

<b>UNIT CODE</b>	<b>HLTAWOR004</b>
<b>UNIT TITLE</b>	<b>Provide support to address social and cultural determinants of client and community health</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to integrate, into service provision, knowledge of social and cultural determinants that influence the health of Aboriginal and/or Torres Strait Islander people. It requires the ability to identify the social and cultural determinants of health for individual clients, families and the broader community, and to support clients and communities to access services beyond the health system. It covers skills to promote awareness of social and cultural determinants of health to clients, communities and external service providers.</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 and communities.</p> <p>No occupational licensing, certification or specific legislative requirements apply 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>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Working in Aboriginal and/or Torres Strait Islander Health
<b>UNIT SECTOR</b>	Aboriginal and/or Torres Strait Islander Health Work
<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify social and cultural determinants of community and individual client health.	1.1 Collect information on the social and cultural determinants of Aboriginal and/or Torres Strait Islander health and evaluate relevance to local community. 1.2 Communicate sensitively during client interactions to identify their particular social and cultural challenges and linkages to health condition/s. 1.3 Identify barriers for local Aboriginal and/or Torres Strait Islander people that impact access to health and other social and cultural support services. 1.4 Identify ways in which the health service can support individuals, families and communities to better access health and other social support services.

2. Promote awareness of social and cultural influences on health.	<p>2.1 Communicate in culturally appropriate and safe ways with clients and families, to discuss ways that social and cultural factors can influence their health.</p> <p>2.2 Promote, to community representatives, awareness of how social and cultural factors can influence the health of the local community.</p> <p>2.3 Provide information about social and cultural determinants of community health to external health service providers and other networks, according to community protocols and permissions.</p> <p>2.4 Advise service providers about particular client and family circumstances, when authorised by client.</p>
3. Provide support to address social and cultural determinants of local health.	<p>3.1 Identify and evaluate resources, facilities and services beyond the health system and available in the local state, territory or community.</p> <p>3.2 Provide culturally appropriate information resources about relevant services to clients, families and the community.</p> <p>3.3 Inform clients, families and community about relevant services and their benefits to health and wellbeing.</p> <p>3.4 Facilitate access to services that meet individual and desired client/family needs.</p> <p>3.5 Discuss barriers faced by clients and families in accessing services and recommend resolutions.</p>
<b>FOUNDATION SKILLS</b>	
<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>	
<b>SKILLS</b>	<b>DESCRIPTION</b>
Reading skills to:	<ul style="list-style-type: none"> <li>■ interpret detailed and sometimes unfamiliar consumer based educational resources, presented in plain language.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>■ use language and terms sensitive to clients' values and circumstances</li> <li>■ ask open and closed probe questions and actively listen to elicit information from clients and to determine client understanding of information provided</li> <li>■ present complex information about determinants of health to individuals and groups using language and terms suited to the audience.</li> </ul>
Learning skills to:	<ul style="list-style-type: none"> <li>■ use information provided in support service resources to update and extend knowledge of available support services.</li> </ul>
Initiative and enterprise skills to:	<ul style="list-style-type: none"> <li>■ source information that meets the needs of specific clients and communities.</li> </ul>
Self-management skills to:	<ul style="list-style-type: none"> <li>■ critically evaluate specific determinants of health for clients and communities and determine appropriate responses.</li> </ul>
<b>UNIT MAPPING INFORMATION</b>	<p>No equivalent unit.</p> <p>For details, refer to the full mapping table in the Draft 2 Validation Guide.</p>

