



Australian Government

HLTAHCS001 Provide basic health service information to clients

Release: 1

HLTAHCS001 Provide basic health service information to clients

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide general information about available health services according to the needs of clients. It requires the ability to gather relevant information and explain basic details.

This unit is specific to Aboriginal and/or Torres Strait Islander people working under direct supervision to support the provision of primary health care services to Aboriginal and/or Torres Strait Islander clients and communities.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No regulatory requirement for certification, occupational or business licensing is linked to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Health Care and Support

Unit Sector

Aboriginal and/or Torres Strait Islander Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Clarify client needs for health service information.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Use effective questioning and actively listen to identify client information needs.
- 1.2. Consider cultural practices and beliefs when clarifying information needs of the client.
- 1.3. Seek assistance from supervisor, as required, to clarify client needs and sources of information.
- 1.4. Gather information that will meet client needs.

2. Provide basic information about health services to client.
 - 2.1. Use effective and culturally safe communication to deliver relevant health service information to the client.
 - 2.2. Provide clear explanations of services offered by own health service organisation.
 - 2.3. Provide basic details about external health service providers and types of services available in the community, state or territory.
 - 2.4. Identify and use consumer based information resources relevant to client's need to support client understanding.
 - 2.5. Seek assistance from supervisor when client's information needs exceed level of own ability.
 - 2.6. Confirm client understanding of information and seek feedback to ensure information needs are satisfied.
 - 2.7. Accurately record details of client interaction according to organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret sometimes unfamiliar but plain language information about health and support services.
Writing skills to:	use fundamental sentence structure to complete forms and notes about client interaction.
Oral communication skills to:	ask open and closed probe questions and actively listen to determine client's information needs and understanding of information provided.
Learning skills to:	use information gathered to extend knowledge of health and support services available in the community and further afield.

Unit Mapping Information

This unit supersedes and is not equivalent to HLTAHW003 Provide basic health information to clients.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for HLTAHCS001 Provide basic health service information to clients

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:

- provide basic health service information to three different Aboriginal and/or Torres Strait Islander clients and consistently communicate in culturally safe ways
- for each client, source and provide information that meets their individual needs
- across the three clients collectively:
 - explain two different types of services offered by own organisation and advise clients how they can access these
 - provide overview information about the services offered by two different external health care service providers
 - explain the key features of two different types of support services for people with specific conditions or diseases and use consumer based information resources to assist client understanding
- record details of each client interaction above.

Knowledge Evidence

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

- organisational procedures for recording details of client interactions
- own role and limitations in providing information about health care and support services to clients:
 - scope of information that can be provided
 - risks of working outside scope of own role and of providing inappropriate advice to clients
- types of general health information that clients typically seek and how to access current and credible consumer based information resources:
 - information on prevention and treatment of specific conditions and diseases
 - support services and groups for people with specific conditions or diseases
 - vaccinations
 - screening programs
 - nutrition and physical activity

- health and support services typically provided by an Aboriginal and/or Torres Strait Islander primary health care service
- health care services provided by own organisation
- overview knowledge of external health care and support services available in the community, state or territory to include:
 - types of providers
 - general and specialist services they offer
 - specialist services available to people of different genders and ages, and to Aboriginal and/or Torres Strait Islander people
 - how to access information about the types of services they provide.

Assessment Conditions

Skills must be demonstrated in a health service workplace within a multidisciplinary primary health care team.

Evidence of performance must be gathered:

- during on-the-job assessments in the workplace under live conditions while interacting with Aboriginal and/or Torres Strait Islander people, or
- during off-the-job assessments in the workplace, not under live conditions, using simulated activities while interacting with Aboriginal and/or Torres Strait Islander people.

Evidence of workplace performance can be gathered and reported through third party report processes. (Refer to the Companion Volume Implementation Guide for information on third party reporting.)

Evidence can be supplemented by assessments in a simulated workplace environment using simulated activities, scenarios or case studies only when:

- the full range of situations covered by the unit cannot be provided in the individual's workplace, or
- situations covered by the unit occur only rarely in the individual's workplace.

Assessment must ensure the use of:

- consumer based information resources from credible sources about health support services for different conditions and diseases
- information about different types of health care and other support services offered in the community, state or territory
- organisational procedures for recording details of client interactions.

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 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

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