



Australian Government

HLTAWOR001 Work in an Aboriginal and/or Torres Strait Islander health support role

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a primary health care support role within an Aboriginal and/or Torres Strait Islander health service.

It requires the ability to work and communicate in culturally safe ways with an understanding of historical and social factors that affect community health. It covers requirements to complete day-to-day tasks using effective work practices and to identify future career options.

This unit is specific to Aboriginal and/or Torres Strait Islander people working under direct supervision to support the provision of primary health care services to Aboriginal and/or Torres Strait Islander clients and communities. It underpins effective performance for a range of day-to-day activities.

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.

Pre-requisite Unit

Nil

Competency Field

Working in Aboriginal and/or Torres Strait Islander Health

Unit Sector

Aboriginal and/or Torres Strait Islander Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify factors that affect Aboriginal

PERFORMANCE CRITERIA

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

- 1.1. Identify national and local historical factors for Aboriginal and/or Torres Strait Islander people that could affect their

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| and/or Torres Strait Islander health. | health and wellbeing. |
| 2. Work and communicate in culturally safe ways. | <ul style="list-style-type: none">1.2. Identify the effects of social, political, economic and environmental factors on the health and wellbeing of Aboriginal and/or Torres Strait Islander people.2.1. Show respect for local community values, beliefs and gender roles when supporting health care service to Aboriginal and/or Torres Strait Islander people.2.2. Communicate in culturally appropriate and safe ways with clients, their significant others and community members during all interactions.2.3. Deliver support services according to organisational policies and procedures and cultural safety protocols for the community.2.4. Maintain confidentiality of client information regardless of personal, family and community pressures or status. |
| 3. Identify roles and own role in the organisation. | <ul style="list-style-type: none">3.1. Identify individual personnel in the organisation and their role.3.2. Identify purpose, scope and boundaries of own role in supporting the provision of health care to the local Aboriginal and/or Torres Strait Islander community.3.3. Confirm lines of supervision for reporting and clarifying issues. |
| 4. Use effective work practices to complete tasks. | <ul style="list-style-type: none">4.1. Plan and organise daily work activities to complete allocated tasks within given timeframes.4.2. Act promptly on instructions, information and follow procedures relevant to the task.4.3. Locate and use required workplace forms, processes and systems to complete work tasks accurately.4.4. Identify and wear appropriate clothing, footwear and personal protective equipment suited to tasks.4.5. Seek advice and direction from appropriate staff to clarify workplace instruction and information.4.6. Complete all designated work tasks on time and to required organisational standards. |
| 5. Identify future pathways. | <ul style="list-style-type: none">5.1. Reflect on work performances and identify own strengths and areas for improvement.5.2. Seek feedback on work performance from supervisor and primary health care team members.5.3. Discuss options for skill and knowledge development with supervisor and primary health care team members.5.4. Identify opportunities for learning to improve own skills and knowledge and to further career opportunities in primary health care. |

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.

SKILLS	DESCRIPTION
Reading skills to:	- interpret detailed familiar organisational policies and procedures with assistance from supervisors. - comprehend basic information about historical, social and cultural factors that could affect community health outcomes.
Writing skills to:	- use fundamental sentence structure to complete forms and basic reports that require factual information - produce client based documents that use culturally appropriate and safe terms.
Oral communication skills to:	- ask open and closed probe questions and actively listen to determine own understanding of instructions - adhere to cultural protocols to deliver client information and ask questions clearly and safely - interpret and respond appropriately to common cultural non-verbal cues.
Numeracy skills to:	calculate estimated time to complete works tasks.
Problem-solving skills to:	prioritise, with assistance, and complete competing tasks within designated timeframes.

Unit Mapping Information

Supersedes and not equivalent to HLTAHW001 Work with Aboriginal and/or Torres Strait Islander clients and communities and HLTAHW004 Perform work role in Aboriginal and/or Torres Strait Islander primary health care context.

Links

Companion Volume implementation guides are found in VETNet -

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