



Australian Government

HLTAHW006 Facilitate and advocate for the rights and needs of clients and community members

Release: 2

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Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria. New evidence requirements for assessment, including volume and environment requirements.

Application

This unit describes the required knowledge and skills for primary health care workers to assist Aboriginal and/or Torres Strait Islander clients and communities to understand their rights and communicate their needs within a self-determination framework. This includes the use of interpreter and translation services to liaise with service providers to enable clients to access a range of health services. This unit does not assume the individual worker has interpretation and/or translation qualifications to provide these services themselves.

This unit applies to Aboriginal and/or Torres Strait Islander Health Workers working as part, and under the supervision, of a multidisciplinary primary health care team to provide a range 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/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 level of performance needed to demonstrate achievement of the element.

1. Identify the rights, needs and options available to the client

- 1.1 Use culturally appropriate and safe communication to assist the client to identify their needs in relation to health issues and services
- 1.2 Support client to identify needs that are not being met by existing services or supports
- 1.3 Provide client with information about their rights and options for meeting their needs
- 1.4 Assist client to identify their preferred option and negotiate other options, as required

2. Assist the client to present their own needs

- 2.1 Assist client to make contact with relevant persons and agencies
- 2.2 Provide client with information and support them to present their rights and needs
- 2.3 Encourage client to communicate in their preferred language, and provide support as required
- 2.4 Assist client to put their views to relevant persons and agencies to meet their needs as required
- 2.5 Follow organisational procedures to arrange for interpreting and translation services as requested or required by clients

3. Advocate for the client when self-advocacy is not possible

- 3.1 Identify relevant individuals or agencies and contact them about the specific issue
- 3.2 Clearly represent the client's point of view to those involved
- 3.3 Use clear, appropriate and accessible language that values and respects each individual
- 3.4 Discuss progress and outcomes with client
- 3.5 Use translation and interpretation services to ensure the client's understanding and involvement in the process, as required
- 3.6 Maintain client confidentiality at all times when communicating client information

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

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

4. Liaise with health service providers to meet client and community needs

- 4.1 Inform multidisciplinary health service teams of ongoing and/or changing individual and community needs and issues that may impact on service provision
- 4.2 Communicate local community values, beliefs and gender roles to service providers, as required
- 4.3 Explain to service providers, as required, the role of traditional healers in the community
- 4.4 Consult health service providers about the organisation and delivery of health services in the community
- 4.5 Undertake consultation to provide clients with reasonable and timely access to general and specialist health services required outside their own community

5. Promote the rights, needs and interests of the client

- 5.1 Regularly discuss rights and needs of clients with other workers and supervisor
- 5.2 Make suggestions to other workers and supervisor about ways to improve services to clients
- 5.3 Implement changes as required

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Reading • in order to interpret and synthesise information and provide to client

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

Unit Mapping Information

No equivalent unit.

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 HLTAHW006 Facilitate and advocate for the rights and needs of clients and community members

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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 evidence that the candidate has:

- supported Aboriginal and/or Torres Strait Islander clients and/or groups to identify, clarify and present their rights and needs on at least three occasions by:
 - using culturally safe and appropriate communication skills to work effectively with Aboriginal and/or Torres Strait Islander clients
 - identifying avenues for addressing each client's issues and/or concerns and/or improving services provided
 - supporting individual clients to express themselves in culturally appropriate and safe ways to service providers to access services
 - supporting individual clients to use their preferred language to communicate
 - advocating on behalf of clients and/or community groups where they were unable to express individual or collective concerns.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required 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.

This includes knowledge of:

- organisational policies, guidelines and procedures and legislation or regulations relating to:
 - client confidentiality
 - referral, including various levels of urgency, and follow-up of client
 - mandatory reporting
 - notifiable communicable diseases
 - limits of own ability and authority
 - reporting procedures
 - documentation
- a basic understanding of:
 - Charter of Human Rights of the Child
 - Child Protection Legislation
 - Domestic Violence Legislation
 - Anti-discrimination Legislation
 - Centrelink and Veteran Affairs Guidelines
- referral options and resources available to community members
- existing program policy
- interpreter and/or translation services available within local and regional areas
- language or languages, written and/or spoken, as required within the community and workplace
- medical terminology relevant to the workplace
- communication style and culture of the client, caregiver and health service provider.

Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- as part of, and under the supervision of, a multidisciplinary primary health care team
- with Aboriginal and/or Torres Strait Islander clients and communities.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Assessment must be undertaken by a workplace assessor who has expertise in this unit of competency and who is:

an Aboriginal and/or Torres Strait Islander Health Worker or:

- accompanied by an Aboriginal and/or Torres Strait Islander person who is a recognised member of the community with experience in primary health care.

Links

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