

# Guideline for social work assistant training

Allied Health Professions' Office of Queensland

August 2014

## **Guideline for social work assistant training**

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# 1. Purpose of this document

This document seeks to provide guidance for Queensland public health system managers, social workers and social work assistants on:

- Existing competency units within the Health Training Package<sup>1</sup> and the Community Services Training Package<sup>2</sup> which may most effectively meet the specific workplace requirements of their social work assistant position. Some competency units are included from other training packages where appropriate.
- Processes for accessing appropriate training for social work assistant staff, including two worked examples.

## 2. Background

### The social work assistant role

The social work assistant (SWA) is a relatively new allied health assistant role. The SWA is a delegated role working under the supervision of a social worker. The role description for a SWA at OO3 level was added to the Queensland Health Operational Services Manual<sup>3</sup> in December 2012. A copy of the role description is available in Appendix 1. There is currently no nationally endorsed qualification or skill set for SWAs.

### Vocational qualifications

The *HLT07 Health Training Package* and the *CHC08 Community Services Training Package* are the sets of nationally endorsed vocational qualifications used to recognise and assess the skills and knowledge people need to perform effectively within health or community services workplaces respectively. Within the training packages, individual competency units are designed to meet identified industry needs (for example, “Participate in workplace health and safety practices”). Skill sets are combinations of units of competence which meet particular skill and knowledge requirements (for example, “Allied health assistance – podiatry skill set”).

Individual competency units can be packaged into a qualification. In the Health Training Package a Certificate III in Health Services Assistance or a Certificate III in Allied Health Assistance require the completion of 15 competency units which include compulsory and elective units. Most of these units are from the Health Training Package, with other selected approved units coming from other training packages.

### Training information

[Training.gov.au](http://training.gov.au) is the database on Vocational Education and Training (VET) in Australia and is the official national register of information on training packages, qualifications, courses, units of competency and registered training organisations.

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<sup>1</sup> Australian Government (2012), *HLT07 Health Training Package 2012*, <http://training.gov.au/Training/Details/HLT07>

<sup>2</sup> Australian Government (2012), *CHC08 Community Services Training Package*, <http://training.gov.au/Training/Details/CHC08>

<sup>3</sup> Queensland Government (2012), *Operational Services Manual – December 2012*

The Community Services and Health Industry Skills Council (CS&HISC) takes the lead role in establishing the VET system of work-based skills for health and community services. However, there is currently no nationally endorsed qualification or skill set for SWAs.

In the absence of a nationally endorsed qualification, trial projects at the Mater Health Services in Queensland<sup>4</sup> and Alfred Health in Victoria<sup>5</sup> have mapped skills and competencies from pilot roles against existing competency units in the *CHC08 Community Services*, *HLT07 Health*, *BSB07 Business Services* and *TAE10 Training and Education Training Packages*.

### 3. Part 1

#### Suggestions for competency units to meet the workplace requirements for a social work assistant<sup>6</sup>

##### **Whose training needs would be met by these suggested competency units?**

Selections from the following suggested competency units would be suitable for either a situation where the SWA has no relevant previous training or where the SWA has already completed some or all of a related vocational qualification in community services or health such a Certificate III in Aged Care.

##### **What areas of work do the competency units cover?**

The suggested units include recommended core competency units required for working in a health care setting; plus other units which would support SWAs working in broad client service roles or in targeted areas such as aged care.

Feedback from the workforce suggests that there may be gaps in the current training options such as communication with people in palliative care and bereavement situations.

##### **What are the key elements of each competency unit?**

Table 2 provides a brief summary of the key elements of each unit which may help in the selection of the units. It may also help determine whether already completed units in another qualification have provided similar knowledge and skills. Further details of the units can be found at [training.gov.au](http://training.gov.au) by searching the site using the unit codes.

##### **What do the competency unit codes mean?**

Units with an HLT prefix are from the Health Training Package; units with a CHC prefix are from the Community Services Training Package; units with a BSB prefix are from the Business Services Training Package and units with a TAE prefix are from the Training and Education Training Package.

