



Australian Government

HLTAWOR002 Work in Aboriginal and/or Torres Strait Islander primary health care

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in Aboriginal and/or Torres Strait Islander primary health care by integrating knowledge of historical, social, and other significant factors that impact the health and wellbeing of, and service delivery to, Aboriginal and/or Torres Strait Islander communities. It covers skills required to work in culturally appropriate and safe ways and to deliver services according to primary health care principles.

This unit is specific to Aboriginal and/or Torres Strait Islander people working as health workers or health practitioners in a multidisciplinary primary health care team. It underpins effective performance in a range of roles at different levels of seniority.

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. For information about practitioner registration and accredited courses of study, contact the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).

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

PERFORMANCE CRITERIA

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

1.1. Identify national and local historical factors for Aboriginal

impacting on Aboriginal and/or Torres Strait Islander primary health care.	and/or Torres Strait Islander people that impact their health and wellbeing, and the provision of primary health care.
2. Work according to primary health care principles.	1.2. Identify and evaluate the impact of social, political, economic and environmental factors on the health and wellbeing of Aboriginal and/or Torres Strait Islander people. 2.1. Ensure Aboriginal and/or Torres Strait Islander primary health care principles underpin own service provision and work practices. 2.2. Deliver services in ways that support self-determination and empowerment in Aboriginal and/or Torres Strait Islander people and communities. 2.3. Identify ways to assist Aboriginal and/or Torres Strait Islander clients to achieve greater access and equity in health services. 2.4. Determine ways to establish and maintain networks with health care agencies and associated services to support Aboriginal and/or Torres Strait Islander health care.
3. Work and communicate in culturally appropriate and safe ways.	3.1. Show respect for local community values, beliefs and gender roles when providing health care to Aboriginal and/or Torres Strait Islander people. 3.2. Communicate in culturally appropriate and safe ways with clients, their significant others and community members during all interactions. 3.3. Deliver health services according to organisational policies, regulatory requirements and cultural safety protocols for the community. 3.4. Maintain confidentiality of client and community information regardless of family and community pressures or status. 3.5. Identify any cultural factors that produce stress, impact personal wellbeing or have potential to impact on own work practices, and report as appropriate.

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:

- interpret and evaluate sometimes unfamiliar documents of varying complexity
- interpret detailed familiar organisational policies which

- include information on potentially complex regulatory requirements.
- Writing skills to:
- produce client based documents that use culturally appropriate and safe terms.
- Oral communication skills to:
- adhere to cultural protocols to deliver client information and ask questions clearly and safely
 - interpret and respond appropriately to common cultural non-verbal cues.
- Learning skills to:
- use opportunities to extend knowledge of factors affecting community health.

Unit Mapping Information

This unit supersedes and is not equivalent to HLTAHW005 Work in an 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 HLTAWOR002 Work in Aboriginal and/or Torres Strait Islander primary health care

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 different definitions or explanations for each of the following:
 - health in general and for Aboriginal and/or Torres Strait Islander health in particular
 - primary health care
 - principles of primary health care in general, and for Aboriginal and/or Torres Strait Islander care in particular
 - self-determination
 - cultural safety
 - one Aboriginal Medical Service (AMS) and:
 - the range of primary health care services it provides
 - how the service collaborates with other health service providers to support its clients
 - two issues of significance in the post-colonisation history of Aboriginal and/or Torres Strait Islander people that have impacted tradition, cultural practices and social structures
 - two historical or current government policies that have impacted Aboriginal and/or Torres Strait Islander people
 - key health statistics (national, or local state or territory) for Aboriginal and/or Torres Strait Islander people covering three health conditions and comparison statistics for the non-Aboriginal and/or Torres Strait Islander population
- identify how this information can assist an understanding of community health issues and needs, and delivery of culturally safe health care, health education, advocacy and community development services
- during three work shifts, work within the scope of the job role in an Aboriginal and/or Torres Strait Islander health service or centre and consistently:
 - work according to the principles of Aboriginal and/or Torres Strait Islander primary health care
 - show respect for local community values, beliefs and gender roles
 - communicate in culturally appropriate and safe ways
 - work according to organisational policies, regulatory requirements and community protocols

- maintain confidentiality of client information.

