



Australian Government

Department of Education, Employment and Workplace Relations

HLTAHW502B Advocate on behalf of the community

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit describes the competencies required to promote the rights, needs and self-determination of the Aboriginal and/or Torres Strait Islander community, in consultation with the community

Application of the Unit

Application

This unit is intended to address skills and knowledge required by those advocating on behalf of Aboriginal or Torres Strait Islander communities in relation to health care services

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

PERFORMANCE CRITERIA

1. Identify issues of concern to the community

- 1.1 Contact *key people* and assist them to identify issues of concern
- 1.2 Facilitate discussion amongst key people to clarify community concerns
- 1.3 Confirm information about community concerns with key people and record in line with community and organisation requirements

2. Develop a *strategy* for addressing the issues

- 2.1 Provide key community representatives with information about options for meeting identified community needs
- 2.2 Assist key community representatives to identify the community's preferred option
- 2.3 Develop *strategies* in consultation with key people and the community
- 2.4 Review strategies in consultation with the community

ELEMENT**PERFORMANCE CRITERIA**

3. Convey the concerns to relevant agencies

- 3.1 Identify *relevant individuals or agencies* and contact them about the issues of concern
- 3.2 Represent the community's point of view clearly to those involved
- 3.3 Discuss progress/outcome of the issue with key people and the community
- 3.4 Maintain community and individual confidentiality

4. Promote the rights, needs and interests of the community

- 4.1 Regularly discuss rights and needs of the community with workers, other individuals and agencies, in *appropriate forums*
- 4.2 Make suggestions for improving services to workers, other individuals and agencies
- 4.3 Facilitate implementation of change in line with community, organisation and any associated regulatory 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:

- Relevant policies, protocols and procedures of the organisation
- Key aspects of:
 - Royal Commission into Aboriginal Deaths in Custody
 - National Aboriginal Health Strategy
 - relevant current federal, state/territory and local government policies and legislation
 - Charter of Human Rights and Rights of the Child
 - child protection legislation
 - domestic violence legislation
 - anti-discrimination legislation
 - DSS and Veteran Affairs guidelines

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Identify issues relating to Aboriginal and/or Torres Strait Islander community health
- Contribute to the process of strategy development to address community health issues
- Advocate for the community, promote identified community interests in an appropriate forum and facilitate change as appropriate

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 the identified work role

This includes the ability to:

- Communicate clearly and effectively

REQUIRED SKILLS AND KNOWLEDGE

- Negotiate
- Resolve conflict
- Represent needs and interests of relevant stakeholders through public speaking, meetings and in writing
- Lobby effectively
- Reflect on and improve own level and application of skills and knowledge to achieve desirable outcomes and maintain own capabilities

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

Community confidentiality means:

- To protect the right of privacy of the community and members of the community, by providing only the information relevant to the specific issue of concern, only to those people who need to action outcomes, with the permission of the community.

Key people may be identified by:

- the local community
- community controlled organisations

RANGE STATEMENT

Review of strategies may be:

- informal
- formal

Relevant individuals or agencies may include:

- Staff of own and associated organisation(s)
- Government and non-government organisations
- Community controlled organisations
- Other agencies that provide health (including oral health) and community services

Appropriate forums to promote the rights, needs and interests of the community may include:

- Meetings with agencies and individuals
- Public meetings
- Conferences
- Seminars, workshops
- Working parties, committees

Unit Sector(s)

Not Applicable