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| UNIT CODE | HLTAADV003 |
| UNIT TITLE | Support the rights and needs of clients in the justice system |
| APPLICATION | <p>This unit describes the performance outcomes, skills and knowledge required to support and advocate for the rights and needs of Aboriginal and/or Torres Strait Islander clients in the justice system to support their access to appropriate health services. It requires the ability to work within the context and constraints of the justice system and to contribute to improved cultural safety practices. Clients may be involved in the law enforcement, court or corrections stage of the justice system, including parole and release.</p> <p>This unit is specific to Aboriginal and/or Torres Strait Islander people working as health workers or health practitioners. They work as part of a multidisciplinary primary health care team to provide primary health care and other support services to Aboriginal and/or Torres Strait Islander clients.</p> <p>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).</p> |
| PREREQUISITE UNIT | Nil |
| COMPETENCY FIELD | Advocacy |
| UNIT SECTOR | Aboriginal and/or Torres Strait Islander Health |
| ELEMENTS | PERFORMANCE CRITERIA |
| <i>Elements describe the essential outcomes</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish context for working with clients in the justice system. | <p>1.1 Identify and review aspects of justice organisation structures, policies and culture that impact the provision of health care and wellbeing services to clients.</p> <p>1.2 Identify boundaries, constraints and opportunities for supporting clients in the justice organisation.</p> <p>1.3 Identify own role in supporting client health and wellbeing and the overlapping and complementary roles of other workers in the justice organisation.</p> <p>1.4 Promote awareness of health worker role to justice organisation staff and potential clients.</p> |

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| 2. Support clients to make informed health choices. | <p>2.1 Identify client rights and responsibilities for their current situation and stage of involvement with the justice system.</p> <p>2.2 Review information about client health as a basis for supporting their health care needs.</p> <p>2.3 Support client to clarify their health care and wellbeing needs and preferences using questioning, active listening and by paraphrasing.</p> <p>2.4 Provide information tailored to individual needs about ways to support holistic health and wellbeing within the constraints of their current situation.</p> <p>2.5 Provide client with current and accurate information about their rights and options for meeting their health care and wellbeing needs while in the justice system.</p> <p>2.6 Assist client to clarify their preferred options and provide alternative options based on client feedback when required.</p> <p>2.7 Follow organisational procedures for maintaining confidentiality of client information.</p> |
| 3. Advocate for clients in the justice system. | <p>3.1 Provide client with information and skills that will assist them to present their own needs effectively while in the justice system.</p> <p>3.2 Identify situations where the client requires assistance and, with permission, advocate on their behalf.</p> <p>3.3 Recognise challenges of providing client advocacy in a justice organisation environment and adapt approaches accordingly.</p> <p>3.4 Use positive and respectful communication to present client needs and manage conflict or challenges arising from advocacy activities.</p> |
| 4. Contribute to improved cultural safety. | <p>4.1 Identify cultural safety issues that impact client health and wellbeing, and raise with justice organisation staff.</p> <p>4.2 Seek to understand reasons for any insensitivity or culturally unsafe practices as a way of building mutual tolerance and trust.</p> <p>4.3 Model, promote and acknowledge appropriate culturally safe practices.</p> <p>4.4 Identify potential change agents in the justice organisation and establish rapport through use of positive and respectful communication.</p> <p>4.5 Recognise potential barriers for change and identify ways to remove or minimise.</p> <p>4.6 Use strategies to mobilise support for improved cultural safety from the community and other stakeholders.</p> <p>4.7 Seek and use opportunities to contribute to systemic change in justice organisation in relation to cultural safety.</p> |
| FOUNDATION SKILLS | |
| <i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i> | |
| SKILLS | DESCRIPTION |
| Reading skills to: | <ul style="list-style-type: none"> ■ interpret familiar detailed organisational policies and procedures ■ interpret unfamiliar information that may include justice and health services terminology. |
| Writing skills to: | <ul style="list-style-type: none"> ■ draft persuasive information statements, letters or emails on client's behalf. |