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<sup>4</sup>Wagner, S. (2010). *The Social Work Assistant Project, Mater Health Services, Project Completion Report, December 2010*, Mater Health Services, South Brisbane

<sup>5</sup> Somerville, L. and Dalla-Vecchia, L. (2012). *Development of the Allied Health Assistant Role in Social Work* (conference poster), Alfred Health, Department of Health, Victoria

<sup>6</sup> The competency mapping work done by Social Work Assistant trial projects at the Mater Health Services and Alfred Health, Department of Health Victoria is acknowledged.

## **What information is provided in Tables 1 and 2 below?**

Table 1 provides an overview of the suggested competency units grouped to assist selection; and the SWA tasks with which they align. Table 2 provides a brief summary of the key elements of each suggested competency unit, taken from [training.gov.au](http://training.gov.au).

**Table 1 Overview of the suggested competency unit areas and the social work assistant tasks with which they align**

Suggested competency units	Competency group	Tasks supported
<b>Core competencies for working in health</b>		
<p>HLTWHS200A - Participate in WHS practices</p> <p>HLTIN301C - Comply with infection control policies and procedures</p> <p>BSBFLM303C - Contribute to effective workplace relationships</p> <p>HLTHIR301C - Communicate and work effectively in health</p> <p>HLTCSD201D - Maintain a high standard of client service</p> <p>HLTAP301B - Recognise healthy body systems in a health care context</p> <p>BSBMED301B - Interpret and apply medical terminology appropriately</p>	<p><b>All seven</b> of these competency units are recommended as core units for working in the health sector, based on existing equivalent Health Training Package qualifications such as Certificate III in Allied Health Assistance and Certificate III in Health Services Assistance.</p> <p>Note there are some common and equivalent competencies in the Community Services Training Package qualifications such as the Certificate III in Aged Care.</p>	<p>Participation in workplace health and safety</p> <p>Compliance with infection control procedures</p> <p>Communicating using correct medical terminology</p> <p>Communicating with clients and health professionals</p> <p>Working within a team</p> <p>Working ethically and to a high standard</p>
<b>Core competencies for working in a delegated role</b>		
<p>CHCCS400C - Work within a legal and ethical framework</p> <p>HLTAH301C - Assist with an allied health program</p> <p><b>OR</b> CHCCS425B - Support health professional</p>	<p>Both of the units in this group are recommended as core competencies.</p>	<p>Applying understanding of legal and ethical issues to work with clients</p> <p>Working in a delegated role under the supervision and direction of a social worker</p>

Suggested competency units	Competency group	Tasks supported
<b>Cultural awareness</b>		
HLTHIR403C - Work effectively with culturally diverse clients and co-workers HLTHIR404D - Work effectively with Aboriginal and Torres Strait Islander people	One or both of these units is recommended if working with culturally diverse groups.	Working with a specific focus on Aboriginal and Torres Strait Islander and/or culturally diverse clients
<b>Competencies in client services</b>		
CHCCS416B - Assess and provide services for clients with complex needs HLTCOM406C - Make referrals to other health care professionals when appropriate HLTRAH302C - Undertake home visits CHCCS407C - Operate referral procedures CHCAD401D - Advocate for clients CHCICS408B - Provide support to people with chronic disease CHCCS401C - Facilitate responsible behaviour HLTCSD306D - Respond effectively to difficult or challenging behaviour CHCGROUP302D - Support group activities	One or more of these units may support the work of the SWA in broad client service roles.	Working under the direction of a social worker to: <ul style="list-style-type: none"> <li>• collect and record information from clients</li> <li>• administer screening tools</li> <li>• assist clients and families to complete paperwork</li> <li>• provide information to clients</li> <li>• assist clients with access to services</li> </ul>



Suggested competency units	Competency group	Tasks supported
<b>Communication</b>		
HLTCOM301C - Provide specific information to clients HLTCOM404C - Communicate effectively with clients CHCICS410A - Support relationships with carers and families CHCLLN403A - Identify clients with language, literacy and numeracy needs and respond effectively CHCCOM403A - Use targeted communication skills to build relationships CHCDIS411A - Communicate using augmentative and alternative communication strategies	These units provide further communication skills in broad and targeted areas.	Liaising with social workers Establishing boundaries with clients Providing effective and appropriate responses to client enquiries and issues Using specific communication techniques to address client needs
<b>Health information and records</b>		
BSBINM301A - Organise workplace information CHCINF408C - Comply with information requirements of the aged care and community care sectors BSBMED303B - Maintain patient records	These units provide general and more targeted skills in record keeping and maintaining resources.	Contributing to client records appropriately Completing forms and documents Keeping information such as accommodation options up to date Maintaining department resources Maintaining client databases

