



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>