Title	Demonstrate knowledge of responding to people in situations of vulnerability in a health or wellbeing setting		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to demonstrate knowledge of responding to people in situations of vulnerability in a health or wellbeing setting.

Classification	Health, Disability, and Aged Support > Community Support Services

Available grade	Achieved

Guidance Information

1 Assessment notes
   Evidence generated for assessment against this standard must reflect workplace requirements specified in:
   • documented workplace procedures, policies, 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.

~~Explanatory notes~~

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

   Organisational standards refers to the policies, procedures and practices which reflect an organisation's service philosophy and the current and relevant ethical, legislative regulatory and contractual requirements to which the setting or role is subject. Organisational standards may be documented in the organisation's vision and values, standard operating procedures, health and safety plans, contract work programmes, quality assurance programmes, policies and procedural documents and codes of conduct and/or ethics.
   People refers to those accessing services in a health or wellbeing context and includes the family, whānau and natural supports of the person who is at the centre of support. Other terms used for this person may include client, consumer, customer, patient, individual, resident, service user, tūroro or tangata whai ora.

Service philosophy refers to the model or approach to support that is applied within a health or wellbeing setting. A service philosophy provides an over-arching set of underlying principles, aims and objectives, operational parameters, and reviewable outcomes which direct the nature of support and the way in which it is provided.

~~*People* refers to those accessing services in a health or wellbeing context and includes the family, whānau and natural supports of the person who is at the centre of support. Other terms used for this person may include client, consumer, customer, patient, individual, resident, service user, tūroro or tangata whai ora~~

Situations of vulnerability may include suspected or actual abuse, neglect and violence, mental distress, suicidality, power imbalances, social isolation, impairment, health status, trauma or a combination of factors unique to a child, person, family or whānau which place them at risk of harm or adverse outcomes.

Outcomes and ~~evidence requirements~~performance criteria

Outcome 1

Demonstrate knowledge of responding to people in situations of vulnerability in a health or wellbeing setting.

~~Evidence requirements~~Performance criteria

1.1   The reasons for addressing situations of vulnerability are outlined in in terms of the benefits to people and the community.

1.2   Indications that a child, person, family and/or whānau are in a situation of vulnerability are outlined in terms of commonly observable signs.

1.3   Significance of considering people's unique context, and risk and protective factors when determining an appropriate response to a situation of vulnerability is outlined in terms of how it supports positive outcomes for people in situations of vulnerability.

1.4   Own responsibilities for responding to situations of vulnerability are outlined in terms of organisational standards.

         Range   must include but is not limited to –; immediate response, and required follow-up.

1.5   Key agencies involved in responding to situations of vulnerability are identified in terms of their roles and responsibilities, and procedures for referral.

Planned review date	31 December 20231

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 June 2016	N/AN/A
Revision and Rollover	2	MM 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024

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

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the Community Support Services ITO LimitedCareerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.