



Australian Government

**Assessment Requirements for
HLTAADV001 Support clients to access
health services**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- support three different Aboriginal and/or Torres Strait Islander clients to access health services, according to their individual needs
- across the three clients collectively, assist with five different types of health services
- for each of the three clients:
 - clarify client needs and explain key service information
 - provide information about client needs to health service providers with relevant supporting information
 - identify and organise two different types of practical support.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational procedures for:
 - maintaining confidentiality of individual and community information
 - organising and following up practical support services
- interpreter services available in the local area
- basic features of local and regional health services:
 - overarching service philosophy
 - types of services provided
 - schedule of days and times for services offered
 - terms used to describe services
 - how to make appointments
 - type of client information needed by service providers
- types of individual and local community values and beliefs that may be important to clients in accessing health services:
 - gender roles
 - kinship relationships
 - relationship between client and significant others
 - use of bush medicines and the role of traditional healers

- preferred language and ways of communicating
- spiritual beliefs about serious illness and end of life care
- previous individual or community experiences
- types of practical support needed by individual clients, and how to organise:
 - health service appointments
 - carer services for children and older people
 - transport to and from health service locations
 - accommodation.

Assessment Conditions

Skills can be demonstrated through:

- 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.

Assessment must ensure the use of:

- interaction with Aboriginal and/or Torres Strait Islander clients and health service providers either through actual work activities or simulations
- local and regional health service provider information
- organisational procedures for:
 - maintaining confidentiality of individual and community information
 - organising and following up practical support services.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:

- 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 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.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>