



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTAHW203B Provide basic health information to clients**

**Release: 1**

## **HLTAHW203B Provide basic health information to clients**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit describes the competencies required to deliver under supervision and given clear instructions, a limited range of health care information to individuals or small groups of clients, including specific basic information on nutrition and environmental health and basic information to support implementation of a client's health care plan

### **Application of the Unit**

#### **Application**

This unit is intended to address skills and knowledge required by those working under supervision at a Certificate II or III level with Aboriginal or Torres Strait Islander communities

It is imperative that cultural issues, including gender and kinship issues, are respected in the delivery, assessment and application of this competency unit

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## Employability Skills Information

### Employability Skills

This unit contains Employability Skills

## Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

1. Clarify client needs for health information

- 1.1 Question *clients* to clarify understanding of specific basic health issues
- 1.2 Consider cultural practices and beliefs when clarifying information needs
- 1.3 Relay findings about client information needs to the service provider

2. Provide *basic health information*

- 2.1 *Deliver health information* to the client in line with community, organisation and legislative requirements
- 2.2 Provide basic information about nutrition and environmental health in line with community and organisation requirements
- 2.3 Provide basic information to support individual health care plan in line with client and organisation requirements
- 2.4 Provide information to support a self-care approach in line with client and organisation requirements

**ELEMENT****PERFORMANCE CRITERIA****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 in line with organisation and supervisory requirements

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- A broad knowledge base relating to basic aspects of individual and community health, including:
  - culture and traditions
  - nutrition issues and good practice
  - physical activity issues and good practice
  - environmental health issues and good practice
  - basic physiology and development
  - common disease and treatment options
- Community health issues
- Community processes
- Community views on health needs

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Provide accurate explanation of basic health information relevant to community needs
- Reflect on and improve own level and application of skills and knowledge to achieve desirable outcomes and maintain own capabilities
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use effective communication in language/style appropriate for the client/community

# Evidence Guide

## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects of assessment:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Evidence should demonstrate the individual's knowledge of basic health information relevant to identified Aboriginal and/or Torres Strait Islander community needs and their ability to communicate this information effectively to clients in line with and workplace requirements

*Conditions of assessment:*

This unit includes skills and knowledge specific to Aboriginal and/or Torres Strait Islander culture

Assessment must therefore be undertaken by a workplace assessor who has expertise in the unit of competency or who has the current qualification being assessed and who is:

- Aboriginal or Torres Strait Islander him/herself

or:

- accompanied and advised by an Aboriginal or Torres Strait Islander person who is a recognised member of the community with experience in primary health care

*Context of assessment:*

Competence should be demonstrated working individually, under supervision or as part of a primary health care team working with Aboriginal and/or Torres Strait Islander clients

Assessment should replicate workplace conditions as far as possible

## EVIDENCE GUIDE

### *Related units:*

This unit may be assessed independently or in conjunction with other units with associated workplace application

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

### *Cultural respect*

This competency standard supports the recognition, protection and continued advancement of the inherent rights, cultures and traditions of Aboriginal and Torres Strait Islander peoples

It recognises that the improvement of the health status of Aboriginal and Torres Strait Islander people must include attention to physical, spiritual, cultural, emotional and social well-being, community capacity and governance

Its application must be culturally sensitive and supportive of traditional healing and health, knowledge and practices

### *Community control*

Community participation and control in decision-making is essential to all aspects of health work, and the role of the health worker is to support the community in this process

## RANGE STATEMENT

### *Supervision*

Supervision must be conducted in accordance with prevailing state/territory and organisation legislative and regulatory requirements

References to supervision may include either direct or indirect supervision of work by more experienced workers, supervisors, managers or other health professionals

A person at this level should **only** be required to make decisions about clients within the organisation's standard treatment protocols and associated guidelines

### *Legislative requirements*

Federal, state or territory legislation may impact on workers' practices and responsibilities. Implementation of the competency standards should reflect the legislative framework in which a health worker operates. It is recognised that this may sometimes reduce the application of the Range of Variables in practice. However, assessment in the workplace or through simulation should address all essential skills and knowledge across the Range of Variables

Aboriginal and/or Torres Strait Islander Health Workers may be required to operate in situations that do not constitute 'usual practice' due to lack of resources, remote locations and community needs. As a result, they may need to possess more competencies than described by 'usual practice circumstances'

Under all circumstances, the employer must enable the worker to function within the prevailing legislative framework



## RANGE STATEMENT

*Basic health care information includes:*

- Promotion of:
  - good nutrition and physical activity
  - smoking cessation and safe use of alcohol
  - safe sex
  - avoiding hazards for children
  - ways to seek help
  - accessing health services/ programs available to the community
  - oral health care
- Information on nutrition, such as:
  - information on healthy food and cooking
  - food content labelling
  - risks of food-borne disease
  - how to avoid contamination during food preparation
  - safe food storage and re-heating practices
- Information on environmental health, such as:
  - basic hygiene practices (personal, home and family)
  - pest and animal management
  - basic water, sewerage and waste management
  - food safety
- Information promoting physical activity, such as:
  - evidence for health benefits of physical activity
  - promoting physical activity as a health worker
  - promoting physical activity in worksites and schools
  - community-wide interventions to promote physical activity
  - supportive environments for physical activity
  - transport and physical activity
  - physical activity for defined population group:
    - children and adolescent
    - young adults
    - older people (including complex and chronic conditions)
    - people with special needs
- Reinforcement of specific information provided by health service provider to support health care plan

## RANGE STATEMENT

and requiring client compliance, such as:

- requirements of treatment program or medication regime
- specific dietary requirements and/or health care practices

*Clients may include:*

- Persons receiving health care
- Persons who request assistance from the health worker
- Family members and/or carers acting on behalf of clients
- Nominated members of the community

*Service providers may include:*

- Health practitioners
- Managers or other staff of health services/organisations, including administrative/operative staff
- People/workers providing a supportive or caring service to meet the holistic health care needs of the community or individuals

*Delivery of health information may include:*

- Discussion with:
  - client, their family and/or carers
  - small community groups
- Supporting explanation for written/visual material
- Contact with clients via telephone/radio/email/letter

## Unit Sector(s)

Not Applicable