



Assessment Task 1: Research Project and Questions

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1.

Explain the legal and ethical considerations (international, national, state/territory, local) related to the facilitation of client rights and interests and how these impact individual workers:

The suggested response for this question is approximately 25 - 50 words per point

a). Duty of care

1. To remain safe and healthy in the workplace as a worker, to comply with accepted practices, codes, procedures and any relevant professional and occupational standards.
2. Under current WHS legislation, workers have responsibility in accordance with the scope of their job role to identify workplace hazards and to take action to reduce risk of harm.
3. Workers have a responsibility of duty of care towards clients such as safety and security, confidentiality of information, taking action in specified situations and the quality of the service provided.

b). Human Rights

Everyone has a right to express their thoughts and choose what they want. So in healthcare sector it is the responsibility of workers to make sure that their clients are feeling comfortable and they are not restricting themselves due to any fear and as a care giver it is a duty of worker to make their clients feel connected with them so that they can easily express their views.

c) Mandatory reporting

As a worker we need to make sure that no one will abuse anyone and it implies to both - client and staff. If we see that staff member is abusing client then we have to report it immediately to the on duty manager or supervisor and same with the client if they abuse to any staff member. It is a compulsory step to take immediately and not should be avoided with any excuse.

d). Discrimination

Everyone has a right to be treated equally so there should be no place of discrimination at workplace. Staff cannot mistreat any of the clients and their co-workers by judging them based on their religion and cultural background.

e) Privacy, confidentiality and disclosure

Privacy - No staff member has a right to share the private information of their clients with any of the coworker and most importantly they have to follow what is mentioned in the consent and they only can share information with the authorized person only when it is required.
Confidentiality - Any information shared by the client is confidential and staff has a responsibility to not to share any of their clients information with other clients and anyone who is not authorized should not be aware with that information.
Disclosure - Clients information should never be disclosed with anyone unless it is in the benefit of client and permitted by the client or by a person who is related to a client.

f) Informed Consent

Under these circumstances clients are giving permission to disclose information related to them and they must be aware what information is going to be shared and why it is required to do so. Also, if they are not mentally stable then next of kin sign the consent and client has the right to withdraw it any time.

a) Organisation and Legal Complaints Process

can involve legally such as no one has a right to punish what clients can speak as a worker. He can follow the general complaint procedure of organization legally. There are some procedures such as resolve the issue with the person or service involved, resolve the issue with the service

manager, resolve the issue with the next senior manager, resolve the issue with the community service organization's chief executive officer or equivalent and refer the issue to an external agency.

h) Rights and Responsibility of Clients, Workers and Organisations

Clients have a full rights to express their feelings and they can say if they are facing any kind of issue. . Workers have a duty of care responsibility to themselves as individuals, to others in their workplace and to their employers and to clients. Organization have a duty of care responsibility towards clients and workers.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

2.

Choose and detail a scenario where you are dealing with an issue with a client. e.g., the client's accusing a fellow resident of stealing their clothes (you must choose a different one).

Explain the differences between negotiation, advocacy and mediation in handling the situation.

The suggested response for this question is approximately 150 words

Scenario - The client accusing a fellow resident of stealing their skin care products

1. Negotiation - Listen to the point of view of both parties, if there are any points of agreement then highlight those points. When both residents comes with more agreements during the negotiation then it becomes easier to reach agreed outcomes.

2. Advocacy - In given scenario if I have to follow advocacy rule then I need to be very careful about the client's interest and wishes because if I only follow as per my perspective then it must lead to a conflict. In this situation, I need to listen to both parties carefully then only I can proceed ahead to advocate one of resident.

3. Mediation - As a mediator I will listen to the both residents and then will try my best to help them to come on an agreement which will be good for both. I cannot take side of any one resident as a mediator.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

3.

Explain the relevance of child protection across all health and community services contexts, including

- Duty of care when the child is not a client
- Indicators of risk and adult disclosure.

The suggested response for this question is approximately 100 words

If I am working as a care worker through any agency and visiting to client's home to look after them and they have a child at home, it is my responsibility to make sure everything is good at their place in terms of safety and health.

If care worker sees any things at home which indicates the risks such as drugs, children and client living in dirty place and anything which is suspicious such as abuse, worker need to report the agency without much delay. Ensuring safety of the all people in home will be worker responsibility. Care workers cannot try to resolve that situation on their own because they will be bound to duties but they have to make sure to inform the agency as soon as possible. If agency not listens and do not take any action then care worker can go to the police.

Assessor Comments (if required)

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None

Satisfactory

 Not Satisfactory

4.

Research [humanrights.gov](https://www.humanrights.gov) and provide a summary of your understanding of the Universal Declaration of Human Rights.

You must make mention of the history of the Declaration and mention at least (5) five of the points (articles) that make up the declaration. You must NOT cut and paste. You must use own words to answer the question.

