



Australian Government

HLTOUT010 Communicate in complex situations to support health care

Release: 1

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Modification History

Not applicable.

Application

This unit of competency describes the skills and knowledge required to effectively communicate with patients, colleagues, health providers and ambulance service callers in complex situations using verbal and non-verbal interactions. It requires workers to address these significant challenges in the context of providing a health care service.

This unit applies to pre-hospital and out-of-hospital health care workers in a range of settings.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Communicate with patients, colleagues, health providers and ambulance service callers.	1.1. Introduce self to commence the communication exchange. 1.2. Establish rapport through use of an open, sensitive and confident manner. 1.3. Obtain information with sensitivity and respect for confidentiality as demanded by the situation. 1.4. Convey information about care procedures in a manner and at a time consistent with the overall need of the patient and the situation as a whole. 1.5. Clarify and respect the role and authority of health providers involved in the situation. 1.6. Monitor recipient's understanding of information and adjust the mode of communication according to the needs and urgency of the situation.
2. Use effective communication techniques.	2.2. Use questioning and listening techniques to identify, clarify and confirm situational needs. 2.2. Ensure communication is clear and reflective of the situation, context and activities undertaken. 2.3. Identify early signs of complex or difficult situations or problems and respond.

ELEMENT**PERFORMANCE CRITERIA**

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| 3. Use available modes of communication to convey and receive information. | 2.4. Deal with conflict in a manner that prevents escalation. |
| | 2.5. Seek advice and assistance about communication difficulties to maintain effective communication. |
| | 2.6. Acknowledge and confirm information received to ensure understanding. |
| | 3.1. Use job specific communication systems to convey complex information clearly. |
| | 3.2 Complete all documentation required for reporting in accordance with organisational policies and procedures. |

Foundation Skills

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

Unit Mapping Information

This unit supersedes and is not equivalent to HLTAMB012 Communicate in complex situations to support health care

Links

Companion Volume implementation guides are found in VETNet -

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