



**Australian Government**

# **HLTAHW003 Provide basic health information to clients**

**Release: 2**

## HLTAHW003 Provide basic health information to clients

### Modification History

Release	Comments
Release 2	<p>Updated:</p> <ul style="list-style-type: none"> <li>• assessor requirements statement</li> <li>• foundation skills lead in statement</li> <li>• licensing statement</li> <li>• modification history to reflect 2012 standards</li> </ul> <p>Equivalent outcome.</p>
Release 1	<p>This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to elements and performance criteria. New evidence requirements for assessment, including volume and environment requirements.</p>

### Application

This unit describes the skills and knowledge required by a new worker in primary health care to deliver clear instructions and basic healthy lifestyle information to Aboriginal and/or Torres Strait Islander clients. The unit includes basic information on nutrition and environmental health and basic information to support implementation of a client's health care plan.

This unit applies to all staff providing support to the delivery of primary health care. All work tasks are to be performed under supervision.

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

### Elements and Performance Criteria

#### ELEMENT

#### PERFORMANCE CRITERIA

*Elements define the essential outcomes.*

*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*

1. Clarify client needs for health information

1.1 Use communication skills appropriate to individual clients and/or significant others to gain information about

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the client's specific basic health issues and needs

1.2 Consider cultural practices and beliefs when clarifying information needs of the client

1.3 Use principles of confidentiality to communicate findings about client information needs to appropriate staff

1.4 Gain information from health service providers to pass on to the client and/or significant other and clarify as required

1.5 Accurately record all information about the client as required by organisational standards

2. Provide basic health information to client

2.1 Use effective communication skills to deliver relevant health information to the client in line with client, community, organisation and legislative requirements

2.2 Provide basic information about healthy lifestyle, including nutrition and environmental health factors

2.3 Provide basic information to support individual health care plan

2.4 Provide information to support a self-care approach

3. Assist in the evaluation of health information provision

3.1 Consult client and/or community about effectiveness of health information

3.2 Seek feedback to determine how well health information has been understood

3.3 Provide feedback to supervisor and appropriate personnel

**Foundation Skills**

*The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.*

*Reading* • in order to interpret key information in health documentation

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

## **Unit Mapping Information**

No equivalent unit

## **Links**

Companion Volume implementation guides are found in VETNet -

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