



Australian Government

Department of Education, Employment and Workplace Relations

HLTAHW501B Facilitate access to tertiary health services

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to develop and maintain links with tertiary referral centres for Aboriginal and/or Torres Strait Islander health

It includes developing and maintaining networks with health services, assisting clients requiring transport and accommodation, providing information and participating in discharge planning

Application of the Unit

Application

This unit underpins work at the Diploma level or above in provision and management of primary health care services for Aboriginal or Torres Strait Islander communities

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Develop and maintain cooperative working relationships with tertiary health services

PERFORMANCE CRITERIA

- 1.1 Gather information about relevant Aboriginal/ Torres Strait Islander and non-Aboriginal tertiary *health services, organisations* and key contacts
- 1.2 Provide information about own service to other organisations on request and liaison between staff supported and encouraged on formal and informal basis aimed at optimising service delivery
- 1.3 Establish new networks as required to meet client needs and organisation objectives
- 1.4 Maintain working relationships between and within organisations to provide identifiable benefits for clients and the organisation
- 1.5 Share resources/information with other organisations wherever possible and appropriate
- 1.6 Provide advocacy as required to support relationships between clients and other organisations/agencies

ELEMENT**PERFORMANCE CRITERIA****2. Support *clients* to access other health services**

2.1 Provide resources and *information* as available to assist clients with transport and accommodation, utilising available assistance

2.2 Assist clients and their families as required in making transport/accommodation arrangements and liaising with government agencies

2.3 Provide information about available health services and support to clients as appropriate

2.4 Provide information about links procedures in tertiary referral institutions as required to give support and reassurance to clients accessing such institutions

3. Participate in discharge planning

3.1 Identify key individuals involved in discharge planning at the tertiary health service

3.2 Discuss discharge planning with clients and their families

3.3 Undertake regular liaison with the tertiary health service in relation to timing of discharge, transport needs, medication and client follow up requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

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:

- Support services available to Aboriginal and/or Torres Strait islander clients needing access to specialised care
- Arrangements needed to assist client to access available support services
- Major tertiary referral centres in the relevant metropolitan or regional centre, including:
 - locations
 - functions
 - services
 - specialities
- Key individuals in tertiary referral centres:
 - Contact details
- Roles/functions

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Work effectively across the range of health support services available to clients in line with community needs and workplace requirements
- Establish and maintain good working relationships with relevant tertiary health services
- Provide accurate and relevant information and guidance to support client understanding of and obtaining access to tertiary health services in line with identified individual and community needs, including discharge planning

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of

REQUIRED SKILLS AND KNOWLEDGE

the identified work role

This includes the ability to apply skills in:

- Communicate effectively
- Apply literacy and numeracy skills to:
 - read and complete forms
 - gather and report information
 - assist clients with written documents
- Network, negotiate, solve problems
- Manage time
- Work as part of a team

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects of assessment:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

EVIDENCE GUIDE

Conditions of assessment:

This unit includes skills and knowledge specific to Aboriginal and/or Torres Strait Islander culture

Assessment must therefore be undertaken by a workplace assessor who has expertise in the unit of competency or who has the current qualification being assessed and who is:

- Aboriginal or Torres Strait Islander him/herself

or:

- accompanied and advised by an Aboriginal or Torres Strait Islander person who is a recognised member of the community with experience in primary health care

Context of assessment:

Competence should be demonstrated working individually, under supervision or as part of a primary health care team working with Aboriginal and/or Torres Strait Islander clients

Assessment should replicate workplace conditions as far as possible

Related units:

This unit may be assessed independently or in conjunction with other units with associated workplace application

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Cultural respect

This competency standard supports the recognition, protection and continued advancement of the inherent rights, cultures and traditions of Aboriginal and Torres Strait Islander peoples

It recognises that the improvement of the health status of Aboriginal and Torres Strait Islander people must include attention to physical, spiritual, cultural, emotional and social well being, community capacity and governance

Its application must be culturally sensitive and supportive of traditional healing and health, knowledge and practices

Community control

Community participation and control in decision-making is essential to all aspects of health work, and the role of the health worker is to support the community in this process

RANGE STATEMENT

Supervision

Supervision must be conducted in accordance with prevailing state/territory and organisation legislative and regulatory requirements

References to supervision may include either direct or indirect supervision of work by more experienced workers, supervisors, managers or other health professionals

A person at this level should **only** be required to make decisions about clients within the organisation's standard treatment protocols and associated guidelines

Legislative requirements

Federal, state or territory legislation may impact on workers' practices and responsibilities. Implementation of the competency standards should reflect the legislative framework in which a health worker operates. It is recognised that this may sometimes reduce the application of the Range of Variables in practice. However, assessment in the workplace or through simulation should address all essential skills and knowledge across the Range of Variables

Aboriginal and/or Torres Strait Islander Health Workers may be required to operate in situations that do not constitute 'usual practice' due to lack of resources, remote locations and community needs. As a result, they may need to possess more competencies than described by 'usual practice circumstances'

Under all circumstances, the employer must enable the worker to function within the prevailing legislative framework

Clients may include:

- Clients for whom the worker's organisation is providing and coordinating health care services
- Other persons requesting assistance to access health care in tertiary referral institutions

RANGE STATEMENT

Health services/organisations include:

- Major metropolitan or regional tertiary referral centres, such as:
 - major general hospitals
 - psychiatric hospitals
 - paediatric hospitals
 - maternity hospitals
 - renal dialysis satellite centres
- Hostels providing short and long term accommodation
- Social support services for families of clients
- Aboriginal and/or Torres Strait Islander primary health care services in the metropolitan or regional centre
- Dental clinics providing tertiary dental services

Information gathered should include:

- Admittance procedures
- Discharge procedures
- Types of services available at different centres
- Costs to clients
- Support for families/carers
- Key individuals/positions in organisations
- Client transport services
- Treatment procedures

RANGE STATEMENT

Support services may include:

- Transport assistance for clients, their carers and families
- Assistance provided by individuals in key positions, such as:
 - hospital/Aboriginal liaison officers
 - clinical specialists
 - administrative personnel
- Hospital discharge services, including:
 - provision of medication
 - liaison with families and primary care providers
 - transport provisions
- Facilitation of arrangements (eg. for pick up)
- Communication with liaison staff and client/family/carers
- Assistance with clothing, money, etc

Unit Sector(s)

Not Applicable