



Australian Government

HLTAHW009 Provide information about social and emotional support

Release: 2

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Modification History

Release	Comments
Release 2	<p>Updated:</p> <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards <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 to communicate with clients requiring social and emotional support and provide information about available referral options. It provides basic skills and knowledge in social and emotional support required by those involved in face-to-face delivery of primary health care services.

This unit applies to Aboriginal and/or Torres Strait Islander Health Workers working as part, and under the supervision, of a multidisciplinary primary health care team to provide a range of primary health care services to Aboriginal and/or Torres Strait Islander clients and communities.

This unit equips Aboriginal and/or Torres Strait Islander Health Workers to provide support related to social and emotional wellbeing and does not infer that they are qualified counsellors.

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.

- | | |
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| 1. Identify social and emotional needs of clients | 1.1 Use effective and culturally appropriate and safe communication skills to gain an understanding of the client's concerns |
| | 1.2 Maintain client confidentiality at all times according to organisation procedures |
| | 1.3 Record findings according to organisation procedures |
| 2. Provide information about available social and emotional support services | 2.1 Provide accurate information about counselling options, which are targeted to identified individual and community needs |
| | 2.2 Adapt delivery of information as required to facilitate understanding and address need |
| | 2.3 Obtain further information as required to address identified needs |
| | 2.4 Support clients in taking a self-care approach to health, in line with individual needs and organisation and community requirements |
| 3. Assist clients to receive support for social and emotional wellbeing | 3.1 Consult other health professionals to clarify required care and support services, including referral to other service providers or allied health professionals |
| | 3.2 Provide immediate support to clients in crisis, in consultation with the health team and supervisor and in line with organisation procedures |
| | 3.3 Provide clients with details of social and/or emotional support service providers in line with identified needs |
| | 3.4 Offer immediate help to bereaved family members |
| 4. Follow up clients after accessing social and emotional | 4.1 Consult individual and/or community about effectiveness of support services and associated |

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

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supports

support provided

4.2 Investigate and provide additional referrals as required

5. Apply self-care strategies

5.1 Acknowledge limits of own personal ability, authority and role

5.2 Seek debriefing as required

5.3 Use ongoing self-care and stress management practices to manage work-related stress

Foundation Skills

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

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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>