



Australian Government

HLTAHW019 Deliver primary health care programs for Aboriginal and/or Torres Strait Islander communities

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 skills and knowledge to deliver health care programs to address identified needs in 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.

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. Undertake health checks to inform health programs

1.1 Use effective and culturally appropriate and safe communication skills to provide information to clients and obtain consent to conduct health checks

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

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

- 1.2 Show respect for community values, beliefs, gender roles and taboos in conducting health checks and screening
- 1.3 Use appropriate screening protocols to target disease patterns for particular age, sex, ethnicity, regional and other societal groups
- 1.4 Investigate significant variations detected through screening and other health checks and interpret in line with clinical protocols
- 1.5 Explain outcomes of health checks to clients and/or significant others
- 1.6 Provide health checks and associated health information opportunistically on client presentation to a health service
- 1.7 Accurately and promptly record all health assessment outcomes according to organisational procedures and policies

2. Provide health care programs to address identified common problems

- 2.1 Take a team approach to primary health care, including appropriate referral to specialist care providers, and other agencies
- 2.2 Identify, treat and/or refer common health problems, as part of the program
- 2.3 Support clients and families in accessing health care services and associated benefits as required
- 2.4 Provide guidance, support and assistance to individuals and families coping with social and emotional issues according to identified needs and cultural protocols
- 2.5 Explain health lifestyle practices to clients and check their understanding
- 2.6 Ensure health care programs support clients to take a self-care approach to health in line with individual needs and organisational and community requirements

3. Manage the delivery of health

- 3.1 Provide health care programs to the community in

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

programs

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

ways consistent with community values and beliefs

3.2 Integrate promotion of health screening, surveillance and education activities with provision of therapeutic care

3.3 Organise follow-up care for clients with identified health problems using computer- and/or paper-based registers

3.4 Produce lists of clients with significantly overdue health care checks and employ active recall strategies

3.5 Identify and address social and environmental interventions that may improve health in partnership with the community and other agencies

3.6 Establish and maintain links with support agencies, resource networks and associated health services in the local and regional area

4. Evaluate health programs

4.1 Collect and document data to contribute to the evaluation of health programs

4.2 Interpret data according to program and organisational requirements to identify the strengths and areas for improvement of health programs

4.3 Report on findings to management in line with organisational guidelines

4.4 Maintain client and community confidentiality in line with organisational and community requirements

Foundation Skills

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

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

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 HLTAHW019 Deliver primary health care programs for Aboriginal and/or Torres Strait Islander communities

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of the unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has:

- delivered and maintained at least one primary health care program to Aboriginal and/or Torres Strait Islander communities, including:
 - undertaking health checks relevant to the program content area
 - implementing screening procedures
 - explaining and describing procedures and illnesses/disorders to clients using clear, simple, culturally appropriate language
 - promoting healthy lifestyles
 - offering brief interventions as required to support individual client health
 - observing, obtaining and interpreting client information in relation to health issues, behaviour and health services
 - communicating and negotiating as required with colleagues, community members and other agencies and negotiating with them as required

- reading and writing reports
- interpreting simple statistics, charts and test results relevant to the program
- preparing written documentation relevant to the program
- using computer-based and/or paper-based client record systems
- demonstrating client confidentiality at all times when handling client information obtained in writing or verbally
- evaluated at least one health care program by:
 - working with groups in the community to seek input and feedback on health services
 - ensuring the program addresses specific client and community needs for guidance, support and information
 - ensuring delivery is consistent with community needs, values and beliefs.

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
- health screening and surveillance methods relevant to the area/region, including:
 - use of equipment
 - testing procedures
 - interpretation and analysis of results of testing
 - 'normal' range of results
 - record-keeping for effective follow-up and management
- occupational health and safety practices and procedures relevant to the work (e.g. manual handling)
- contact details of available health and support services in the region and how to access them
- evaluation methodology

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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