

<b>Title</b>	<b>Apply psychological first aid in a health or wellbeing setting</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>• describe the warning signs of mental distress;</li> <li>• outline psychological first aid components and principles;</li> <li>• apply and evaluate strategies to support and empower a person needing psychological first aid;</li> <li>• describe impacts on self when providing psychological first aid.</li> </ul>
----------------	--

<b>Classification</b>	Health, Disability, and Aged Support > Core Health
-----------------------	--

<b>Available grade</b>	Achieved
------------------------	----------

---

**Guidance information**

- 1 Assessment conditions:  
Evidence for the practical components of this unit standard must be generated in a health or wellbeing setting.

People awarded credit for this unit standard must work under the guidance and delegation of a health professional in accordance with own role and responsibilities, and organisational policies and procedures.

- 2 Range:  
Evidence generated for assessment against this standard must reflect workplace requirements specified in:
- documented organisational policies, procedures, and methodologies;
  - applicable health and safety plans, contract work programmes, and quality assurance programmes.

Evidence generated for assessment against this standard must reflect the values, processes, and protocols required to work with Māori, Pasifika, and people from diverse cultures.

Evidence generated for assessment against this standard must reflect the legislative and regulatory requirements specified in:

- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights);
- Health and Disability Services (Safety) Act 2001;
- Health Practitioners Competence Assurance Act 2003;
- Health and Safety at Work Act 2015;
- Human Rights Act 1993;
- Medicines Act 1981;

- Privacy Act 1993.

Evidence generated for assessment against this standard must reflect the best practice guidelines and principles specified in:

- NZS 8134.0:2008 *Health and disability services (general) Standard*;
- NZS 8134.1:2008 *Health and disability services (core) Standards*;
- NZS 8158:2012 *Home and Community Support Sector Standard*.

NZ standards can be retrieved from <http://www.standards.co.nz/>.

### 3 Definitions:

*Health or wellbeing setting* includes but is not limited to the aged care, acute care, community support, disability, mental health, rehabilitation, social services and youth development sectors.

*Health professional* refers to a person who is registered with an authority (which is appointed by or under the Health Practitioners Competence Assurance Act 2003) as a practitioner of a particular health profession to deliver health services in accordance with a defined scope of practice.

*Organisational policies and procedures* are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

*Person* is a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

*Support* should aim to maintain, improve, or restore a person's independence by utilising existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.

### 4 References:

American Psychological Association. (2019). *Understanding Psychological First Aid*. Retrieved December 10, 2020 from

<https://www.apa.org/practice/programs/dmhi/psychological-first-aid>

Hobfoll. S.E. et al. (2007). Five essential elements of immediate and mid-term mass trauma intervention: empirical evidence, *Psychiatry*, 70(4): 283-315. Retrieved December 10, 2020 from <https://pubmed.ncbi.nlm.nih.gov/18181708/>

World Health Organization. (2016). *Psychological First Aid For All*. Retrieved December 10, 2020 from <https://arataiohi.org.nz/korowai-tupu/>

---

## Outcomes and performance criteria

### Outcome 1

Describe the warning signs of mental distress.

#### Performance criterion

1.1 Warning signs of mental distress are described.

Range may include but is not limited to: withdrawal from friends and activities, confused thinking, reduced ability to concentrate, mood swings, low energy, problems sleeping, fears or worries, feeling sad or down.

### Outcome 2

Describe psychological first aid components and principles.

#### Performance criteria

2.1 The five components for promoting psychological first aid are described.

Range as defined in Hobfoll et al (2007): a sense of safety, calming, a sense of self and group efficacy, connectedness, hope.

2.2 World Health Organization psychological first aid action principles are described.

Range look, listen, link.

### Outcome 3

Apply and evaluate strategies to support and empower a person needing psychological first aid.

#### Performance criteria

3.1 The application of psychological first aid strategies with the person is described in accordance with organisational policies and procedures.

3.2 Strategies to promote the five components for promoting psychological first aid with the person are applied and evaluated.

Range evidence is required of supporting two persons.

**Outcome 4**

Describe impacts on self when providing psychological first aid.

**Performance criteria**

4.1 Potential impacts of providing psychological first aid are described.

Range may include but is not limited to: maintaining personal safety, managing own fear and anxiety, exhaustion and burn out, loss and grief, mental stress, de-personalisation, maintaining professional attitudes and boundaries.

4.2 Strategies used to manage the impacts of providing psychological first aid are described.

Range may include but is not limited to: seeking professional help, mental and physical self-care, peer-support networks, recognising stressors and triggers.

<b>Planned review date</b>	31 December 2026
----------------------------	------------------

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	MM 2021	

<b>Consent and Moderation Requirements (CMR) reference</b>	0024
--	------

This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>

**Comments on this unit standard**

Please contact Careerforce [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.