Knowledge Evidence

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

- definitions of health:
 - Aboriginal health as defined by the National Aboriginal Community Controlled Health Organisation
 - World Health Organization (WHO)
- for primary health care (PHC):
 - how this is defined for mainstream PHC services
 - how this is defined for Aboriginal and/or Torres Strait Islander PHC services including the definition expressed by the National Aboriginal Community Controlled Health Organisation
 - the role of AMS and Community Controlled Aboriginal Health Services, and why these services were initiated
 - general scope and key aspects of AMS services provided including treatment and clinical care for illnesses, preventative care (population health), referral and support services, health education and promotion, advocacy and community development
 - the role of other general medical practices and allied health service providers, and how networks operate between these and AMS to support Aboriginal and/or Torres Strait Islander health care
 - principles that underpin effective service: equity, access, empowerment, community self-determination and inter-sectoral collaboration
- meaning of the key rights expressed in the United Nations Declaration on the Rights of Indigenous Peoples and relevance to health service provision:
 - self-determination
 - participation in decision-making
 - respect for and protection of culture
 - equality and non-discrimination
- overview knowledge of national and local historical factors that have impacted the health of Aboriginal and/or Torres Strait Islander peoples:
 - impact of colonisation as experienced by Aboriginal and/or Torres Strait Islander people
 - impact of historical and current government policies and legislation on Aboriginal and/or Torres Strait Islander communities, families and individuals and their ongoing legacy on social and economic disadvantage
 - other historical issues faced by Aboriginal and/or Torres Strait Islander people:
 - dilemmas about acknowledging or denying Aboriginality
 - institutionalised racism in the health system
 - breakdown of social structures that support health

- evolution and scope of the role of Aboriginal and/or Torres Strait Islander health workers and health practitioners up to the contemporary context, and how these have impacted on health service provision and community health
- key aspects 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
- the importance to Aboriginal and/or Torres Strait Islander people's health of:
 - land, tradition and cultural practices and lifestyle
 - personal achievement, education and supportive family and social networks
- social, economic and environmental factors impacting on 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 perpetuate disadvantage
- specific health concerns and issues for Aboriginal and/or Torres Strait Islander clients and community, including:
 - community perceptions of major health issues affecting them and underlying causes
 - key health statistics (national, and local state or territory) for Aboriginal and/or Torres Strait Islander people compared to those of the non-Aboriginal and/or Torres Strait Islander population including life expectancy at birth, infant mortality rate and age-standardised mortality ratios for selected health conditions
 - the prevalence of chronic illnesses impacting on Aboriginal and/or Torres Strait Islander people at national, and local state or territory levels, compared to other Australian populations
- overview of content in current national framework documents that promote cultural respect in Aboriginal and/or Torres Strait Islander health including aims, guiding principles, domains and key focus areas
- the importance of cultural safety in Aboriginal and/or Torres Strait Islander health service provision, community interactions, and when collecting and using community information, and:
 - definitions of cultural safety including definitions expressed by current national, and local state or territory Aboriginal and/or Torres Strait Islander health and cultural safety strategies including government and non-government
 - 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
 - how communication protocols vary according to circumstances

- ways that Aboriginal and/or Torres Strait Islander health workers can assist with access and equity issues:
 - providing information and support to navigate health systems and services
 - advocacy on behalf of individuals and communities
 - providing information on Medicare, the Pharmaceutical Benefits Scheme and other schemes and programs specifically available to Aboriginal and/or Torres Strait Islander people
- types of organisational policies that support compliance with regulatory requirements for the delivery of primary health care services and how to access these
- ethical, legal and cultural obligations to protect the privacy of client and community information, and the contents of organisational policies and procedures for maintaining confidentiality.

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:

- current national framework documents that promote cultural respect in Aboriginal and/or Torres Strait Islander health
- current national, and local state or territory Aboriginal and/or Torres Strait Islander health and cultural safety strategies including government and non-government
- organisational policies that support compliance with regulatory requirements for the delivery of primary health care services
- 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

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