



Australian Government

HLTAIN004 Provide non-healthcare recipient contact support

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Modification History

Release	Comments
1	This unit of competency was first released in HLT Health Release 11.0.

Application

This unit describes the skills and knowledge required to provide non-healthcare recipient contact support to a care team under the delegation and supervision of a registered nurse or midwife in a health or community care environment. It includes applying workplace information protocols, collecting and maintaining accurate documentation, operating workplace tools and digital systems, and supporting equipment requirements to facilitate care delivery.

This unit applies to health services assistants working in acute, sub-acute, aged care, or other care environments. Work is performed within clearly defined role boundaries, according to organisational procedures, and under the delegation and supervision of a registered nurse or midwife. They support the care team through documentation, workplace information processes and equipment coordination activities, and must refer to the delegating nurse or midwife for direction and escalation of concerns.

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

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

Assistant in Nursing

Unit sector(s)

Health

Elements and Performance Criteria

Element	Performance criteria
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<i>Elements define the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Apply workplace information protocols in a health or community care environment	<p>1.1 Apply clinical, occupational, privacy and confidentiality procedures in daily work activities</p> <p>1.2 Access and use health records according to purpose and organisational procedures</p> <p>1.3 Respond to enquiries and requests according to organisational procedures</p>
2. Collect, process and maintain accurate records in a health or community care environment	<p>2.1 Collect information for recording of clinical and workplace documentation according to organisational procedures</p> <p>2.2 Complete clinical and workplace documentation according to legal and organisational procedures</p> <p>2.3 Operate workplace tools and technology to obtain and process information according to organisational procedures</p> <p>2.4 Update and manage healthcare recipient health records, and share information with care team in a timely manner according to organisational procedures</p> <p>2.5 Store healthcare recipient health records and information according to organisational procedures</p>
3. Support equipment requirements in a health or community care environment	<p>3.1 Consult with care team and refer to individualised care plan to identify equipment needs</p> <p>3.2 Select equipment to the task and healthcare recipient needs according to organisational procedures</p> <p>3.3 Organise equipment within agreed timeframes according to organisational procedures</p> <p>3.4 Report issues with equipment operation according to organisational procedures</p> <p>3.5 Clean and store equipment according to organisation procedures and manufacturer instructions</p>

Foundation skills

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

Skill	Description

Learning skills to:	Apply prior knowledge to follow organisational procedures and adapt to routine information management and equipment-related processes in familiar healthcare context.
Reading skills to:	Interpret workplace documentation, including health records, procedures and equipment-related information, to support task completion in familiar context.
Writing skills to:	Document and maintain workplace records using medical terminology and convention to support information accuracy and continuity.
Digital skills to:	Use workplace tools and available systems to support the management and processing of information in familiar healthcare context.

Digital literacy outcomes are included in the Foundation Skills Companion Volume.

Range of conditions

N/A

Assessment Requirements for HLTAIN004 Provide non-healthcare recipient contact support

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and respond to contingencies in the context of the job role. There must be evidence that the candidate has:

- provided non-healthcare recipient contact support in a health or community care environment to at least 1 care team
- completed at least 3 different types of workplace documents or forms in accordance with organisational procedures and delegation, from the list below:
 - healthcare recipient record
 - stock requisition form
 - WHS incident report
 - cleaning or equipment log
- selected, cleaned, and stored at least 3 types of equipment or resources used to support the care team delivery in accordance with organisational procedures

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks, and respond to contingencies in the context of the job role. This includes knowledge of:

- information management and record keeping, including:
 - types of workplace documentation and individual records relevant to non-healthcare recipient contact support
 - digital and paper-based recordkeeping systems and privacy protocols
 - procedures for collecting, storing, and retrieving workplace information
 - organisational procedures for maintaining confidentiality and information security
- organisational structure and role scope, including:
 - structure and roles within the care team
 - scope of practice
 - delegated responsibilities
 - reporting lines
 - limitations

- importance of seeking clarification or supervision when required
- organisational procedures related to:
 - accessing and retrieving workplace information
 - collecting and processing workplace information
 - infection prevention and control
 - equipment handling and maintenance
 - reporting and escalation processes
- legal and ethical considerations, including:
 - privacy, confidentiality, and disclosure requirements under relevant legislation
 - work role boundaries and scope of practice
 - basic duty of care principles
 - WHS responsibilities relevant to job role
- basic functions and safe handling as relevant to the role and workplace setting
 - positioning and mobility aids
 - storage or setup of commonly used clinical equipment
 - general awareness of low-pressure suction units and portable suction units
 - emergency equipment, including knowledge of location and basic purpose

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including access to:
 - healthcare recipient care plan or pathways
 - equipment or resources identified in the care plan
 - infection prevention and control procedures
 - digital or paper-based systems for obtaining and processing workplace documentation
 - workplace forms, digital tools, and storage systems for equipment and records

Assessors must satisfy the current Standards for Registered Training Organisations (RTOs)/AQF mandatory competency requirements for assessors. In addition, assessors must be a registered nurse or midwife with current registration with the Australian Health Practitioner Regulatory Agency (Ahpra).

Mandatory Workplace Requirements

Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.

Unit Mapping Information

Previous Code and Title	Equivalence	Comments
HLTAIN002 Provide non-client contact support in an acute care environment	Not equivalent	Major changes to performance criteria and performance evidence. Additions to knowledge evidence. Foundation skills added. Minor changes to application and assessment conditions

Links

Companion volumes, including implementation guides, are found on the national training register - <https://training.gov.au/training/details/HLT>.