Suggested competency units	Competency group	Tasks supported
<b>Networking</b>		
CHCNET301D - Participate in networks CHCNET404B - Facilitate links with other services	These units provide skills in communicating and working with other services to maintain current information and resources.	Liaising with internal and external service providers including other health professionals, aged care facilities, and government, non-government and community organisations.
<b>Working with older people</b>		
CHCAC318B - Work effectively with older people HLTCSD305D - Assist with client movement CHCAC319A - Provide support to people living with dementia HLTRAH302D - Undertake home visits	One or more of the suggested units may be helpful where the focus of the role is working with older people.	Finding vacancies for respite or residential care Following up paperwork for services Escorting clients to view residential facilities Escorting clients home on discharge.
<b>Working with people with mental health issues</b>		
CHCMH301C - Work effectively in mental health CHCMH402B - Apply understanding of mental health and recovery process	One or more of the suggested units may be helpful where the focus of the role is working with people with mental health issues.	Find information about emergency relief services Find vacancies for emergency accommodation Following up paperwork for services

Suggested competency units	Competency group	Tasks supported
<b>Working with people with a disability</b>		
CHCDIS301C - Work effectively with people with a disability HLTCSD305D - Assist with client movement CHCICS410A - Support relationships with carers and families CHCDIS411A - Communicate using augmentative and alternative communication strategies	One or more of the suggested units may be helpful where the focus of the role is working with people with a disability.	Finding vacancies for respite care Following up paperwork for services
<b>Working with children and young people</b>		
CHCYTH301E - Work effectively with young people CHCYTH401B - Engage respectfully with young people CHCCHILD404B - Support the rights and safety of children and young people	One or more of the suggested units may be helpful where the focus of the role is working with children and young people	Find information about emergency relief services Find vacancies for emergency accommodation Following up paperwork for services
<b>Working with people at risk</b>		
CHCICS409A - Recognise and respond to suspected abuse of vulnerable people CHCDFV301A - Recognise and respond to domestic and family violence CHCAOD402B - Work effectively in the alcohol and other drugs sector	One or more of the suggested units may be helpful where the focus of the role is working with people at risk	Find information about emergency relief services Find vacancies for emergency accommodation Following up paperwork for services

Units	Competency group	Tasks supported
<b>Work practice</b>		
BSBWOR301B - Organise personal work priorities and development BSBFLM 312C - Contribute to team effectiveness TAEDEL301A - Provide work skill instruction HLTAMBPD401C - Manage personal stressors in work environment	One or more of the suggested units may be helpful for tasks which support the social work team.	Supporting the social work team with meetings, activities and projects such as bookings, data entry and quality improvement  Assisting with research  Supporting less experienced social work assistants

**Table 2 Details of suggested competency units**

Taken from the unit descriptions on [www.training.gov.au](http://www.training.gov.au)

Competency unit	Summary of elements within each competency unit
<b><i>Core competencies for working in health</i></b>	
HLTWHS200A – Participate in WHS practices	Plan, prepare and conduct work safely. Follow emergency response procedures.
HLTIN301C – Comply with infection control policies and procedures	Follow infection control guidelines. Identify and respond to infection risks. Use personal protective equipment as appropriate.
BSBFLM303C – Contribute to effective workplace relationships	Seek, receive and communicate information and ideas. Encourage trust and confidence. Identify and use networks and relationships. Contribute to positive outcomes.
HLTHIR301C – Communicate and work effectively in health	Work ethically and maintain professional work standards. Communicate effectively in a health setting. Contribute to a client centred approach to health.
HLTCSD201D – Maintain a high standard of client service	Establish and maintain an appropriate relationship with clients, and communicate appropriately. Evaluate own work to maintain a high standard of client service.
HLTAP301B – Recognise healthy body systems in a health care context	Apply basic knowledge of factors that support healthy functioning of the body.
BSBMED301B – Interpret and apply medical terminology appropriately	Respond appropriately to instructions which contain medical terminology. Use appropriate medical terminology in oral and written communication.
<b><i>Cultural awareness</i></b>	
HLTHIR403C - Work effectively with culturally diverse clients and co-workers	Show respect for cultural diversity in all interactions with colleagues and clients. Communicate effectively. Resolve cross-cultural misunderstandings.
HLTHIR404D - Work effectively with Aboriginal and Torres Strait Islander people.	Address cultural realities in order to facilitate full participation in service delivery by Aboriginal and/or Torres Strait Islander clients and/or co-workers. Work in partnership with Aboriginal and Torres Strait Islander people and communities.

