



Australian Government

Department of Education, Employment and Workplace Relations

HLTPOP315C Ensure provision of functional, durable health hardware items in home and community

Release: 1

HLTPOP315C Ensure provision of functional, durable health hardware items in home and community

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit aims to describe the competencies needed to ensure that repairs and maintenance in the community is being adequately addressed in terms of the ongoing provision of functional and durable health hardware

Application of the Unit

Application

Plumbing work must only be performed by a person authorised by registration or licence granted by the relevant State or Territory regulatory authority under legislation
As certification may vary between States and Territories workers should consult with the relevant regulatory authority before undertaking this work

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. Obtain information on the *provision of functional and durable health hardware* in the household and community

- 1.1 Obtain information on the method(s) used by the community to monitor and assess repairs and maintenance of their housing stock
- 1.2 Obtain information on the health hardware items purchased and used by the community to repair, replace and maintain their housing stock
- 1.3 Consult community members and householders to determine the success of the method(s) being used in relation to the ongoing provision of functional and durable health hardware
- 1.4 Report feedback from community members in accordance with organisation policies and procedures

2. Identify any *gaps* that may exist

- 2.1 Identify gaps where relevant and discuss with supervisor
- 2.2 Make any *additional observations* as required, and in accordance with job role
- 2.3 Recognise and demonstrate understanding of roles and responsibilities of the worker in relation to the identified problems and gaps

ELEMENT

PERFORMANCE CRITERIA

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|---|--|
| 3. Address issues in accordance with job role | 3.1 Develop a work plan in conjunction with supervisor to address issues of concern in accordance with job role |
| | 3.2 Seek <i>advice</i> and/or support from key people and outside agencies as required |
| | 3.3 Refer problems and gaps identified as being outside of the worker's area of responsibility, to relevant others in accordance with organisation policies and procedures |
| | 3.4 Implement <i>follow up</i> procedures to ensure that problems are being adequately addressed |
| | 3.5 Report follow up procedures to supervisor as required in accordance with established procedures |

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:

- Community reporting processes for repairs and maintenance requirements
- Community processes for funding repairs and maintenance
- Durable health hardware items appropriate to the region e.g. taking into account harsh water supply, etc.
- Knowledge of what can fail in the house and why e.g. poor design, non-durable materials such as plastic shower grates, etc.
- Philosophies and principles in relation to housing for health (e.g. principles of UPK, including recent priorities)
- Roles and responsibilities of the worker and relevant others in relation to the provision of functional and durable health hardware in the household and community

Essential skills:

REQUIRED SKILLS AND KNOWLEDGE

It is critical that the candidate demonstrate the ability 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 the ability to:

- Apply problem solving skills in relation to identifying gaps and "looking for patterns" if necessary
- Effectively network and communicate with householders, community members, employing organisation, key people, outside agencies and relevant others
- Identify gaps that may exist in relation to the provision of ongoing, functional and durable health hardware in the community through the use of problem solving processes

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 for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit is best assessed on the job

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.

RANGE STATEMENT

Methods may include:

- Relevant housing authority surveys
- Community board/repairs and maintenance sheet for householders and community members to report their own repairs and maintenance requirements
- Indigenous environmental health worker reporting repairs and maintenance noticed as part of on the job role
- Householders and community members reporting repairs and maintenance requirements to the indigenous environmental health worker

Ongoing provision of functional and durable health hardware items may refer to, but is not limited to some of the following:

- Functional household plumbing and fixtures
- Functional septic tanks and sewerage systems
- Functional hot water service
- Functional washing machines
- Functional basins for washing children under 5 years old
- Functional and safe electrical circulatory in the household
- Adequate food preparation surfaces and storage areas/cupboards
- Adequate fences and shelters (wind breaks) in the yard area/community

Reported may be:

- Verbally in either first language or English
- Written in either first language or English ie: notes, checklists, etc.

Equipment/materials for presentations may include:

- Community council
- Community clinic
- Other employer bodies/agencies
- Diagrams

RANGE STATEMENT

Gaps may include:

- Repairs and maintenance problems not being addressed or dealt with in a reasonable time frame of reporting a fault or problem
- Constant surveying without service
- Lack of community support for reporting processes
- Replacement parts and repairs being made with cheap and non-durable health hardware items
- Poor initial design and construction to begin with, e.g. non-graded wet areas, living areas constructed too close to wet areas, etc.
- Lack of community funding to address repairs and maintenance requirements

Additional observations may include:

- Looking for patterns e.g. are other households/community members having the same problem with the same piece of health hardware
- Observing to see if householders/community members have a need for specific health hardware items that may not exist e.g. shelving and food storage cupboards, washing machines, etc.

Roles and responsibilities of the worker may include:

- Obtaining information on alternative/durable health hardware items
- Encouraging community members to support repairs and maintenance reporting methods if required through education and community empowerment
- Inquiring about funding to assist with the provision of ongoing repairs and maintenance and/or durable health hardware items
- Ordering in supplies if necessary

A work plan may be:

- Time table/planner
- Prioritising tasks and issues to be addressed
- Determining points of contact/networks

RANGE STATEMENT

- Key people and outside agencies may include:*
- Centre for Appropriate Technology
 - Environmental Health Officers
 - Housing and Local Government
 - Aboriginal Health Workers
 - Elders
 - Other community workers
 - Government agencies
- Advice and/or support may be:*
- Information on where to go, or who to contact to address particular or specific issues of concern
 - Information and/or advice on durable health hardware items appropriate for the region (community, outstations)
 - Cost of durable health hardware items
- Referral may be:*
- Verbally in either first language or English depending on the target group and whether or not the referrals take place internally within the community or outside the community to relevant others
 - Written correspondence, i.e.: faxes, letters, etc.
- Relevant others:*
- Housing Officers/managers
 - Community council
 - Housing and Local Government
 - Contractors
- Follow up procedures may include:*
- Monitoring reported repairs and maintenance requirements to ensure that problems are being adequately addressed and dealt with
 - Ensuring that the work is being done within an appropriate time frame, particularly for urgent repairs and maintenance
 - Ensuring that all repairs and replacement parts are being made with durable health hardware items appropriate for the region
 - Monitoring community reporting processes

Unit Sector(s)

Not Applicable