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| Oral communication skills to: | <ul style="list-style-type: none"> ■ ask open and closed probe questions and actively listen during client and justice system worker interactions ■ provide clear and succinct information or instructions to clients to assist them to self-advocate ■ provide clear and persuasive information about client needs to others. |
| UNIT MAPPING INFORMATION | <p>No equivalent unit.</p> <p>For details, refer to the full mapping table in the Draft 2 Validation Guide.</p> |
| LINKS | Companion Volume Implementation Guide |

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| TITLE | Assessment Requirements for HLTAADV003 Support the rights and needs of clients in the justice system |
| PERFORMANCE EVIDENCE | <p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ support three different Aboriginal and/or Torres Strait Islander clients in the justice system, and consistently: <ul style="list-style-type: none"> ○ communicate in culturally safe ways ○ use positive and respectful communication with clients and justice organisation workers ■ for each of the three clients: <ul style="list-style-type: none"> ○ advocate on behalf of the client to the justice organisation ○ negotiate at least one conflict situation ○ provide information and advice to the client about ways to support each of the following while involved in the justice system: <ul style="list-style-type: none"> ● physical wellbeing ● social and emotional wellbeing ■ for one justice organisation, review existing cultural safety practices and provide a brief written or verbal report on: <ul style="list-style-type: none"> ○ potential issues arising from current practice ○ ways that practices could be improved. |

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| KNOWLEDGE EVIDENCE | <p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ organisational procedures for maintaining confidentiality of client information ■ basic aspects of the Australian criminal justice system and the fundamental roles of: <ul style="list-style-type: none"> ○ commonwealth and state or territory governments ○ law enforcement ○ court system ○ corrections ■ overview of the key stages of the criminal justice process and different types of support that may be needed at each stage ■ different types of correctional facilities and their operating structures and philosophies ■ responsibilities and role boundaries of different individuals involved in the health care of clients in the justice system: <ul style="list-style-type: none"> ○ medical practitioners ○ Aboriginal and/or Torres Strait Islander health workers and practitioners ○ community services workers ○ officers of the court ○ corrections staff ■ the importance of cultural safety for Aboriginal and/or Torres Strait Islander clients in the justice system, and: <ul style="list-style-type: none"> ○ definitions of cultural safety including definitions expressed by current national, and local state or territory Aboriginal and Torres Strait Islander health and cultural safety strategies government and non-government) ○ cultural safety and communication protocols that apply generally and within the local community ○ constraints to cultural safety when Aboriginal and/or Torres Strait Islander clients are in the justice system ○ practical ways that cultural safety can be provided to clients in the justice system ■ communication techniques that support effective advocacy in the justice system ■ types of challenges for advocacy when clients are in the justice system: <ul style="list-style-type: none"> ○ limited access to, or communication with, clients ○ attitudes of individuals in the justice organisation ○ insensitivity to cultural difference ○ systemic issues which inhibit advocacy activities ■ how client health care options may be impacted or limited when in the justice system: <ul style="list-style-type: none"> ○ availability of services ○ availability of professional expertise ○ limited opportunities for holistic care ○ geographical constraints ○ limitations on contact with family and community ■ ways to support own physical, social and emotional wellbeing when working with clients in the justice system ■ cultural safety in the justice system: <ul style="list-style-type: none"> ○ historical background ○ types of issues that arise ○ individual and systemic barriers to change ○ ways that change can be promoted and achieved. |
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| ASSESSMENT CONDITIONS | <p>Skills can be demonstrated through:</p> <ul style="list-style-type: none"> ■ work activities completed within an Aboriginal/and or Torres Strait Islander health service, or ■ simulations and case studies completed within a training organisation, based on comprehensive information about clients and actual or simulated justice organisations. <p>Assessment must ensure the use of:</p> <ul style="list-style-type: none"> ■ interaction with Aboriginal and/or Torres Strait Islander clients and justice organisation workers either through actual work activities or simulations ■ information about the structure and operating procedures of justice organisations ■ organisational procedures for maintaining confidentiality of client information. <p>Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:</p> <ul style="list-style-type: none"> ■ 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 or an advocate 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 | Companion Volume Implementation Guide |