Competency unit	Summary of elements within each competency unit
<b>Core competencies for working in a delegated role</b>	
CHCCS400C - Work within a legal and ethical framework	Understand legislation and common law relevant to work role. Follow identified policies and practices. Work ethically. Recognise and respond when client interests are not being protected.
HLTAH301C - Assist with an allied health program	Obtain instructions about the required treatment from delegating health professional. Comply with organisation's procedures for handling the range of contingencies which may arise. Provide required treatment within legal parameters. Document client information.
<b>OR</b> CHCCS425B – Support Health Professional	Understand the role of the allied health professional and assistant. Confirm therapy with appropriate supervising allied health professional and assist with tasks. Feedback information to supervising allied health professional.
<b>Competencies in client services</b>	
CHCCS416B - Assess and provide services for clients with complex needs	Work within scope to identify needs of clients using appropriate mechanisms. Provide information on range of services available; assist with access. Evaluate client service delivery.
HLTCOM406C - Make referrals to other health care professionals when appropriate	Interact with other health professionals. Arrange referral to appropriate source. Communicate with client re referral.
HLTRAH302C - Undertake home visits	Prepare client for home visit. Undertake risk management. Communicate with client at home within scope. Record home visit.
CHCCS407C - Operate referral procedures	Confirm client needs. Advise on referral options. Arrange referral.
CHCAD401D - Advocate for clients	Assist clients identify their rights. Advocate on behalf of clients on request.
CHCICS408B - Provide support to people with chronic disease	Provide support in a chronic disease self -management context as part of a coordinated service approach.

Competency unit	Summary of elements within each competency unit
CHCCS401C - Facilitate responsible behaviour	Monitor behaviour of client. Use communication strategies to de-escalate conflict. Respond appropriately.
HLTCSD306D - Respond effectively to difficult or challenging behaviour	Select appropriate strategies to suit particular instances of difficult or challenging behaviour. Report and review incident.
CHCGROUP302D - Support group activities	Identify purpose of group. Establish relationship with group. Organise resources for group activities.
<b>Communication</b>	
HLTCOM301C - Provide specific information to clients	Establish relationship with client. Identify client information needs. Provide prepared information to promote access to services.
HLTCOM404C - Communicate effectively with clients	Establish professional relationship with client and define boundaries. Provide effective responses to queries. Respond to behaviours of concern. Use basic counselling skills.
CHCICS410A - Support relationships with carers and families	Work positively with families and carers. Support life cycle transition experiences of families and carers. Promote carer wellbeing.
CHCLLN403A - Identify clients with language, literacy and numeracy needs and respond effectively	Establish if there are language, literacy and numeracy needs affecting client's access to service and use appropriate strategies to address.
CHCCOM403A - Use targeted communication skills to build relationships	Use specific communication techniques to maintain constructive interaction. Identify communication strategies to build relationships with clients who are involuntary or present communication challenges.
CHCDIS411A - Communicate using augmentative and alternative communication strategies	Identify client communication needs. Develop and implement augmentative and alternative communication strategy. Work with other relevant people to overcome communication barriers.

