



Australian Government

CHCADV002 Provide advocacy and representation services

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. 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 formally represent the interests of service users. Representation will include the development of community representative and industry participative roles and positions in influencing policy processes and decision-making forums.

This unit applies to workers in health, community services or advocacy settings who are responsible for providing formal representation services to clients. Work at this level requires a degree of autonomy, judgement and responsibility for own outputs.

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. Establish the representative role and process

1.1 Identify role, processes and conditions of representation in consultation with individuals and key groups

1.2 Identify and seek the support of key people and develop strategic alliances

1.3 Determine and implement requirements for reporting, accountability and evaluation

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Represent the interests of client or client group

2.1 Identify relevant interests and concerns to be pursued in accordance with organisation objectives and priorities

2.2 Undertake work to provide a framework for pursuing promotion of relevant interests

2.3 Create and respond to opportunities to reflect, promote and represent identified interests

2.4 Determine the potential impact developments and decisions will have on objectives and priorities and how success will be measured

2.5 Provide progress and other reports and feedback to key people according to organisation requirements

3. Negotiate outcomes and liaise with key people

3.1 Communicate and promote purpose and objectives

3.2 Promote and facilitate collaborative planning and action

3.3 Identify potential areas of conflict and implement strategies to address them

3.4 Undertake appropriate work with organising committees and board of management to maximise effectiveness

4. Evaluate effectiveness of strategies

4.1 Analyse actual work outcomes and document and report against agreed objectives and priorities

4.2 Implement adjustments to strategy according to the evaluation

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 CHCADV002 Provide advocacy and representation services

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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:

- provided formal advocacy and representation services to 2 individual clients or client groups and evaluated the effectiveness of strategies used

Knowledge Evidence

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 work role. This includes knowledge of:

- legal and ethical considerations, including:
 - Power of attorney*
 - guardianship
 - legal status of parents and guardians of people under the age of 18
 - human rights
- types of advocacy including:
 - self
 - individual
 - systems
 - citizen and parent
- functions of advocacy:
 - raising awareness

- acting
- writing
- types of community consultation and decision-making processes
- industry and government processes and culture
- models of support and negotiation
- nature and structure of the community services and health industries
- processes and structures relevant to organisation goals and objectives or work role
- processes and systems to support advocacy, including electronic campaigning
- how representation and advocacy are different to decision-making on behalf of a client or a service provider
- processes of both individual advocacy and group advocacy

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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