

UNIT CODE	HLTAADV002
UNIT TITLE	Support the rights and needs of clients
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to assist individual clients to understand their rights and communicate their needs and preferences to health service providers. This may include the use of interpreter and translation services. At this level, workers will be assisting clients with situations which may involve some complexity, such as a service complaint or a representation for the provision of services which provide for their cultural values and beliefs.</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. Identify client rights, needs and options.	1.1 Use culturally appropriate and safe communication when working with client. 1.2 Support client to clarify their needs using questioning, active listening and by paraphrasing. 1.3 Obtain and review information from health service providers and other organisations to establish the situation and potential client options. 1.4 Provide client with current and accurate information about their rights and options for meeting their needs preferences, cultural values and beliefs. 1.5 Assist client to clarify their preferred options and provide alternative options based on client feedback when required.

2. Assist client to present their own needs.	<p>2.1 Provide client with information and skills that will assist them to establish contact with relevant people and present their needs and point of view effectively.</p> <p>2.2 Support client to communicate in their preferred language and organise any required interpreting services.</p> <p>2.3 Identify situations where the client needs assistance to express their views appropriately to individuals or agencies and provide required support.</p>
3. Advocate for client when self-advocacy is not possible.	<p>3.1 Obtain client permission to advocate on their behalf and follow organisational procedures for maintaining confidentiality of client information.</p> <p>3.2 Identify and establish contact with relevant individuals or agencies based on specific client needs.</p> <p>3.3 Provide information that clearly represents client needs, preferences, values, beliefs and point of view.</p> <p>3.4 Use and adapt information to support client needs in response to service provider questions.</p> <p>3.5 Obtain information required and requested by client.</p> <p>3.6 Use clear, appropriate and accessible language that shows respect for each individual involved in the process.</p> <p>3.7 Provide clear information to client about progress and outcomes and agree on further action.</p> <p>3.8 Use required translation and interpretation services to support client's understanding and involvement in the process.</p> <p>3.9 Obtain information about escalation processes when client's rights and needs remain unmet and discuss options with client.</p>
4. Promote client rights, needs and interests.	<p>4.1 Promote client rights, needs and interests inside and outside of the organisation within the scope of own authority.</p> <p>4.2 Identify and use opportunities to discuss and promote rights and needs of clients with colleagues and other health service providers.</p> <p>4.3 Share information with colleagues and other health service providers about changing client needs.</p> <p>4.4 Identify and make suggestions to service providers about ways to improve services to clients.</p> <p>4.5 Reflect individual and community values, beliefs and approaches to healing in communications with others.</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 health service terminology.
Writing skills to:	<ul style="list-style-type: none"> ■ draft persuasive information statements, letters or emails on client's behalf.

Oral communication skills to:	<ul style="list-style-type: none"> ask open and closed probe questions and actively listen to determine client needs and understanding of information provided provide clear and succinct information or instructions to clients to assist them to self-advocate provide clear and persuasive information about client needs to other individuals or agencies.
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

TITLE	Assessment Requirements for HLTAADV002 Support the rights and needs of clients
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 the rights and needs of individual Aboriginal and/or Torres Strait Islander clients on four occasions: <ul style="list-style-type: none"> work with individual clients to identify their needs and options on each of the four occasions assist a client to present their own needs on two of those occasions advocate on behalf of a client who is unable to self-advocate on two of those occasions participate in two discussions with internal or external colleagues about client rights, needs and interests: <ul style="list-style-type: none"> highlight and provide comment on two issues based on client experiences make suggestions about potential ways to improve services to individual clients in the local community.
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 policies and procedures for: <ul style="list-style-type: none"> maintaining confidentiality of client information obtaining permission to advocate on a client's behalf making representations to external agencies contents of the current Australian charter of healthcare rights, and the importance of client participation in decision-making and choice definitions and understanding of: <ul style="list-style-type: none"> human rights equality discrimination self-determination basic features of existing local, state or territory, and Commonwealth government health services and programs specifically available to Aboriginal and/or Torres Strait Islander people structure and function of local and regional health services, how they interrelate and implications for individual clients: <ul style="list-style-type: none"> service philosophies

	<ul style="list-style-type: none"> ◦ roles and responsibilities ◦ commonly used terminology ◦ lines of communication ◦ referral protocols ◦ basics of funding and financial structures ◦ complaint processes including escalation when client's rights and needs remain unmet <ul style="list-style-type: none"> ■ functions of the Australian Human Rights Commission (or its successor) and overview of how that agency handles escalated complaints ■ typical advocacy roles of Aboriginal and/or Torres Strait Islander health services and workers at different levels of seniority, and the particular importance of their role in advocating for client health care choices that relate to cultural values and beliefs ■ types of information and skills clients may need for self-advocacy: <ul style="list-style-type: none"> ◦ simplified information about programs ◦ agency preferences for communication ◦ advice on how to communicate different types of information or express views in constructive ways ◦ advice about lodging a complaint and escalating when rights and needs remain unmet ◦ assistance with completing documentation ■ individuals and organisations to whom advocacy may be directed: <ul style="list-style-type: none"> ◦ other members of the primary health care team ◦ service management ◦ external organisations, both public and private ■ types of individual and community values and beliefs that impact client interactions with health services: <ul style="list-style-type: none"> ◦ gender roles ◦ kinship relationships ◦ preferences for western medicine or traditional/cultural healing including the use of bush medicines and traditional healers ◦ preferred language and ways of communicating ◦ previous individual or community experiences ■ types of potential conflict between client needs and organisation requirements: <ul style="list-style-type: none"> ◦ culturally inappropriate requirements ◦ client need for service versus eligibility criteria ◦ different views about health care priorities and self-management of health ■ interpreter services available in the local area ■ internal and external opportunities for the promotion of client rights, needs and interests.
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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 health service providers. <p>Assessment must ensure the use of:</p> <ul style="list-style-type: none"> ■ interaction with Aboriginal and/or Torres Strait Islander clients and health service providers either through actual work activities or simulations ■ client focussed information from health service providers ■ organisational policies and procedures for: <ul style="list-style-type: none"> ○ maintaining confidentiality of individual and community information ○ obtaining permission to advocate on a client's behalf ○ making representations to external agencies. <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 a community services 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