



Australian Government

CHCADV005 Provide systems advocacy 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 advocate and ensure that government, community and organisational systems broadly support and uphold human rights.

This unit applies to workers in a health, community services or advocacy settings who undertake a leadership role in influencing social and system changes. Workers at this level will also advocate for change and continuous improvement at the organisational level to improve client outcomes and service quality.

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. Obtain, analyse and document information

- 1.1 Research information about particular issues relating to client rights and interests and document accordingly
- 1.2 Conduct consultations with colleagues, clients, carers and other stakeholders to identify and define issues of concern
- 1.3 Collate information into appropriate format for communicating with, and distributing to, relevant agencies and stakeholders

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Work with stakeholders to develop strategies to address identified needs

2.1 Develop and maintain close working relationships and networks with relevant stakeholders

2.2 Organise formal meetings, working groups and other activities to develop policy statements, action plans, strategies, projects and programs to address identified needs

2.3 Document appropriate, relevant and agreed plans to address needs identified with stakeholder organisations

3. Advocate for and facilitate the implementation of strategies developed to address the rights and interests of clients

3.1 Prepare submissions for resources to implement identified strategies, projects and action plans

3.2 Where appropriate, contribute to relevant government policy development

3.3 Work with consumers and other stakeholders to implement relevant projects and action plans

3.4 Pursue opportunities and provide comments on policy documents, legislation, project plans and other relevant documents relating to client rights and interests

4. Contribute to service improvements

4.1 Gather feedback from key stakeholders on access, effectiveness of services, satisfaction, service gaps and areas for improvement

4.2 Consult with stakeholders to identify culturally appropriate systems and services, and compare to current practices

4.3 Respond appropriately to breaches of rights in service delivery in line with organisation and legal complaints processes

4.4 Provide information about identified needs, possible improvements and recommendations for change to organisation and other relevant parties

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

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

5. Advocate to improve coordination between services

- 5.1 Develop working relationships with other services and community groups to promote and advocate improved linkages and service coordination
- 5.2 Identify and develop appropriate strategic alliances and partnerships
- 5.3 Proactively participate in decision making forums, committees, working groups and other strategic opportunities to advocate for improved service provision
- 5.4 Collaboratively develop strategies that incorporate priorities of each organisation and address any barriers or areas of conflict
- 5.5 Collaboratively work to develop, implement and evaluate a framework for change

6. Evaluate outcomes

- 6.1 Review advocacy outcome in line with organisation and stakeholder objectives
- 6.2 Identify lessons learned and areas requiring change
- 6.3 Identify opportunities for continued improvement and additional strategies

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 CHCADV005 Provide systems advocacy 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 systems advocacy for 1 specific client or client group or community to achieve a specific outcome including:
 - consulted with members of the client group and/or community to identify issues and concerns
 - facilitated 1 formal meeting with the client or client group or community to develop strategies for action
 - pursued opportunities to advocate, mediate and negotiate through community organisations and government agencies
 - represented client issues within broader social, political and community structures
 - identified 1 opportunity for improved service delivery within the organisation and provided recommendation(s) for change

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 for advocacy work and how these are applied in organisations, including:

- duty of care
- human rights
- mandatory reporting
- discrimination
- confidentiality, privacy, disclosure
- informed consent
- organisation and legal complaints processes
- power of attorney
- guardianship including the legal status of parents and guardians of people under the age of 18
- rights and responsibilities of clients, workers and organisations
- structural, political and other social factors which operate to maintain discrimination against clients, consumers and service users
- specific range of issues affecting the client group
- context and relationship of client issues to community, society and government policy
- key stakeholders and how to access them
- functions of advocacy:
 - raising awareness
 - acting
 - writing
- political lobbying processes, including electronic campaigning and use of media (traditional, social and digital) for advocacy purposes
- relevant agencies and services which may assist in promoting and advocating
- balance between the rights of the general community and the rights of people with specific issues
- power and power structures
- community consultation, participation and decision-making processes
- processes and structures relevant to organisation goals and objectives or work role
- industry culture
- models of negotiation
- models of management and leadership
- advocacy issues relating to:
 - alcohol and other drugs
 - cultural and linguistic diversity
 - risk of self-harm
 - women
 - men
 - people under 18 years of age
 - ageing
 - disability
 - chronic illness

- community education
- Aboriginal and Torres Strait Islander people
- mental health
- lesbian, gay, bi-sexual, transgender, intersex (LGBTI)
- migrants and refugees

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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