



Australian Government

HLTAHW066 Manage the delivery of Aboriginal and/or Torres Strait Islander primary health care

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. Pre-requisite unit removed.

Application

This unit describes the required skills and knowledge to plan, advocate for, monitor and manage the provision of health services and programs to Aboriginal and/or Torres Strait Islander communities.

This unit applies to senior Aboriginal and/or Torres Strait Islander Health Workers overseeing clinical aspects of the delivery of primary health care services and/or managing the overall delivery of primary health care services and programs 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

Elements define the essential outcomes.

PERFORMANCE CRITERIA

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

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1. Monitor community needs for primary health care

1.1 Research community health care needs over time using community consultation and analysis of available statistical and documented information

1.2 Seek community feedback to identify relevance and effectiveness of existing primary health care in meeting perceived community needs

1.3 Analyse research data and identify community health trends

1.4 Analyse and report findings in line with organisation guidelines and community requirements

2. Monitor primary health service and program delivery

2.1 Analyse existing primary health care service and program resources to determine availability and need

2.2 Monitor implementation of policies and procedures for primary health care service delivery to ensure compliance with organisation guidelines and community requirements

2.3 Investigate feedback and complaints from clients and the community and take action to adapt primary health care services and programs as required

2.4 Monitor and analyse existing primary health care services and programs in relation to addressing identified community health needs and regulatory requirements

2.5 Investigate and analyse issues relating to primary health care service and program delivery

2.6 Monitor service and program delivery to ensure legislative requirements are addressed

3. Evaluate effectiveness of primary health care

3.1 Evaluate existing primary health care strategies and services on a regular basis in relation to community needs and legislative requirements

3.2 Identify gaps in primary health care services to the community and discuss potential improvements with the community

3.3 Ensure the views or concerns of clients and the

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community are appropriately represented in relation to delivery of primary health care services

3.4 Ensure confidentiality of clients and the community is maintained

4. Advocate on primary health care issues

4.1 Identify and contact relevant individuals/agencies about issues of concern regarding delivery of primary health care services

4.2 Represent views and concerns of community and individual clients effectively and ensure confidentiality is maintained

4.3 Prepare submissions and proposals as required to support delivery of primary health care services

4.4 Recommend changes to policies, practices and priorities on the basis of research data

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 HLTAHW066 Manage the delivery of Aboriginal and/or Torres Strait Islander primary health care

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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:

- planned and managed the delivery of at least one health care service and/or program to effectively address the needs of Aboriginal and/or Torres Strait Islander communities, including:
 - consulting with the community as part of review and revision of services to identify and implement service improvements as an ongoing process
 - advocating on behalf the primary health care service to:
 - promote services and programs
 - seek resources
 - promote staff
 - conducting and reporting on research, using analytical skills applied to quantitative and qualitative data
 - formulating clear, valid and functional recommendations

- participating in discussions and negotiations with community members regarding the provision of health services
- participating in and monitoring quality assurance programs.

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:

- Aboriginal and/or Torres Strait Islander community primary health needs, treatment options and any associated issues
- legislation, organisational guidelines and community requirements relating to health service provision
- up-to-date knowledge of principles and practice of primary health care and resources required to address specific community needs
- referral resources and processes
- traditional health, healing and medicines
- individual and community health including biology and development, psychology, disease and treatment options, culture and tradition
- key individuals and agencies with local, regional and broader responsibilities related to primary health care provision
- evaluation methodology to determine the effectiveness of services delivered.

Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- as a senior member of and/or supervising a primary health care team
- with Aboriginal and/or Torres Strait Islander clients.

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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