



Australian Government

CHCADV001 Facilitate the interests and rights of clients

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Merged CHCAD401 /CHCAD402. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge required to assist clients to identify their rights, voice their needs and concerns and realise their interests, rights and needs.

This unit applies to workers of all levels in a range of health or community services settings who provide services using a human rights based approach and have direct interaction with clients.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria specify the performance needed to demonstrate achievement of the element

1. Facilitate the realisation of client interests, rights and needs

1.1 Discuss the rights and responsibilities of all parties with client

1.2 Provide client with researched, relevant and timely information on their rights and responsibilities

1.3 Assist clients to identify their own interests, rights, needs, choices and responsibilities

1.4 Identify when rights are infringed or not being met

1.5 Provide client with information on available options for meeting their rights and needs and assist them to

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria specify the performance needed to demonstrate achievement of the element

identify their preferred option

2. Advocate in accordance with client preferences and requests to optimise client outcomes

2.1 Undertake an assessment to identify client's ability to advocate for self

2.2 Initiate, negotiate and implement relevant strategies for addressing client rights and needs in collaboration with the client

2.3 Identify potential barriers as well as resources

2.4 Identify and contact the most appropriate individuals and/or organisations and represent the client to optimise outcomes for the client

2.5 Ensure information is kept in confidence unless authorisation is given to release it

3. Provide ongoing support to clients

3.1 Support and encourage clients to exercise their rights and personal preferences without compromising their safety and that of others

3.2 Consult with supervisor, other support workers and the service about interests, rights and needs of clients in a way that upholds their rights and supports their reasonable expectations

3.3 Identify situations of risk or potential risk and refer appropriately

3.4 Apply work practices to minimise potential for harm to clients, self and others

3.5 Conduct all activities in accordance with legal, organisation and duty of care requirements

4. Support clients making a complaint

4.1 Discuss organisation and legal complaints mechanism and ensure client is aware of rights and responsibilities

4.2 Assist client in lodging a complaint

4.3 Monitor process and provide ongoing support and information to client

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria specify the performance needed to demonstrate achievement of the element

5. Review progress

5.1 Discuss progress and outcomes with the client and collaborate on further action as necessary

5.2 Ensure follow up and links to other services as required and in accordance with client preferences

5.3 Obtain feedback and identify opportunities for improvement to own work and action as appropriate

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

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

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCADV001 Facilitate the interests and rights of clients

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- Worked in collaboration with 1 client to identify their interests, needs and rights
- Advocated on behalf of 1 client to achieve a specific outcome
- Supported 1 client throughout an organisational or legal complaints process

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- *Universal Declaration of Human Rights*
- relationship between human needs and human rights
- human rights frameworks, approaches, instruments
- legal and ethical considerations (international, national, state/territory, local) related to facilitation of client rights and interests and how these impact individual workers:
 - duty of care
 - human rights
 - mandatory reporting
 - discrimination
 - privacy, confidentiality and disclosure

- informed consent
- organisation and legal complaints processes
- rights and responsibilities of clients, workers and organisations
- common risks to client safety and wellbeing
- relevance of child protection across all health and community services contexts, including duty of care when child is not the client, indicators of risk and adult disclosure
- actions that constitute discrimination and techniques for addressing it
- types of community resources, networks and referral options relevant to the nature of client service
- potential conflict between client needs and organisation requirements
- differences between negotiation, advocacy, mediation
- negotiation, advocacy, mediation techniques for the facilitation of client rights
- empowerment and disempowerment

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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