



Australian Government

Department of Education, Employment and Workplace Relations

CHCAD401D Advocate for clients

Release: 1

CHCAD401D Advocate for clients

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required by the worker to support clients to voice their opinions or needs and to ensure their rights are upheld

Application of the Unit

Application

This unit may apply to work undertaken across a range of sectors in delivery of community services

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Assist clients to identify their rights and represent their own needs

1.1 Assist client to identify their own needs and rights and to determine if their rights are being infringed or are not being met

1.2 Undertake an assessment with the client, and if necessary with significant others and colleagues to identify client's ability to advocate for self

1.3 Provide client with information about available options for meeting their needs and assist them to identify their preferred option, and to make contact and negotiate with relevant people and agencies where appropriate

1.4 Ensure information provided to clients about client rights and responsibilities is researched, relevant and timely

ELEMENT**PERFORMANCE CRITERIA****2. *Advocate on behalf of clients on request***

- 2.1 Initiate, negotiate and implement relevant strategies for addressing client needs
- 2.2 On request from the client and in on-going consultation with the client, identify and contact the most appropriate individuals or organisations and represent the client's point of view clearly to optimise outcomes for the client
- 2.3 Ensure information is kept in confidence unless authorisation is given to release it
- 2.4 Discuss progress and outcomes with the client and take further action as necessary

3. Advocate for clients

- 3.1 Where assessment indicates the client requires *advocacy* support:
- raise issues with the most appropriate person/people in a way that upholds the rights and supports reasonable expectations of the client
 - initiate and implement strategies for addressing client needs in consultation with appropriate personnel
 - identify and redress potential conflict of interest

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

It is critical that the candidate demonstrate knowledge of:

- Organisations and services relevant to the nature of client service
- Referral options and resources available to community
- Organisation policies and procedures
- Relevant legal and other rights/limitations

The candidate must also be able to demonstrate relevant knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria, such as knowledge of:

- Social justice principles
- Differences between negotiation, advocacy, mediation and conciliation

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Negotiate
- Advocate on behalf of clients
- Use a client-centred approach
- Demonstrate a non-judgemental approach to clients
- Maintain documentation as required

In addition, the candidate must be able 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 identified work role

These include the ability to:

- Apply skills in:
 - mediation

REQUIRED SKILLS AND KNOWLEDGE

- representation
- dealing with cross cultural issues

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Assessment may be conducted on one or more occasions, but should include the normal range of workplace activities

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to:
 - an appropriate workplace where assessment can take place, or
 - simulation of realistic workplace setting for assessment

Method of assessment:

- Assessment may include observation, questioning and evidence gathered from the workplace environment

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Rights and needs include:

- Freedom of choice
- Access to services
- Personal safety and security
- Access to rights protection and legal remedies
- Access to right protections and legal remedies

RANGE STATEMENT

Advocate on behalf of clients may be to:

- Other workers
- Management
- Other agencies/organisations
- Family/friends/community
- Employers
- Other health services/professionals
- Police
- Legal organisations/persons
- Government departments
- Schools
- Credit providers, financial institutions, utility companies

Advocacy may include:

- Meeting client needs in the context of organisation requirements
- Awareness of potential conflict between client needs and organisation requirements

Review of strategies may be informal or formal and may include:

- Discussions with key people in the community
- Discussions with friends/family of the client
- Discussions with colleagues and/or clients

Formal strategies may include:

- Public meetings
- Interviews
- Questionnaires
- Court appearances

Unit Sector(s)

Not Applicable