



**Australian Government**

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

# **HLTRAH302C Undertake home visits**

**Release: 1**

## HLTRAH302C Undertake home visits

### Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTRAH302B Undertake home visits	HLTRAH302C - Undertake home visits	Unit updated in V5. Unit updated in V5 - visits changed 'challenging behaviour' to 'behaviours of concern' ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

### Unit Descriptor

**Descriptor**

This competency unit describes the skills and knowledge required to make a home visit to assess needs and/or deliver services

### Application of the Unit

**Application**

This unit addresses workers who are required to deliver services to people in their home or other residence

It includes preparation and follow up as well as working safely in an unfamiliar and potentially unpredictable environment

Application of this unit should be contextualised to reflect any specific work requirements and practices

### 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

1. Prepare for home visit

### PERFORMANCE CRITERIA

- 1.1 Check that client is expecting and prepared for a home visit at the agreed time
- 1.2 Clarify *purpose of home visit* and *history of client* in relation to unexpected issues and needs
- 1.3 Prepare equipment, resources and/or documents required address purpose of home visit and contingencies
- 1.4 Allow time in schedule for contingencies
- 1.5 Check that entry to the home is ensured
- 1.6 Ensure co-worker(s) are aware of intended time and place of home visit and mobile contact details

**ELEMENT****PERFORMANCE CRITERIA****2. Undertake home visit**

- 2.1 Obtain entry to the home, check for hazards to own and others' health and safety and take action to control risk
- 2.2 Take standard precautions to control infection and, where required, take additional precautions
- 2.3 Demonstrate respect for the home and contents and sensitivity as a guest in the environment
- 2.4 Follow appropriate risk management practices when delivering services in an unfamiliar and potentially unsafe environment

**3. Establish client relationship in the home**

- 3.1 Communicate with client or resident to clarify purpose of visit and confirm client acceptance
- 3.2 Provide opportunity for client to identify and express any issues or concerns in relation to the home visit and/or associated matters
- 3.3 Provide appropriate support and information within scope of own work role and record and report relevant health issues or concerns promptly to appropriate person
- 3.4 Deal with behaviours of concern promptly, firmly and diplomatically in accordance with relevant policies and procedures

**4. Follow up home visit**

- 4.1 Document all aspects of the home visit in line with organisation policies and procedures
- 4.2 Promptly report and refer any areas of concern to an appropriate authority
- 4.3 Ensure any arrangements for follow up visits are recorded and implemented

**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:

- Infection control practices in relation to own work role and applied to working in unfamiliar and unpredictable environments
- Legislative, regulatory and organisation requirements relating to reporting issues observed during home visits
- WHS issues and procedures in relation to working in unfamiliar and unpredictable environments

*Essential skills:*

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:

- Communicate clearly and sensitively with clients who are confined to their home, including aged, frail and disabled clients
- Prepare appropriately for home visits
- Use problem solving skills, including the ability to use available resources in a client's home setting and prioritise workload for home visits
- Work with others and display understanding of issues relevant to home visits
- Use language, literacy and numeracy skills to:
  - communicate in English and/or community language, depending on client group
  - complete basic arithmetic calculations such as addition, subtraction, multiplication, division and recording numbers
- Use oral communication skills, including:
  - asking questions
  - clarifying workplace instructions when necessary
  - listening to and understanding workplace instructions
  - providing clear information

## **Evidence Guide**

### **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:*

- This unit is most appropriately assessed in the workplace or in a simulated workplace
- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of workplace situations

*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

## 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.

*Purpose of home visit may include:*

- Assessment of client requirements
- Delivery of services
- Delivery of products, materials or equipment
- Consultation (eg. in relation to complementary or alternative therapy)
- Regular or planned organisation follow up

*History of client in relation to unexpected issues and needs may include but is not limited to:*

- Worker unable to obtain safe access to the home
- Interpreter required
- Client behaviour unpredictable (eg. aggression, dementia)
- Specific health and safety risks identified
- Client in need of basic supplies (eg. food or medication)

*Check for hazards includes*

- Checking the working order of fire safety equipment including smoke alarms

*Areas for concern may include but are not limited to:*

- Client very sick, injured or deceased
- Signs of violence or abuse
- Signs of deterioration of client's physical or mental condition
- Client in need of basic supplies (eg. food, other consumables or medication)

## **Unit Sector(s)**

Not Applicable