



**Australian Government**

# **HLTAWOR001 Work in an Aboriginal and/or Torres Strait Islander health support role**

**Release: 1**

# HLTAWOR001 Work in an Aboriginal and/or Torres Strait Islander health support role

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a primary health care support role within an Aboriginal and/or Torres Strait Islander health service.

It requires the ability to work and communicate in culturally safe ways with an understanding of historical and social factors that affect community health. It covers requirements to complete day-to-day tasks using effective work practices and to identify future career options.

This unit is specific to Aboriginal and/or Torres Strait Islander people working under direct supervision to support the provision of primary health care services to Aboriginal and/or Torres Strait Islander clients and communities. It underpins effective performance for a range of day-to-day activities.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No regulatory requirement for certification, occupational or business licensing is linked to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Competency Field

Working in Aboriginal and/or Torres Strait Islander Health

## Unit Sector

Aboriginal and/or Torres Strait Islander Health

## Elements and Performance Criteria

### ELEMENTS

*Elements describe the essential outcomes*

1. Identify factors that affect Aboriginal

### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

- 1.1. Identify national and local historical factors for Aboriginal and/or Torres Strait Islander people that could affect their

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|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| and/or Torres Strait Islander health.               | health and wellbeing.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2. Work and communicate in culturally safe ways.    | <p>1.2. Identify the effects of social, political, economic and environmental factors on the health and wellbeing of Aboriginal and/or Torres Strait Islander people.</p> <p>2.1. Show respect for local community values, beliefs and gender roles when supporting health care service to Aboriginal and/or Torres Strait Islander people.</p> <p>2.2. Communicate in culturally appropriate and safe ways with clients, their significant others and community members during all interactions.</p> <p>2.3. Deliver support services according to organisational policies and procedures and cultural safety protocols for the community.</p> <p>2.4. Maintain confidentiality of client information regardless of personal, family and community pressures or status.</p> |
| 3. Identify roles and own role in the organisation. | <p>3.1. Identify individual personnel in the organisation and their role.</p> <p>3.2. Identify purpose, scope and boundaries of own role in supporting the provision of health care to the local Aboriginal and/or Torres Strait Islander community.</p> <p>3.3. Confirm lines of supervision for reporting and clarifying issues.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4. Use effective work practices to complete tasks.  | <p>4.1. Plan and organise daily work activities to complete allocated tasks within given timeframes.</p> <p>4.2. Act promptly on instructions, information and follow procedures relevant to the task.</p> <p>4.3. Locate and use required workplace forms, processes and systems to complete work tasks accurately.</p> <p>4.4. Identify and wear appropriate clothing, footwear and personal protective equipment suited to tasks.</p> <p>4.5. Seek advice and direction from appropriate staff to clarify workplace instruction and information.</p> <p>4.6. Complete all designated work tasks on time and to required organisational standards.</p>                                                                                                                     |
| 5. Identify future pathways.                        | <p>5.1. Reflect on work performances and identify own strengths and areas for improvement.</p> <p>5.2. Seek feedback on work performance from supervisor and primary health care team members.</p> <p>5.3. Discuss options for skill and knowledge development with supervisor and primary health care team members.</p> <p>5.4. Identify opportunities for learning to improve own skills and knowledge and to further career opportunities in primary health care.</p>                                                                                                                                                                                                                                                                                                     |

## Foundation Skills

*Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.*

| SKILLS                        | DESCRIPTION                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading skills to:            | <ul style="list-style-type: none"><li>• interpret detailed familiar organisational policies and procedures with assistance from supervisors.</li><li>• comprehend basic information about historical, social and cultural factors that could affect community health outcomes.</li></ul>                                                             |
| Writing skills to:            | <ul style="list-style-type: none"><li>• use fundamental sentence structure to complete forms and basic reports that require factual information</li><li>• produce client based documents that use culturally appropriate and safe terms.</li></ul>                                                                                                   |
| Oral communication skills to: | <ul style="list-style-type: none"><li>• ask open and closed probe questions and actively listen to determine own understanding of instructions</li><li>• adhere to cultural protocols to deliver client information and ask questions clearly and safely</li><li>• interpret and respond appropriately to common cultural non-verbal cues.</li></ul> |
| Numeracy skills to:           | <ul style="list-style-type: none"><li>• calculate estimated time to complete works tasks.</li></ul>                                                                                                                                                                                                                                                  |
| Problem-solving skills to:    | <ul style="list-style-type: none"><li>• prioritise, with assistance, and complete competing tasks within designated timeframes.</li></ul>                                                                                                                                                                                                            |

## Unit Mapping Information

Supersedes and not equivalent to HLTAHW001 Work with Aboriginal and/or Torres Strait Islander clients and communities and HLTAHW004 Perform work role in Aboriginal and/or Torres Strait Islander primary health care context.

