



Australian Government

HLTAADV001 Support clients to access health services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to communicate basic service information to clients, explain client needs to service providers and provide routine client support with practical issues such as appointment scheduling and transport.

This unit is specific to Aboriginal and/or Torres Strait Islander people working under supervision to support the provision of primary health care services to Aboriginal and/or Torres Strait Islander clients.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No regulatory requirement for certification, occupational or business licensing is linked to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Advocacy

Unit Sector

Aboriginal and/or Torres Strait Islander Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Support clients to communicate with service providers.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Use culturally appropriate and safe communication when working with client.
- 1.2. Support client to communicate in their preferred language and organise any required interpreting services.
- 1.3. Provide clear explanation of services offered by specific health service providers to client and significant others.
- 1.4. Identify and use appropriate visual aids and other resources

- to support client understanding.
- 1.5. Ask open questions and actively listen to establish specific client needs and confirm understanding of information.
2. Assist service providers to understand client needs.
 - 2.1. Communicate client needs to health service providers based on information provided by client and significant others.
 - 2.2. Give health service providers relevant supporting information about local community values, beliefs and language.
 - 2.3. Follow organisational procedures for maintaining confidentiality of client information.
 3. Provide practical support.
 - 3.1. Identify practical support that would assist client to access health services.
 - 3.2. Organise practical support based on individual client needs.
 - 3.3. Provide clear and accurate information to client and significant others about arrangements made.
 - 3.4. Make follow-up contact with client and significant others to reconfirm services and encourage their use.
 - 3.5. Contact client and significant others after use of services according to organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> • interpret basic information about practical aspects of health services.
Writing skills to:	<ul style="list-style-type: none"> • record basic service and client details when making practical arrangements.
Numeracy skills to:	<ul style="list-style-type: none"> • interpret, use and communicate temporal data, including minutes, hours, days and weeks • schedule practical support services.
Teamwork skills to:	<ul style="list-style-type: none"> • work effectively as a link between client and health service providers.
Planning and organising skills to:	<ul style="list-style-type: none"> • schedule and organise practical support services.
Technology skills to:	<ul style="list-style-type: none"> • use digital devices to organise practical support services.

Unit Mapping Information

This unit supersedes and is not equivalent to HLTAHW002 Support clients to obtain access to health services.

Links

Companion Volume implementation guides are found in VETNet -

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