

Title	Demonstrate and apply knowledge of cultural diversity and support strategies in a health or wellbeing setting		
Level	4	Credits	6

Purpose	<p>People credited with this unit standard are able to, in a health or wellbeing setting:</p> <ul style="list-style-type: none"> • demonstrate knowledge of cultural diversity; and • apply and evaluate strategies to support cultural diversity.
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance Information

- 1 Legislation and Code relevant to this unit standard include but are not limited to:
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
 - Health and Disability Services (Safety) Act 2001;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Privacy Act 2020;
 available at <http://www.legislation.govt.nz/>.
- 2 References:
 - United Nations. (2008) *Convention on the Rights of Persons with Disabilities (CPRD)*. Retrieved August 27, 2020, from <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>.
 - United Nations. (2001). *Universal Declaration on Cultural Diversity*. Retrieved August 27, 2020, from <https://www.ohchr.org/EN/ProfessionalInterest/Pages/CulturalDiversity.aspx>.
- 3 New Zealand Standards relevant to this unit standard include:
 - NZS 8134.0:2008 *Health and disability services (general) Standard*;
 - NZS 8134.1:2008 *Health and disability services (core) Standards*;
 - NZS 8134.3:2008 *Health and disability services (infection prevention and control) Standards*;
 - NZS 8158:2012 *Home and Community Support Sector Standard*;
 available at <https://www.standards.co.nz/>.
- 4 Definitions:
 - *Culture* refers to more than ethnicity. The concept of culture may reflect factors and indicators such as: age, ethnicity, disability, occupation, organisational

background, immigrant or refugee status, institutional care, religion or spiritual beliefs, gender identity, sexual orientation, and socio-economic status. Ethnic cultural beliefs and values are the beliefs and values that stem from one's own ethnic background.

- *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.
- *Organisational policies and procedures* refer to policies, procedures, and methodologies of 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* refers to an individual accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

- 5 Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori, Pasifika, and/or people from other cultures, in a range of settings and environments.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of cultural diversity in a health or wellbeing setting.

Range evidence is required for Māori and two other cultural groups.

Performance criteria

- 1.1 Different cultures in a health or wellbeing setting are identified and described in terms of their differences and the impact these may have in the workplace.

Range differences may include but are not limited to – values, beliefs, use of language, cultural practices, protocols, gender roles, stigma and discrimination, disabilities.

- 1.2 Effects of cultural stigma and discrimination in a health or wellbeing setting are identified and described in terms of the impact they may have on service delivery.

Outcome 2

Apply and evaluate strategies to support cultural diversity in a health or wellbeing setting.

Range person and/or their family and whānau, peers.

Performance criteria

2.1 Strategies to support cultural diversity and establish and maintain a culturally safe environment in the workplace are applied and evaluated in accordance with organisational policies and procedures.

Range may include but is not limited to – challenging stigma and discrimination, communication, access to information, support services, use of language, observation of cultural practice, arrangement of the physical environment, protocols; evidence is required for one communication strategy and two other strategies.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 June 2015	31 December 202 3 <u>2</u>
Review	2	25 February 2021	N/A
<u>Revision</u>	<u>3</u>	<u>MM 2021</u>	<u>N/A</u>

Consent and Moderation Requirements (CMR) reference	0024
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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 if you wish to suggest changes to the content of this unit standard.