



**Australian Government**

# **Assessment Requirements for HLTAADV002 Support the rights and needs of clients**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- support the rights and needs of individual Aboriginal and/or Torres Strait Islander clients on four occasions:
  - work with individual clients to identify their needs and options on each of the four occasions
  - assist a client to present their own needs on two of those occasions
  - advocate on behalf of a client who is unable to self-advocate on two of those occasions
- participate in two discussions with internal or external colleagues about client rights, needs and interests:
  - highlight and provide comment on two issues based on client experiences
  - make suggestions about potential ways to improve services to individual clients in the local community.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
  - maintaining confidentiality of client information
  - obtaining permission to advocate on a client's behalf
  - making representations to external agencies
- contents of the current Australian Charter of Healthcare Rights, and the importance of client participation in decision-making and choice
- definitions and understanding of:
  - human rights
  - equality
  - discrimination
  - self-determination
- basic features of existing local, state or territory, and Commonwealth government health services and programs specifically available to Aboriginal and/or Torres Strait Islander people

- structure and function of local and regional health services, how they interrelate and implications for individual clients:
  - service philosophies
  - roles and responsibilities
  - commonly used terminology
  - lines of communication
  - referral protocols
  - basics of funding and financial structures
  - complaint processes including escalation when client's rights and needs remain unmet
- functions of the Australian Human Rights Commission (or its successor) and overview of how that agency handles escalated complaints
- typical advocacy roles of Aboriginal and/or Torres Strait Islander health services and workers at different levels of seniority, and the particular importance of their role in advocating for client health care choices that relate to cultural values and beliefs
- types of information and skills clients may need for self-advocacy:
  - simplified information about health services and programs
  - agency preferences for communication
  - advice on how to communicate different types of information or express views in constructive ways
  - advice about lodging a complaint and escalating when rights and needs remain unmet
  - assistance with completing documentation
- individuals and organisations to whom advocacy may be directed:
  - other members of the primary health care team
  - service management
  - external organisations, both public and private
- types of individual and community values and beliefs that impact client interactions with health services:
  - gender roles
  - kinship relationships
  - preferences for western medicine and traditional and cultural healing including the use of bush medicines and traditional healers
  - preferred language and ways of communicating
  - spiritual beliefs about serious illness and end of life care
  - previous individual or community experiences
- types of potential conflict between client needs and organisation requirements:
  - culturally inappropriate requirements
  - client need for service versus eligibility criteria
  - different views about health care priorities and self-management of health
- interpreter services available in the local area
- internal and external opportunities for the promotion of client rights, needs and interests.

## Assessment Conditions

Skills can be demonstrated through:

- work activities completed within an Aboriginal and/or Torres Strait Islander health service, or
- simulations and case studies completed within a training organisation, based on comprehensive information about clients and health service providers.

Assessment must ensure the use of:

- interaction with Aboriginal and/or Torres Strait Islander clients and health service providers either through actual work activities or simulations
- client focussed information from health service providers
- organisational policies and procedures for:
  - maintaining confidentiality of individual and community information
  - obtaining permission to advocate on a client's behalf
  - making representations to external agencies.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:

- be an Aboriginal and/or Torres Strait Islander person who has applied the skills and knowledge covered in this unit of competency through experience working as an Aboriginal and/or Torres Strait Islander health worker or practitioner, or
- be a registered health practitioner or a community services advocate with experience relevant to this unit of competency and be accompanied by, or have assessments validated by, an Aboriginal and/or Torres Strait Islander person.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>