## 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 HLTAWOR001 Work in an Aboriginal and/or Torres Strait Islander health support role**

## **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:

- source information about:
  - two issues about the post-colonisation history of Aboriginal and/or Torres Strait Islander people that have affected tradition, cultural practices and social structures
  - two historical government policies that have affected Aboriginal and/or Torres Strait Islander people
  - snapshot timelines in the history of Aboriginal Medical Services (AMS) and Community Controlled Aboriginal Health Services and how these organisations have benefited community health
  - one AMS and the range of primary health care services it provides
  - three different job roles within Aboriginal and/or Torres Strait Islander health services and centres, and their purpose and scope of responsibilities
- identify how this information can assist an understanding of community health issues and needs, culturally safe client interactions, and day-to-day work activities
- identify one future job role of interest in Aboriginal and/or Torres Strait Islander primary health care and identify:
  - what experience is required
  - training generally required
- during two work shifts, work within the scope of a support job role in an Aboriginal and/or Torres Strait Islander health service or centre and consistently:
  - show respect for local community values, beliefs and gender roles
  - communicate in culturally appropriate and safe ways
  - maintain confidentiality of client information
  - plan and organise daily work activities to complete allocated tasks within given timeframes and according to procedures
  - seek advice and direction from a supervisor to clarify workplace instruction and information for work tasks.

## **Knowledge Evidence**

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

- basic understanding of national and local historical factors that have affected the health and wellbeing of Aboriginal and/or Torres Strait Islander peoples:
  - effects of colonisation as experienced by Aboriginal and/or Torres Strait Islander people
  - effects of historical and current government policies and legislation on Aboriginal and/or Torres Strait Islander communities, families and individuals
  - other historical issues faced by Aboriginal and/or Torres Strait Islander people:
    - dilemmas about acknowledging or denying Aboriginality
    - systematic racism
    - breakdown of social structures that support health
- snapshot timelines in the history of Aboriginal Medical Services (AMS) and Community Controlled Aboriginal Health Services, why these services were initiated, and how they have benefited health service provision and community health
- overview knowledge of the social structures, beliefs and values of the traditional and contemporary local Aboriginal and/or Torres Strait Islander community
- traditional and contemporary gender roles and the changing nature of these
- social, economic and environmental factors that affect Aboriginal and/or Torres Strait Islander health:
  - environmental conditions:
    - access to services and utilities
    - clean water availability
    - community hygiene
    - food security and affordability
    - housing inadequacies including design, construction, services and overcrowding
  - national and local socio-economic and political factors that continue to disadvantage individuals and communities
- the importance of cultural safety in Aboriginal and/or Torres Strait Islander health service provision, and:
  - cultural safety protocols that apply generally and within the local community
  - practical ways that cultural safety can be provided
  - cultural protocols for written and oral communications with individuals and community groups, generally and within the local community
- obligations to protect the privacy of client and community information, and the contents of organisational policies and procedures for maintaining confidentiality
- purpose, scope and boundaries of own role in supporting the provision of health care, and lines of supervision
- general role boundaries and responsibilities for key primary health care workers in Aboriginal and/or Torres Strait Islander health services and centres:
  - Aboriginal and/or Torres Strait Islander health workers
  - Aboriginal and/or Torres Strait Islander health practitioners
  - other members that typically form a multidisciplinary primary health care team and how team structure can vary according to location and services provided

- organisational structure, key staff members and their roles, and reporting structure for own role
- services typically provided by an Aboriginal and/or Torres Strait Islander primary health care service, including treatment and clinical care for illnesses, preventative care (population health), referral and support services, health education and promotion, advocacy and community development
- documents, forms and procedures typically used by those in support roles
- general workplace standards and organisational requirements for clothing and footwear
- options for learning, and skill and knowledge development and the effectiveness of:
  - formal training leading to certification
  - short courses, workshops and conferences
  - on-the-job training
  - learning by observation and through informal discussions with supervisor and team members.

## 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:

- forms and basic template reports
- organisational standard operating procedures for tasks relevant to those who work in primary health support roles
- organisational policies and procedures for maintaining confidentiality of individual and community information.

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 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>