



Australian Government

Assessment Requirements for HLTASEW004 Contribute to the care of clients living with mental illness

Release: 1

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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:

- contribute to the care of two different Aboriginal and/or Torres Strait Islander clients living with mental illness
- for each of the two clients:
 - work as part of a multidisciplinary health care team to complete a risk assessment and develop and document a mental health care plan tailored to the client's treatment and support needs
 - work with the team to discuss the plan with the client, and adjust and finalise according to the client's preferences
 - coordinate access to one mental health service
 - source information about support services that meet the client's needs, explain their key features and coordinate the client's access to the services
 - monitor the client's ongoing health care, and:
 - consult with the client and multidisciplinary team to evaluate effectiveness of their care plan
 - plan and organise continuity of care in consultation with the client and multidisciplinary team
 - document, in client records, accurate details of each client contact including details of services, information and referrals provided
- according to actual client interactions or case study documentation, respond to one client crisis and facilitate prompt access to required services.

Knowledge Evidence

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

- organisational procedures for maintaining client confidentiality
- overview of the provisions of the local state or territory mental health law, and how to keep up to date with current requirements:
 - involuntary admission to a mental health unit
 - involuntary review process
 - community treatment orders

- distinctions between providing counselling and case managing clients, and the types of services and general support provided by case managers
- the potential reach of a multidisciplinary mental health care team, and an overview of the roles and boundaries of those who may be involved, to include:
 - Aboriginal and/or Torres Strait Islander health practitioners
 - primary health practitioners: general medical practitioners and nurses
 - mental health practitioners: psychiatrists, mental health nurses, psychologists
 - qualified counsellors including alcohol and other drug counsellors
 - social workers
 - community workers
 - mental health workers
- how multidisciplinary health teams across the primary, secondary and tertiary health care sectors work together to coordinate mental health treatments and support, and how to facilitate referrals
- the importance of case management in the treatment and care of those with mental illness:
 - ways that case management can contribute to effective inter-sectoral service delivery for clients
 - ways of working collaboratively with others in different health sectors, departments and agencies
 - ways of overcoming impediments to care when different service providers take different approaches
- techniques to effectively communicate with clients living with mental health illness to:
 - build rapport and trust
 - sensitively probe and elicit responses
 - encourage clients to disclose personally confronting issues
 - tailor discussions and question to different ages, genders and circumstances
 - de-escalate difficult and dangerous conversations and interactions
- the role of a client risk assessment in protecting clients and others from harm and how outcomes inform the client's treatment and support needs
- types of risks considered in a client risk assessments, common risk factors and verbal and non-verbal behavioural indicators for each:
 - vulnerability
 - fluctuating and unpredictable mental health function
 - self-harm
 - suicide
 - violence
- for people at risk of self-harm and suicide:
 - types of rapid response assessment questions and actions that can be used to triage
 - emergency referral pathways
- the concept of holistic mental health management, and the broad meaning of a 'treatment' within a mental health care plan

- common types of treatments included in mental health care plans and when the following would be indicated:
 - use of medications
 - therapy sessions with psychiatrists and psychologists
 - counselling sessions and services
 - hospital admission
 - non-clinical support strategies
 - management of alcohol and other drugs (AOD) use
- typical inclusions of mental health care plans:
 - client's main issues and needs
 - client goals
 - details of planned treatments and referrals
 - client strategies to improve and maintain mental health
 - non-clinical support service options to assist client achieve goals
 - notes on arrangements for crisis intervention and relapse prevention
 - schedules for follow-up care, monitoring and reassessment
 - roles and responsibilities of health care team members
- the importance of developing care plans that involve the client and multidisciplinary care team members
- the importance of continuity of care for clients living with mental illness; the need for regular attendance, reassessment and replanning
- the concept of recovery in mental health care and how this is distinct from achieving a state without mental illness
- key principles of recovery oriented care, and how these can be practically implemented when providing support to clients:
 - recovery is achievable
 - the facilitation of hope and optimism
 - person-centred choice through client consultation
 - empowerment through a strengths-based focus on developing individual capabilities
 - holistic care and support for a person's whole of life needs
- how to implement the trauma informed principles of safety, trustworthiness, choice, collaboration and empowerment when:
 - interacting with clients about treatment and support options
 - developing plans that best support clients' needs and preferences
 - assisting clients to determine boundaries for decision-making with their families and others
 - assisting clients with their service provider interactions
- overview of the common behaviours and personal impacts associated with different types of mental illness, and main methods of treatment and management:
 - mood disorders including depression and bipolar disorder
 - anxiety disorders

- psychotic disorders including schizophrenia
- eating disorders
- substance misuse disorders
- trauma-related disorders
- dual nature of the relationship between mental health issues and dependence on alcohol and other drugs
- the concept of dual diagnosis and co-existing mental health and AOD issues
- how the cause(s), impacts, and severity of the mental health condition(s) will determine the multidimensional care response
- the meaning of psychosocial disability, how this relates to mental health conditions, and overview of how this impacts on those living with mental illness
- overview of how the National Disability Insurance Scheme (NDIS) provides funding for those with psychosocial disability including the basic processes for assessment, application, and management by service providers
- key barriers to social inclusion for those living with mental illness, types of non-clinical support services available in the local community, state or territory and how these can be accessed
- considerations of significance to Aboriginal and/or Torres Strait Islander people, and how mental health treatment and care interventions can respond in culturally appropriate ways:
 - interconnectedness of kinship, culture, land and spirituality and cultural concepts about the holistic nature of health and social and emotional wellbeing
 - the importance of family and community networks in sharing responsibility and providing support
 - belief systems about the role of traditional or bush healers in maintaining and healing health
 - connections to country, community and family and how extended stays away to access specialist care can cause difficulties in continuing with care plans and relapse
 - the prevalence and impacts of inter-generational and trans-generational trauma on Aboriginal and/or Torres Strait Islander populations
 - the environmental nature of mental health facilities and how these can impact on people living in rural or remote environments and those living in traditional ways.

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:

- client records including outcomes of mental health assessments
- template mental health care plans
- organisational procedures for maintaining client confidentiality.

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 or a mental health care case manager 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

Companion Volume implementation guides are found in VETNet -

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