



**Australian Government**

**Assessment Requirements for  
HLTASEW005 Provide supervision for  
Aboriginal and/or Torres Strait Islander  
health workers**

**Release: 1**

# Assessment Requirements for HLTASEW005 Provide supervision for Aboriginal and/or Torres Strait Islander health workers

## 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:

- provide an individual professional supervision session for two different Aboriginal and/or Torres Strait Islander health workers, and for each worker:
  - use culturally appropriate and safe communication skills to:
    - build rapport and trust
    - support the worker to discuss personally confronting issues
    - support a positive and constructive feedback process
  - respond appropriately to two different issues raised
  - provide information on self-care strategies tailored to individual health worker needs
- conduct and document one structured debriefing session
- according to actual supervision activities or from case study documentation, extract and evaluate information, and provide a written report about strengths and areas for improvement that relate to each of the following:
  - client outcomes
  - individual health worker practice
  - organisational practices.

## Knowledge Evidence

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

- organisational policies and procedures for:
  - maintaining confidentiality of client and health worker information
  - responding to issues raised by health workers
  - conducting and documenting structured debriefings
- for mandatory reporting:
  - local state or territory legal requirements
  - organisational procedures for reporting practitioners who present with issues that may put their patients or clients at harm
- the definition of professional supervision, in the context of health care support work, and key practices that support effective supervision

- factors that may impact how individual health workers react to confronting work situations, and how they may affect the type and scope of supervision needed:
  - lived experience
  - cultural issues
  - own personal, family or community issues
  - potential relationship with clients
  - individual characteristics, strengths and resilience levels
- indicators, features and common impacts of the following on Aboriginal and/or Torres Strait Islander health workers and practitioners:
  - excessive stress
  - burn out
  - grief
  - trauma, including transgenerational trauma
  - being subjected to violent or threatening behaviour (towards self and other workers or clients)
  - managing conflicting priorities
  - racism and discrimination in the workplace
- organisational practices that support health worker wellbeing:
  - appropriate workloads
  - ensuring the appropriate skills mix of workers to cover types of services offered
  - clear work roles and work role boundaries
  - appropriate physical working environment
  - processes to manage workplace conflicts
  - systems that support work/life balance
  - availability of professional supervision and support
- formal and informal ways of supporting positive communication in the workplace:
  - one-to-one discussions
  - team meetings
  - making discussion of personal impacts a regular part of work discussions
  - external meetings
  - communities of practice
  - professional development activities
- worker self-care strategies:
  - engaging with own support networks including family, friends and community groups
  - setting realistic goals
  - prioritising work
  - focussing on success
  - striving for work/life balance
  - using stress management techniques and activities

- techniques for effective communication to:
  - build rapport and trust
  - sensitively probe and elicit responses
  - encourage workers to disclose personally confronting issues
  - support a positive and constructive feedback process
- key features of a structured debriefing process:
  - when they take place
  - what makes for a safe environment and how this may vary for different workers
  - types of issues explored:
    - what happened
    - causes and consequences
    - individual experience
    - normal reactions
    - methods to manage emotional responses
- the definition of crisis intervention and the types of situations in which it may be needed
- for workers at risk of self-harm and suicide:
  - common risk factors
  - common verbal and non-verbal behavioural indicators
  - types of rapid response assessment questions and actions that can be used to triage
  - emergency referral pathways
- the role of employee assistance programs and the types of services they typically offer
- external support services for professional supervision
- techniques for identifying and evaluating information for its value in the improvement of future work practices and client outcomes.

## Assessment Conditions

Skills can be demonstrated through:

- work activities completed within an Aboriginal/and or Torres Strait Islander health service, or
- simulations and case studies completed within a training organisation.

Assessment must ensure the use of:

- interaction with Aboriginal and/or Torres Strait Islander health workers or practitioners either through actual work activities or simulations
- information about situations experienced by the worker
- organisational policies and procedures for:
  - maintaining confidentiality of client and worker information
  - responding to issues raised by workers
  - conducting structured debriefings
  - mandatory reporting.

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 senior health care 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>