



**Australian Government**

# **HLTAADV003 Support the rights and needs of clients in the justice system**

**Release: 1**

# HLTAADV003 Support the rights and needs of clients in the justice system

## Modification History

Not applicable.

## Application

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.

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.

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. For information about practitioner registration and accredited courses of study, contact the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).

## 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*

### PERFORMANCE CRITERIA

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

1. Establish context for working with clients in the justice system.
  - 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.
  - 1.2. Identify boundaries, constraints and opportunities for supporting clients in the justice organisation.
  - 1.3. Identify own role in supporting client health and wellbeing and the overlapping and complementary roles of other workers in the justice organisation.
  - 1.4. Promote awareness of health worker role to justice organisation staff and potential clients.
2. Support clients to make informed health choices.
  - 2.1. Identify client rights and responsibilities for their current situation and stage of involvement with the justice system.
  - 2.2. Review information about client health as a basis for supporting their health care needs.
  - 2.3. Support client to clarify their health care and wellbeing needs and preferences using open questions, active listening and by paraphrasing.
  - 2.4. Provide information tailored to individual needs about ways to support holistic health and wellbeing within the constraints of their current situation.
  - 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.
  - 2.6. Assist client to clarify their preferred options and provide alternative options based on client feedback when required.
  - 2.7. Follow organisational procedures for maintaining confidentiality of client information.
3. Advocate for clients in the justice system.
  - 3.1. Provide client with information and skills that will assist them to present their own needs effectively while in the justice system.
  - 3.2. Identify situations where the client requires assistance and, with permission, advocate on their behalf.
  - 3.3. Recognise challenges of providing client advocacy in a justice organisation environment and adapt approaches accordingly.
  - 3.4. Use positive and respectful communication to present client needs and manage conflict or challenges arising from advocacy activities.
4. Contribute to improved cultural safety.
  - 4.1. Identify cultural safety issues that impact client health and wellbeing, and raise with justice organisation staff.
  - 4.2. Seek to understand reasons for any insensitivity and culturally unsafe practices as a way of building mutual tolerance and trust.
  - 4.3. Model, promote and acknowledge appropriate culturally

- safe practices.
- 4.4. Identify potential change agents in the justice organisation and establish rapport through use of positive and respectful communication.
  - 4.5. Recognise potential barriers for change and identify ways to remove and minimise.
  - 4.6. Use strategies to mobilise support for improved cultural safety from the community and other stakeholders.
  - 4.7. Seek and use opportunities to contribute to systemic change in justice organisation in relation to cultural safety.

## 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"><li>• interpret familiar detailed organisational policies and procedures</li><li>• interpret unfamiliar information that may include justice system and health services terminology.</li></ul>      |
| Writing skills to:            | <ul style="list-style-type: none"><li>• draft persuasive information statements, letters or emails on client's behalf</li></ul>   |
| Oral communication skills to: | <ul style="list-style-type: none"><li>• provide clear and succinct information and instructions to clients to assist them to self-advocate</li><li>• provide clear and persuasive information about client needs to others.</li></ul> |

## Unit Mapping Information

This unit supersedes and is not equivalent to HLTAHW052 Deliver primary health care to Aboriginal and/or Torres Strait Islander clients in confinement.

## Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>