Competency unit	Summary of elements within each competency unit
<b><i>Health information and records</i></b>	
BSBINM301A - Organise workplace information	Access product and service information, organise information and review needs.
CHCINF408C - Comply with information requirements of the aged care and community care sectors	Maintain accurate records. Assist in completing assessment tools and collecting data. Feedback to supervisor. Comply with the administration protocols of the organisation.
BSBMED303B - Maintain patient records	Identify and clarify own role and procedures for patient record keeping. Help maintain records.
<b><i>Networking</i></b>	
CHCNET301D - Participate in networks	Identify and prioritise networks relevant to work role, organisation's priorities and target groups. Make effective use of networks.
CHCNET404B - Facilitate links with other services	Identify and maintain links with relevant services. Work with and support other organisations to enhance service delivery.
<b><i>Working with older people</i></b>	
CHCAC318B - Work effectively with older people	Understand residential aged care sector and HACCC sector. Understand aspects of ageing. Understand philosophy of positive ageing. Support rights and interests of older people.
HLTCSD305D - Assist with client movement	Carry out client movement using appropriate safe handling method and equipment as required. Communicate with client throughout process.
CHCAC319A - Provide support to people living with dementia	Use appropriate communication strategies. Implement strategies which minimise the impact of behaviours of concern. Recognise witnessed signs consistent with abuse or neglect of the client and report to an appropriate person.
HLTRAH302D - Undertake home visits	Prepare client for home visit. Undertake risk management. Communicate with client at home within scope. Record home visit.



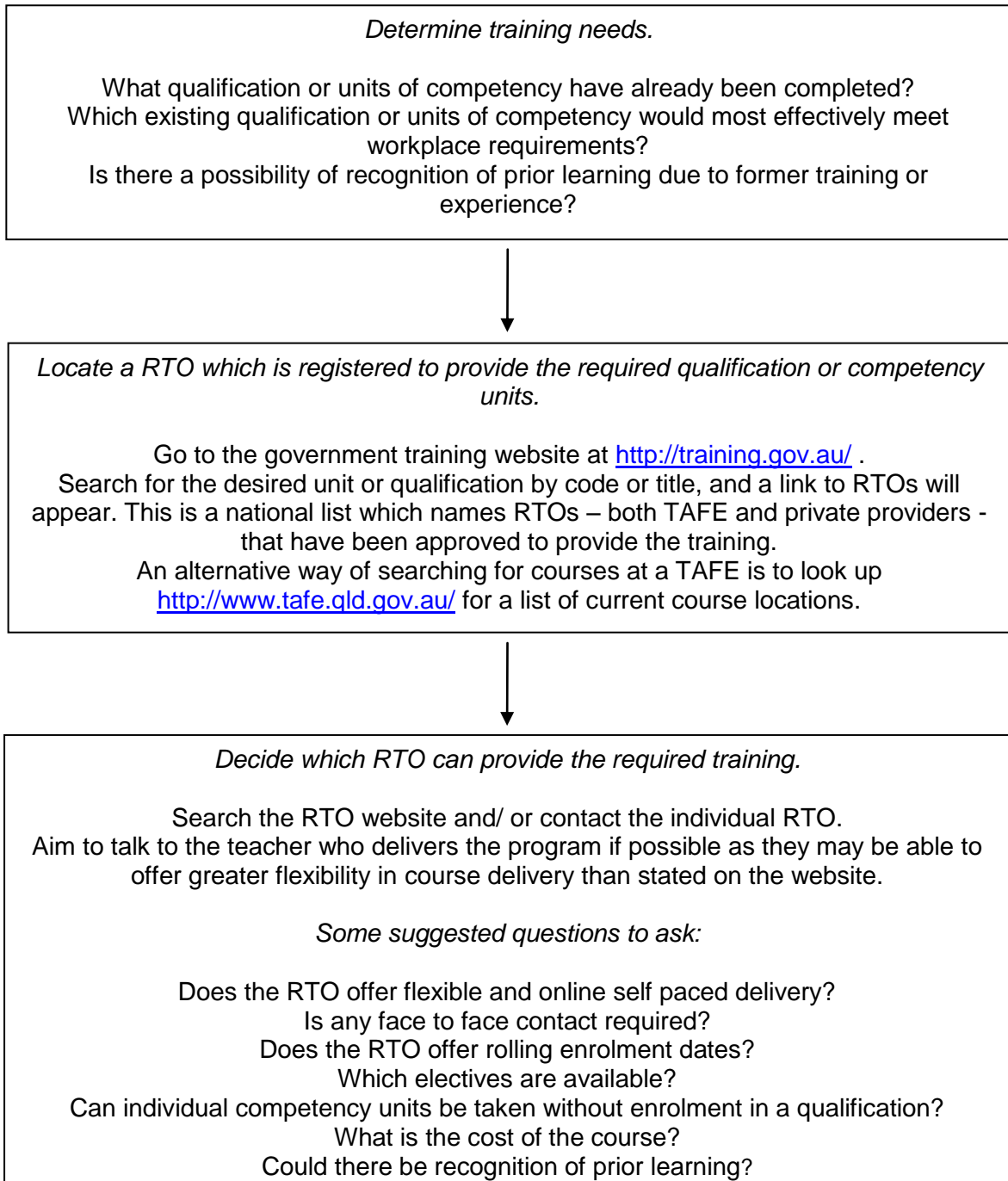
Competency unit	Summary of elements within each competency unit
<b><i>Working with people with a disability</i></b>	
CHCDIS301C - Work effectively with people with a disability	Understand key issues facing people with a disability and their carers, and support their rights, interest and needs. Identify and respond to situations of risk. Identify indications of possible abuse and/or neglect and report appropriately.
HLTCSD305D - Assist with client movement	Carry out client movement using appropriate safe handling method and equipment as required. Communicate with client throughout process.
CHCICS410A - Support relationships with carers and families	Work positively with families and carers. Support life cycle transition experiences of families and carers. Promote carer wellbeing.
CHCDIS411A - Communicate using augmentative and alternative communication strategies	Identify client communication needs. Develop and implement augmentative and alternative communication strategy. Work with other relevant people to overcome communication barriers.
<b><i>Working with people with mental health issues</i></b>	
CHCMH301C - Work effectively in mental health	Basic knowledge of the issues and models of work which impact on sector. Demonstrate understanding of the underpinning values and philosophy of sector in all work undertaken.
CHCMH402B - Apply understanding of mental health and recovery process	Understand impact of mental illness on people's lives. Identify social barriers in lives of people with a mental illness. Work with families and carers to support people with mental illness.
<b><i>Working with children and young people</i></b>	
CHCYTH301E - Work effectively with young people	Develop a professional rapport with young people. Address issues associated with the culture of young people.
CHCYTH401B - Engage respectfully with young people	Reflect understanding of youth cultures, sub cultures and development. Communicate effectively with a diversity of young people. Work with the young person as the focus.
CHCCHILD404B - Support the rights and safety of children and young people	Implement work practices which support protection of children and young people. Identify indicators of abuse and act appropriately. Safeguard the rights and interests of children and young people.

