



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>