interacting with Aboriginal and/or Torres Strait Islander people, or
- during off-the-job assessments in the workplace, not under live conditions, using simulated activities while interacting with Aboriginal and/or Torres Strait Islander people.

Evidence of workplace performance can be gathered and reported through third party report processes. (Refer to the Companion Volume Implementation Guide for information on third party reporting.)

Evidence can be supplemented by assessments in a simulated workplace environment using simulated activities, scenarios or case studies only when:

- the full range of situations covered by the unit cannot be provided in the individual's workplace, or
- situations covered by the unit occur only rarely in the individual's workplace.

Assessment must ensure the use of:

- client records
- information about tertiary health services and processes
- documentation that supports admission and discharge processes
- organisational procedures for organising practical arrangements on behalf of clients.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:

- be an Aboriginal and/or Torres Strait Islander person who has applied the skills and knowledge covered in this unit of competency through experience working as an Aboriginal and/or Torres Strait Islander health worker or practitioner, or
- be a registered health practitioner or a community services worker with experience relevant to this unit of competency and be accompanied by, or have assessments validated by, an Aboriginal and/or Torres Strait Islander person.

Links

Companion Volume implementation guides are found in VETNet -

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