Competency unit	Summary of elements within each competency unit
<b><i>Working with people at risk</i></b>	
CHCICS409A - Recognise and respond to suspected abuse of vulnerable people	Identify suspected abuse. Implement systems and procedures to respond to suspected or alleged abuse. Support person experiencing suspected abuse. Comply with the organisation's legal reporting requirements.
CHCDFV301A - Recognise and respond to domestic and family violence	Work within a domestic violence framework. Promote confidence with clients affected by domestic violence. Identify and respond to client needs. Undertake record-keeping and reporting in accordance with organisation standards and procedures.
CHCAOD402B - Work effectively in the alcohol and other drugs sector	Basic understanding of the essential values and philosophy of the sector in work undertaken. Understanding of the range of settings supporting people with alcohol and other drug needs. Communicate effectively. Work ethically.
<b><i>Work practice</i></b>	
BSBWOR301B - Organise personal work priorities and development	Organise and complete own work schedule. Monitor own work performance. Coordinate personal skill development and learning.
BSBFML 312C - Contribute to team effectiveness	Participate in work team and contribute to outcomes. Support team cohesion. Communicate with management.
TAEDEL301A - Provide work skill instruction	Organise and conduct training and demonstration. Check training performance. Review personal training performance. Finalise documentation.
HLTAMBPD401C - Manage personal stressors in work environment	Develop personal stress management plan. Offer support to colleagues. Receive support from colleagues.

## 4. PART 2

### Accessing training options

The following process may help locate the most appropriate training for a SWA.



