



Australian Government

Department of Education, Employment and Workplace Relations

HLTPOP213C Support community processes for ongoing repair and maintenance of health hardware

Release: 1

HLTPOP213C Support community processes for ongoing repair and maintenance of health hardware

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit aims to describe the competencies needed to identify reporting processes, procedures and responsibilities for the provision of ongoing repairs and maintenance to health hardware items in the household and community

Application of the Unit

Application

Working in compliance with relevant legislation and regulations within which the worker's organisation operates is essential

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 community <i>reporting processes</i> and procedures for the notification of household and community repairs and maintenance requirements | 1.1 Identify community reporting processes and procedures for the notification of <i>faults and urgent repairs</i> and maintenance requirements
1.2 Discuss reporting processes and procedures with supervisor, <i>key people and outside agencies</i> to ascertain the worker's roles and responsibilities in relation to established procedures
1.3 Implement reporting processes and procedures in accordance with job role and organisation policies and procedures |
| 2. Identify repairs and maintenance requirements that are within the area of responsibility | 2.1 Identify faults and urgent repairs that are within the workers own area of responsibility or expertise
2.2 <i>Report problems</i> that are outside worker's area of responsibility or expertise in accordance with organisational policies and procedures
2.3 Make <i>referrals</i> to other key people or outside agencies made as appropriate and in accordance with established procedures |

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 knowledge of National Indigenous Housing Guide
- Contact names and numbers of key people and outside agencies
- Responsibilities of key people and outside agencies in relation to household and community repairs and maintenance
- Worker's responsibilities in relation to household and community repairs and maintenance

Essential skills:

It is critical that the candidate demonstrate the ability 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:

- Demonstrate understanding of the scope of roles and responsibilities in relation to the established procedures
- Effectively network and communicate with the employing organisation, householders, community members, key people and outside agencies
- Identify repairs and maintenance requirements through established community reporting processes and procedures
- Use phone/fax

Evidence Guide

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
- Assessment of this unit of competency needs to occur more than once and over a period of time

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

Context of and specific resources for assessment:

- This unit is best assessed on the job or in a simulated environment
- Access required to:
 - A phone/fax when required
 - Simulation of realistic workplace setting for assessment

Related unit:

This unit is best assessed in conjunction with:

- HLTPOP214C Provide basic repairs and maintenance to plumbing, fixtures and health hardware items

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.

Reporting processes may include:

- Relevant housing authority surveys
- The community reporting own faults and problems on a board/ repairs and maintenance sheet
- Worker monitoring, check listing and reporting faults and problems as part of job role
- Householders and community members reporting problems verbally to the Indigenous Environmental Health Worker

Faults and urgent repairs and maintenance requirements may include:

- Faulty, blocked, damaged, broken or worn out health hardware items e.g. toilets, pipes, drains, septic systems and leach drains, taps, sewer pipes, etc.
- Non-functional health hardware items needed to ensure that people are safe e.g. electrical fittings not operating safely, ongoing problems with power failures in the community resulting in non functional fridges and freezers for lengthy periods of time, house not able to be secured from wind, rain, dust and intruders
- Non functional health hardware items needed to ensure that people can wash themselves and their clothes e.g. shower, hot water service, hand basin, bath or tub for washing children under 5 years old, washing machine, etc.

RANGE STATEMENT

Key people and outside agencies may include:

- Environmental Health Officers
- Housing and Local Government representatives
- Housing Officers
- Relevant water authority
- Essential services officers
- Community members
- Community workers
- Any other key people or outside agencies responsible for repairs and maintenance of health hardware in the community

Workers roles and responsibilities in relation to established procedures may include:

- Assisting local environmental health officer, housing and local government representatives with housing repairs and maintenance surveys
- Assisting with the testing of electrical safety in houses and community buildings with an electrical safety testing device e.g. reverse polarity (wired the wrong way), no earth, power supply not available, voltage available
- Supporting community members to identify and report their own faults and problems
- Monitoring and reporting faults and problems as part of job role

Faults and urgent repairs that are within the workers roles and responsibility may include:

- Fixing leaking taps e.g. changing washers and reseating taps, etc.
- Unblocking household plumbing and fixtures
- Maintaining flush toilet systems
- Repairs and maintenance to health hardware items in the home where appropriate

Reporting may be:

- Verbally in either first language or English
- Written in either first language or English
- By showing supervisor the problem

RANGE STATEMENT

Referrals may be:

- Verbally in either first language or English depending on the target group and whether or not the referrals take place internally within the community or outside the community to other key people or agencies
- Written correspondence, e.g. fax, letters, etc.
- Photos of the problem/issue
- Video recording the problem/issue

Unit Sector(s)

Not Applicable