



Australian Government

HLTAHW017 Assess and support client's social and emotional wellbeing

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 deals with the required skills and knowledge to assess clients in relation to their social and emotional wellbeing, and provide appropriate support and referral as a member of a multidisciplinary team working with Aboriginal and/or Torres Strait Islander communities.

The unit applies to those Aboriginal and/or Torres Strait Islander Health Workers providing a range of primary health care services to Aboriginal and/or Torres Strait Islander clients and communities.

This unit equips Aboriginal and/or Torres Strait Islander Health Workers to provide support related to social and emotional wellbeing and does not infer that they are qualified counsellors.

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. Obtain client history and information for social and emotional wellbeing assessment

1.1 Establish a relationship of trust with the client by demonstrating and respecting confidentiality of communications

1.2 Use effective and culturally appropriate and safe communication skills to obtain a personal history from the client

1.3 Seek information about relevant critical incidents with due sensitivity and respect for the physical, emotional and cultural safety and security of those affected

1.4 Observe client closely to identify any signs of emotional disturbance

1.5 Seek additional related information through consultation with family and/or significant others as required and with consent of the client

1.6 Consult relevant allied professionals and available documentation in relation to the health of the client

1.7 Record all information obtained according to principles of confidentiality and organisational procedures and policies

2. Assess and determine client wellbeing

2.1 Analyse information obtained to recognise signs and symptoms of mental disturbance and significant underlying emotional reactions to loss, grief and trauma

2.2 Recognise issues that may relate to transgenerational trauma and grief for the individual, family and community

2.3 Identify disturbances in behaviour that may suggest a psychiatric disability

2.4 Promptly discuss with experienced staff any indicators of depression or suicide risk, and refer client to appropriate supports as required

2.5 Identify issues requiring mandatory notification and report to supervisor and/or an appropriate authority

2.6 Identify client's self-management capacity and barriers

2.7 Discuss findings with colleagues to determine appropriate course of action to support client's wellbeing

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Elements define the essential outcomes.

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with reference to any existing health care plan

2.8 Document all findings and determined actions according to policy, procedures confidentiality principles

3. Provide support to client

3.1 Invite client and, with their consent, their family to discuss issues of concern in a supportive and confidential context

3.2 Provide client with information to enable decision-making about their social and emotional wellbeing

3.3 Support client to identify key self-management needs and goals and to determine appropriate self-care strategies

3.4 Refer client as required and follow-up on referrals

3.5 Refer serious or potentially serious issues to senior health staff for advice

3.6 Assist and refer family to address own wellbeing and safety, as required

3.7 Maintain current, complete, accurate and relevant records from each client interaction

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 relevant policy and regulatory information

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 HLTAHW017 Assess and support client's social and emotional wellbeing

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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:

- assessed the social and emotional wellbeing of at least five clients by:
 - observing, noting and recognising unusual physical, behavioural and body language indicators
 - communicating effectively with client (and significant others) in a culturally safe manner on all occasions
 - discussing with each client their socio-emotional health status, issues and needs
 - maintaining client records and upholding client confidentiality
 - recording accurate, sufficiently comprehensive and relevant client health history and assessment findings for each client
 - distinguishing between effects of transgenerational trauma and grief and psychiatric illnesses
 - consulting team members regarding assessment findings and as otherwise required to support client wellbeing

- supported the social and emotional wellbeing of at least five clients by:
 - initiating timely and appropriate referrals, providing accurate and relevant details to clients, their families and referral agencies
 - explaining/demonstrating/instructing client to use appropriate stress reducing techniques/activities
- Organised and participated in at least one debriefing session following critical incidents or stressful interactions.

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 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
- key elements of history-taking in the context of social and emotional health and their significance
- significant problems presented and appropriate avenues of further assessment or action
- common signs/indicators of:
 - mental or psychiatric illness
 - depression
 - alcohol and other drug misuse
 - suicide risk
 - child abuse/sexual assault
- advanced communication techniques to develop trust and elicit sensitive information
- appropriate stress-reducing techniques/activities
- availability of and, referral criteria and processes for social and emotional, alcohol and other drugs and mental health support services
- awareness of culturally secure assessment tools for Aboriginal and Torres Strait Islander peoples
- principles of crisis intervention
- limits of own ability and authority.

Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- as part 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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