## Social Work Assistant with no previous relevant training

Worked example 1 from February 2013

### *Determine training needs.*

A SWA with no previous relevant training has been employed to work mostly with older people. Suitable training may be the 15 units for a HLT32412 Certificate III in Allied Health Assistance consisting of 10 core units and 5 elective units from client care and aged care electives as listed below. This selection includes the core units and some of the suggested targeted units outlined for a SWA working in aged care in Table 1.

#### Core units

HLTWHS200A -	Participate in WHS practices
HLTIN301C -	Comply with infection control policies and procedures
BSBFLM303C -	Contribute to effective workplace relationships
HLTHIR301C -	Communicate and work effectively in health
HLTCSD201D -	Maintain a high standard of client service
HLTAP301B -	Recognise healthy body systems in a health care context
BSBMED301B -	Interpret and apply medical terminology appropriately
HLTAH301C -	Assist with an allied health program
HLTCSD305D -	Assist with client movement
BSBINM301A -	Organise workplace information

#### Electives

4 electives from the 'client support' group within the Certificate III in Allied Health Assistance

HLTHIR403C -	Work effectively with culturally diverse clients and co-workers
HLTCSD306D -	Respond effectively to difficult or challenging behaviour
CHCAC318B -	Work effectively with older people
HLTCOM404C -	Communicate effectively with clients

1 elective from the CHC30212 Certificate III in Aged Care

CHCCS400C -	Work within a legal and ethical framework
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### *Locate a RTO which is registered to deliver the required qualification or competency unit.*

On the website <http://training.gov.au/> the following RTOs are listed as providers of HLT32412 Certificate III in Allied Health Assistance in Queensland.

#### TAFE

Gold Coast  
Sunshine Coast  
Bremer (Ipswich)  
Metro South  
Central Queensland

#### Other providers

Diversity Education (Brisbane)  
Health Industry Training Qld (Central Queensland)  
King's Unitech (Gold Coast)  
MOM Training College (North Queensland)



### *Decide which RTO can provide the required training.*

The TAFE websites indicate the Certificate III in Allied Health Assistance is not available online in 2013. However from a phone call to one TAFE it appears if a person is already employed in a position which can provide appropriate supervised placement experience, then a flexible delivery option is available. The teacher of the course can be contacted to further discuss the options. The cost of the course is determined on application.

Some electives may not be available at all TAFEs and an equivalent unit may be taken. If a particular unit is required a private provider may be able to provide the individual unit.

Certificate III in Allied Health Assistance is available at 3 out of the 4 listed private providers. All offer online delivery. Two offer all the chosen electives. Cost is in range of \$1800 to \$2250.

## Social Work Assistant with a Certificate III in Aged Care

Worked example 2 from February 2013

### *Determine training needs.*

A SWA with a recent Certificate III in Aged Care has been employed to work across a number of areas. The 14 units studied in the Certificate III in Aged Care are:

- CHCAC317A - Support older people to maintain their independence
- CHCAC318B - Work effectively with older people
- CHCAC319A - Provide support to people living with dementia
- CHCCS411C - Work effectively in the community sector
- CHCICS301B - Provide support to meet personal care needs
- CHCICS302B - Participate in the implementation of individualised plans
- CHCICS303A - Support individual health and emotional well being
- CHCWHS312A-Follow safety procedures for direct care work
- CHCPA301B - Deliver care services using a palliative approach
- HLTAP301B - Recognise healthy body systems in a health care context
- CHCDIS301C - Work effectively with people with a disability
- HLTHIR403C- Work effectively with culturally diverse clients and co-workers
- HLTIN301C - Comply with infection control policies and procedures
- CHCCS305C - Assist clients with medication

From Table 1 it is determined 2 of the units studied are core recommended units and 4 are desirable elective units:

- HLTAP301B - Recognise healthy body systems in a health care context
- HLTIN301C - Comply with infection control policies and procedures
- CHCAC318B - Work effectively with older people
- CHCAC319A - Provide support to people living with dementia
- CHCDIS301C - Work effectively with people with a disability
- HLTHIR403C - Work effectively with culturally diverse clients and co-workers

Using Table 2 and detailed unit descriptions at <http://training.gov.au/> it is determined 4 of the recommended core units have been covered by elements of the units studied as below.