The required response for this question is approximately 250 words and 5 references

The Universal Declaration of Human Rights articulates fundamental rights and freedoms for all. The General Assembly of the United Nations adopted the Declaration on 10 December 1948. Motivated by the experiences of the preceding world wars, the Universal Declaration was the first time that countries agreed on a comprehensive statement of inalienable human rights. Australia played an important role in the development of the Universal Declaration. This was the first time that countries agreed on a comprehensive statement of inalienable human rights. The UDHR is not a treaty, so it does not directly create legal obligations for States. The Declaration has however, had a profound influence on the development of international human rights law. It is argued that because States have constantly invoked the Declaration over more than 50 years, it has become binding as a part of customary international law. On the same day that it adopted the UDHR, the United Nations General Assembly asked its Commission on Human Rights to draft a covenant on human rights, which could become a binding treaty. After six years of drafting and debate, in 1952 the General Assembly requested that the Commission on Human Rights draft two covenants rather than one. The covenants, International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights were opened for signature in 1966 and entered into force in 1976. Human rights include the right to life and liberty, freedom from slavery and torture, freedom of opinion and expression, the right to work and education, and many more. Everyone is entitled to these rights, without discrimination.

Assessor Comments (if required)

good start tot this answer - please use at least 250 words to describe the UDHR please Jaspreet, as per the question requirement.

None

Satisfactory

 Not Satisfactory

5.

List two (2) types of community resources, two (2) networks and two (2) referral options relevant to the nature of client service.

The suggested response for this question is two (2) examples for each

Community Resources - Anglicare, Headspace Orange
Networks - Live Better, Care west
Referrals - General Practitioner, Social Worker

Assessor Comments (if required)

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None

Satisfactory

 Not Satisfactory

6.

Explain the human rights framework. its approaches and instruments.

These rights apply to every individuals regardless of race, creed, ability, gender or age. Some approached of human rights framework are Participation, Accountability, Non-discrimination and equality, Empowerment, Legality. The instruments of the international human rights framework are the Universal Declaration of Human Rights and the nine core human rights treaties.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

7.

When dealing with client complaints;

- a) What is required when reviewing progress of a client complaint?
- b) What links to other services could you recommend?

The suggested response for this question is approximately 30 words per point

A. Monitor the complain to see how it is progressing and let the client know, evaluate the strategies to see if there is any path of the process that needs to be altered.
B. Advocacy Service, National Relay Service and Translating and interpreting services.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

8.

Provide three (3) examples of common risks to client safety and wellbeing.

The suggested response for this question is approximately 10 words per point

- 1. Abuse by resident or staff member such as mental/physical abuse.
- 2. Staff is not providing the good nutrition diet to client which can affect their health.
- 3. Lack of medical care
- 4. The misuse of drugs/alcohol
- 5. Risk of a carer being overwhelmed.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

9.

What is required to provide the client with ongoing support – What actions need to be taken in response to their complaint?

Monitoring is one of the way to record the progress of the complaint to provide a client with ongoing support. Talk to the client if they have heard anything about their complaint and if client seems worried tell them it may take some time but their complaint will be resolved. Make sure to get their feedback when their get the outcome of their complaint.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

10.

What is the relationship between human needs and human rights?

The suggested response for this question is approximately 50 - 100 words

Both are equally essential to lead the quality human life. Human rights are entitled to everyone without any discriminations and human needs is something which needs to earn such as basic needs - food, clothing, shelter etc. One can describe human rights as a right to have human needs.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

11.

Why is it necessary to obtain feedback and how does this help you in your role?

The suggested response for this question is approximately 30 - 50 words

Feedback is really very important to improve and to know what is working and what needs to change. Staff needs a feedback from client to know if they are doing good and their client is happy and satisfied with the service provided. It also helps to resolve any issues and provide more effective service to the client.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

12.

How would you assist a client to lodge a complaint?

The suggested response for this question is approximately 40 words

I will let them know the procedure to complain which includes the advantages and disadvantages of choosing particular options and how any option can affect them and others. Also, if they are not able to write complain by self then I will ask relevant staff member to assist them.

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None

Satisfactory

⊗ Not Satisfactory

13.

Why is it important to discuss organisational and legal complaints mechanism with the client?

The suggested response for this question is approximately 40 words

When any service is provided to the client we should make sure that they are satisfied. To know if there is anything which organisation need to improve it is really very important that we should encourage clients to make complain.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

14.

Provide an example of a potential conflict between client needs and organisation requirements.

The suggested response for this question is approximately 50 words

The first instance is that client may refuse to wear a heat protect while going out in sun but it is safe for them due to which conflict can be created between client and organisation. Secondly, clients may keep changing their pads frequently but they do not need to do so as one pad can contain more than one litre so no need to change immediately. It can create issue between client and organisation because one client can only get 3 pads in a day.

Assessor Comments (if required)

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None

Satisfactory

⊗ Not Satisfactory

15.

Provide two (2) actions that constitute discrimination and techniques for addressing them.

The suggested response for this question is approximately 20 - 40 words per point

1. Sometimes staff do not want to work with gay client or with any other cultural client so in such cases it is required to educate staff about the discrimination and encourage to respect each other's differences.
2. Clients also discriminate with staff sometime due to their race, culture or skin colour so in order to prevent this it is required to develop a workplace policy that prohibits discrimination and train supervisors and managers on how to respond to discrimination in the workplace.

Assessor Comments (if required)

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16.

Provide an example of a client you might work with; then explain how you could empower them and disempower them.

The suggested response for this question is approximately 100 words

If clients says that they are not able to do any activity then encourage them to participate in the activity. For instance, if they say they will not be able to walk them motivate them by providing assistance of wheel chair so that they can feel good and move forwards. On the other hand, if we say our client that are not allowed to do anything which they are willing to do and they have not right to do anything by self then in such situation they will start losing their empowerment and feels demotivated.

Assessor Comments (if required)

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None

Satisfactory

 Not Satisfactory