

Title	Interact with people to provide support in a health or wellbeing setting		
Level	2	Credits	5

Purpose	<p>This entry level unit standard is for people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to interact with people to provide support in a health or wellbeing setting.</p>
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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 Assessment conditions
Evidence for the practical components of this unit standard must be gathered in a health or wellbeing setting.

2 Assessment notes
Evidence generated for assessment against this standard must be in accordance with organisational policies and procedures
Assessment notes

~~— Evidence generated for assessment against this standard must be in accordance 12:28 with national screening protocols and organisational policies and procedures.~~

~~Legislation and codes 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 (the Code of Rights); Health and Disability Services (Safety) Act 2001; Health and Safety at Work Act 2015; Human Rights Act 1993; Privacy Act 1993.~~

~~— The above legislation is available at <http://www.legislation.govt.nz/>.~~

2 ~~— New Zealand Standards relevant to this unit standard include but are not limited to: NZS 8134.0:2008 Health and disability services Standards—Health and disability services (general) Standard; NZS 8134.1:2008 Health and disability services Standards—Health and disability services (core) Standards; NZS 8134.3:2008 Health and disability services Standards—Health and disability services (infection prevention and control) Standards;~~

~~NZS 8158:2012 Home and community support sector Standard; available at <http://www.standards.co.nz/>; or any subsequent updates.~~

3 In the context of this unit standard, *support* should aim to maintain, improve, or restore a person's independence and/or interdependence by utilising the person's existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.

4 Definitions

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

Organisational policies and procedures – policies, procedures, and methodologies of an organisation. They include legislative and regulatory requirements which may apply across a company, a specific site, or a workplace. Requirements are documented in the company's health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents.

Person – a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, service user, tūrora, or tangata whai ora.

Outcomes and performance criteria

Outcome 1

Interact with people to provide support in a health or wellbeing setting.

Performance criteria

1.1 Instructions received are checked for own understanding and are carried out ~~in accordance with organisational policies and procedures.~~

1.2 Interactions relating to support being provided are carried out ~~in accordance with organisational policies and procedures.~~

Range two interactions;

interactions may include but are not limited to interactions with – the person, their family/whānau, colleagues and/or team members;

~~evidence is required of two interactions.~~

1.3 Interactions with the person receiving support are communicated using their preferred method of communication.

1.4 Verbal and/or written reports on the person receiving support are provided ~~in accordance with organisational policies and procedures.~~

1.5 Language and terminology used while providing support services meets organisational policies and procedures and is understandable to the person receiving support and relevant others present.

Range: relevant others may include but not limited to the person's family/whanau members, colleagues, the person's community and social support networks.

Planned review date	31 December 2026 ⁴
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 March 2015	31 December 2023 N/A
Rollover and Revision	2	24 October 2019	31 December 2023 N/A
Review	3	Xx Month 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://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.