



Australian Government

Department of Education, Employment and Workplace Relations

HLTCSD304D Support the care of clients

Release: 1

HLTCSD304D Support the care of clients

Modification History

Version 4	Version 5	Comments
HLTCSD304C Support the care of clients	HLTCSD304D - Support the care of clients	Unit updated in V5. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge to care support clients in a range of health care and community settings

Clients may include those who are aged, disabled or accessing other health services

Application of the Unit

Application

Care support is provided under supervision and according to the particular guidelines, policies and procedures of a service or setting

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. Establish and maintain an appropriate relationship with a client

- 1.1 Demonstrate courtesy when *communicating* with all clients and staff in the service/organisation
- 1.2 Make initial contact with client regarding care and appropriate time for care according to the care plan and/or established procedures
- 1.3 Initiate interpersonal exchanges with clients as appropriate
- 1.4 Use constructive communication techniques to develop and maintain effective relationships with clients
- 1.5 Consistently generate in all relevant work activities undertaken the trust and confidence of clients
- 1.6 Consistently maintain confidentiality and privacy of clients
- 1.7 Respect the client rights and roles in decision making
- 1.8 Act upon feedback from *client regarding quality of care*

ELEMENT**PERFORMANCE CRITERIA****2. Provide assistance to meet client needs as directed**

- 2.1 Assemble necessary equipment as and when required according to established procedures
- 2.2 Make client comfortable according to individual needs and established procedures
- 2.3 Provide assistance and support with minimum physical and emotional discomfort to clients and without risk to self
- 2.4 Undertake final *check of client comfort and safety*
- 2.5 *Provide care* according to the care plan and the direction of a health professional.
- 2.6 Recognise unique client care needs
- 2.7 Respect *individual differences* and ensure maximum privacy and safety when *assisting* with care
- 2.8 Provide continuing care according to established organisation procedures and to client care plan
- 2.9 Seek advice and assistance from *appropriate sources*, including client as required
- 2.10 Conscientiously provide duty of care in all relevant circumstances
- 2.11 Provide *assistance as directed* in emergency situations

3. Comply with established guidelines and procedures

- 3.1 Provide assistance and support in accordance with established organisation policy and procedures and infection control guidelines
- 3.2 Monitor own work to ensure the required standard of client support is maintained
- 3.3 *Record client information* as appropriate and conform with legal, professional and organisation requirements
- 3.4 Provide reports in accordance with organisation policy and procedures to relevant personnel as required

ELEMENT**PERFORMANCE CRITERIA**

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| 4. Recognise and pass on significant information about clients | 4.1 Give priority to the confidentiality and privacy of the client when providing reports to appropriate personnel |
| | 4.2 Obtain information from relevant sources as required |
| | 4.3 Pass on significant information to appropriate care team member as required |

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:

- Basic appreciation of body systems
- Cultures relevant to the particular service
- Organisation policies and procedures for privacy and confidentiality of information provided by clients and others
- Relevant care programs and plans and assistance which may include:
 - awareness of relevant WHS guidelines, especially manual handling
 - causes of loss of skin integrity, implications for the client and processes to maintain skin integrity
 - complying with relevant policies, protocols, guidelines and procedures
 - infection control procedures
 - personal care
 - purpose of continence programs and knowledge of continence aids
 - working effectively and following directions
 - working within role and responsibility
- Wheelchairs, other aids, prostheses and orthoses depending upon setting and client casemix

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate the ability to

- Demonstrate effective relationship management with clients
- Maintain client confidentiality and privacy
- Safely perform care tasks
- Use effective communication skills with clients

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 in a non discriminatory, supportive and inclusive manner
- Deal with conflict
- Demonstrate respect for client
- Establish and maintain relationships taking into account individual differences
- Listen and respond to communication initiatives of client
- Understand the roles and responsibilities of self and other workers within the service/organisation
- Use appropriate verbal and non verbal communication styles
- Use effective listening techniques
- Use numeracy skills ranging from the ability to complete basic arithmetic calculations such as addition, subtraction, multiplication, division to recording numbers
- Use oral communication skills required to fulfil job roles in a safe manner and as specified by the organisation, including skills in asking questions, providing clear information, listening to and understanding workplace instructions, and clarifying workplace instructions when necessary
 - the organisation may require competence in English or community language, depending on client group
- Use problem solving skills including the ability to use available resources and prioritise workload
- Use reading and writing skills required to fulfil job roles in a safe manner and as specified by organisation
 - the level of skill may range from the ability to understand WHS policy, to reading workplace safety or procedure manuals, to writing reports
 - literacy support available in the workplace may range from having access to support or assistance from expert/mentor/supervisor, to having no communication supports available
 - literacy may be required in English or a community language

REQUIRED SKILLS AND KNOWLEDGE

- Work with others and display empathy with client and relatives

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 for assessment and evidence required to demonstrate this competency unit:

- 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

Method of assessment

- Observation of work activities in client support
- Observation of simulation and/or role play involving client support
- Discussion of physical and/or behavioural contingency scenarios involving duty of care
- Authenticated transcripts of relevant education/training courses
- Recognition of relevant life/work experience
- Written assignments/projects or questioning should be used to assess knowledge
- Authenticated reports of providing client support
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related unit:

This unit can be assessed independently, but where care assistance tasks involve assistance with client movement this unit may be concurrently assessed with:

- HLTCSD305D Assist with client movement

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.

RANGE STATEMENT

Relevant sources may include written or verbal instructions from:

- Care plans
- Client
- Client records
- Community nurses
- Health professionals
- Home care coordinator
- Indigenous health workers
- Registered nurse
- Supervisor

Others with whom interaction is required in regard to client services may include:

- Domestic worker, family member or friend
- Family members, carers and friends of clients
- Interpreter who has relevant languages, if required, however interpreting would probably be undertaken by a health professional in an acute setting
- Other staff and team members
- Professional representatives or agents of the client such as medical specialists, social workers, therapists, teachers and/or spiritual, community or other representative
- Service units or departments, or other agencies

Recording client information may include:

- Client care documentation
- Client needs
- Data collection
- Documentation in care plan

Final check of client comfort and safety may include:

- Access to refreshments, food, communication equipment, personal items
- Appropriately clothed, appliances and aids or prostheses fitted or at hand
- Emotional and psychological comfort
- Location of pets if applicable
- Security check

RANGE STATEMENT

Care provided under supervision, direction or as an assistant may include:

- Assistance with aids, prostheses and orthosis
- Assistance with eating and drinking
- Bed making
- Cleaning teeth or dentures
- Continence management
- Dressing and undressing
- Drying
- Emotional support
- Grooming, applying skin care and makeup
- Massaging
- Observation of skin integrity
- Pre-operative shaves
- Removal or replacement of hearing aids
- Shampoo
- Shaving
- Showering
- Specific care needs of specific clients
- Supervision of client activity only, or direct 'hands on' care
- Toileting
- Transferring and mobilising
- Washing/sponging

Directed assistance will depend on environment including:

- Community care
- Home care
- Hospital and acute care
- Hostel care
- Residential care

RANGE STATEMENT

Communication may be in:

- Community language as required by the service/organisation
- English
- Sign language

Individual differences of clients may include:

- Age
- Cognitive/mental or intellectual issues that may impact on communication
- Cultural
- Language, literacy and numeracy abilities that may impact on communication
- Physical
- Religious/spiritual
- Sexual preference
- Social

Communication may be via:

- Continuing interaction with clients
- Verbal conversations either in person or via telephone
- Written notes by post or electronic media

Unit Sector(s)

Not Applicable