Elements of:

- CHCCS411C - Work effectively in the community sector
- CHCICS302B - Participate in the implementation of individualised plans
- CHCWHS312A-Follow safety procedures for direct care work

Match with elements of:

- HLTWHS200A -Participate in WHS practices
- BSBFLM303C - Contribute to effective workplace relationships
- HLTHIR301C - Communicate and work effectively in health
- HLTCSD201D - Maintain a high standard of client service

Some of the other units studied in the Certificate III in Aged Care provide some helpful background in understanding different care needs.

It is determined the SWA would benefit from the core units of medical terminology and working in a delegated role, plus some further communication and record keeping training. The competency units which would meet the requirements would be:

- BSBMED301B -Interpret and apply medical terminology appropriately
- CHCCS400C - Work within a legal and ethical framework
- CHCCS425B - Support Health Professional (preferred) OR if not available HLTAH301C - Assist with an allied health program
- CHCINF408C - Comply with information requirements of the aged care and community care sectors
- HLTCOM404C- Communicate effectively with clients



*Locate a RTO which is registered to provide the required qualification or competency unit.*

As in Example 1, the website <http://training.gov.au/> shows the following RTOs are listed as providers of HLT32412 Certificate III in Allied Health Assistance which would provide the core competencies. A further search shows that these RTOs also deliver the individual units CHCCS425B - Support Health Professional, CHCINF408C - Comply with information requirements of the aged care and community care sectors and HLTCOM404C - Communicate effectively with clients.

TAFE:

Gold Coast  
Sunshine Coast  
Bremer (Ipswich)  
Metro South  
Central Queensland

Other providers:

Diversity Education (Brisbane)  
Health Industry Training Qld (Central Queensland)  
King's Unitech (Gold Coast)  
MOM Training College (North Queensland)



*Decide which RTO can provide the required training.*

The suggested approach is to contact the teachers of HLT32412 Certificate III in Allied Health Assistance course at the RTOs to see if the particular set of units can be delivered.

Note that the units CHCINF408C - Comply with information requirements of the aged care and community care sectors and HLTCOM404C - Communicate effectively with clients; are listed as electives in the Certificate III in Aged Care. The unit CHCCS425B - Support Health Professional; is an elective from the Certificate IV in Aged Care.

## 5. Appendices

### Appendix 1: Role description

#### SOCIAL WORK ASSISTANT

<b>003 Social Work Assistant</b>
<b>Primary Objectives</b>
Contribute to patient care by undertaking support tasks delegated under the direct or indirect supervision of a social worker
<b>Duties</b>
<ul style="list-style-type: none"> <li>• Refer to and liaise with social workers, other health care providers within the immediate team, patients and carers</li> <li>• Provide a defined range of screening assessments as delegated by a social worker or social work team</li> <li>• Under direction of social workers perform tasks including (but not limited to):               <ul style="list-style-type: none"> <li>▪ Assist patients and their families with completion of forms and paperwork</li> <li>▪ Assist patients and their families access hospital services, eg organisation of accommodation and travel</li> <li>▪ Liaise with external providers including aged care facilities, community and government services</li> <li>▪ Facilitate emergency financial assistance to patient and/or family</li> <li>▪ Assist social worker with case management tasks</li> </ul> </li> <li>• Provide basic education on a defined range of topics to patients or groups of patients</li> <li>• Contribute to patient records and databases according to organisational and legal requirements</li> <li>• Contribute to a multi-disciplinary team through departmental and team meetings, case conferences, team projects and activities</li> <li>• Adhere to policies, procedures and guidelines with particular attention to professional boundaries, delegation and governance</li> <li>• Undertake quality improvement activities under guidance of a social worker</li> <li>• Support and mentor less experienced social work assistants</li> </ul>
<b>Knowledge/ Skills/ Abilities</b>
<ul style="list-style-type: none"> <li>• Sound level interpersonal communication skills to health professionals, patients and external providers</li> <li>• Intermediate 'Windows' word processing and spreadsheet computer literacy</li> <li>• Communicate within a team with a good understanding of scope of practice</li> <li>• Participate in quality improvement activities under the guidance of an allied health professional</li> </ul>
<b>Qualifications/Training</b>
<ul style="list-style-type: none"> <li>• No formal qualifications required.</li> </ul>