<b>LINKS</b>	Companion Volume Implementation Guide
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<b>TITLE</b>	<b>Assessment Requirements for HLTAWOR004 Provide support to address social and cultural determinants of client and community health</b>
<b>PERFORMANCE EVIDENCE</b>	<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"> <li>■ collect information on the social and cultural determinants of Aboriginal and/or Torres Strait Islander health from three credible sources and evaluate relevance to the local state, territory or local community</li> <li>■ promote awareness of determinants during one interaction with each of the following: <ul style="list-style-type: none"> <li>○ an individual client or family</li> <li>○ community representatives</li> <li>○ external health service or social support providers</li> </ul> </li> <li>■ consult with three Aboriginal and/or Torres Strait Islander clients or families to identify underlying social and cultural factors influencing their health</li> <li>■ for each client or family, source information from two non-health related social support services to meet their individual needs and: <ul style="list-style-type: none"> <li>○ provide information resources and explain to client</li> <li>○ advise on the services, and assist client to access.</li> </ul> </li> </ul>
<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ World Health Organization definition of social determinants of health</li> <li>■ key aspects of social determinants of health and how conditions for the following influence health outcomes for Aboriginal and/or Torres Strait Islander people nationally, and at a state or territory and local community level: <ul style="list-style-type: none"> <li>○ early childhood development</li> <li>○ education and literacy</li> <li>○ employment, income and working conditions</li> <li>○ environment, housing, services and utilities</li> <li>○ food security and affordability</li> <li>○ social support</li> <li>○ access to health services</li> <li>○ systematic racism</li> <li>○ historical issues: <ul style="list-style-type: none"> <li>● colonisation, historical government policies and lack of self-determination</li> <li>● intergenerational trauma</li> </ul> </li> </ul> </li> <li>■ key aspects of cultural determinants of health and how the following influence health outcomes for Aboriginal and/or Torres Strait Islander people: <ul style="list-style-type: none"> <li>○ traditional cultural practices and lifestyle</li> <li>○ spiritual and cultural connections to country</li> <li>○ cultural values and beliefs, particularly holistic view of health</li> <li>○ preferences for western medicine or traditional/cultural healing including the use of bush medicines and traditional healers</li> </ul> </li> <li>■ difference between addressing risk factors for illness and lifestyle</li> </ul>

	<p>modification, and addressing underlying social causes of ill-health</p> <ul style="list-style-type: none"> <li>■ overview knowledge of social and cultural support services available in the community, state or territory to include: <ul style="list-style-type: none"> <li>○ housing services</li> <li>○ education services</li> <li>○ employment services</li> <li>○ legal services</li> <li>○ advocacy organisations</li> <li>○ foodbanks</li> <li>○ domestic violence services and emergency shelters</li> <li>○ groups for different genders and the lesbian, gay, bisexual, transgender; queer or questioning and intersex (LGBTQI) community</li> <li>○ Centrelink benefits</li> <li>○ facilities, services and groups that provide connection to Aboriginal and/or Torres Strait Islander culture</li> </ul> </li> <li>■ barriers for local Aboriginal and/or Torres Strait Islander people that impact access to health, social and cultural support services</li> <li>■ practices that health services can implement to provide better access to health services: <ul style="list-style-type: none"> <li>○ documenting language preferences of clients, identifying language skills of staff and providing interpreter services</li> <li>○ extending clinic hours and locating clinics close to where people live and work</li> <li>○ providing transport to attend appointments and health promotion activities</li> <li>○ providing home visits, and regular clinics in remote community locations</li> <li>○ supporting clients to access external health service providers</li> <li>○ advocating on behalf of individuals and communities</li> </ul> </li> <li>■ community protocols for obtaining permission to share community information</li> <li>■ techniques used to communicate on highly sensitive issues</li> <li>■ ethical, legal and cultural obligations to protect the privacy of client and community information, and the contents of organisational policies and procedures for maintaining confidentiality.</li> </ul>
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<b>ASSESSMENT CONDITIONS</b>	<p>Skills must be demonstrated in a health service workplace within a multidisciplinary primary health care team.</p> <p>Evidence of performance must be gathered:</p> <ul style="list-style-type: none"> <li>■ during on-the-job assessments in the workplace under live conditions while interacting with Aboriginal and/or Torres Strait Islander clients and community representatives, or</li> <li>■ during off-the-job assessments in the workplace, not under live conditions, using simulated activities while interacting with Aboriginal and/or Torres Strait Islander clients and community representatives.</li> </ul> <p>Evidence of workplace performance can be gathered and reported through third party report processes. (Refer to the Companion Volume Implementation Guide for information on third party reporting.)</p> <p>Evidence can be supplemented by assessments in a simulated workplace environment using simulated activities, scenarios or case studies only when:</p> <ul style="list-style-type: none"> <li>■ the full range of situations covered by the unit cannot be provided in the individual's workplace, and or</li> <li>■ situations covered by the unit occur only rarely in the individual's workplace.</li> </ul> <p>Assessment must ensure the use of:</p> <ul style="list-style-type: none"> <li>■ interaction with external health and social service support providers either through actual work activities or simulations</li> <li>■ information resources from support services covering different types of social support services</li> <li>■ resources from facilities, services and groups that provide connection to Aboriginal and/or Torres Strait Islander culture</li> <li>■ organisational policies and procedures for maintaining confidentiality of individual and community information.</li> </ul> <p>Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:</p> <ul style="list-style-type: none"> <li>■ 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, <b>or</b></li> <li>■ be a registered health practitioner or a community service worker 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.</li> </ul>
<b>LINKS</b>	Companion Volume Implementation Guide

