**PACIFIC ISLAND SOCIAL SERVICES**  
Negotiate service provision with a user of Pacific Island social services

<table>
<thead>
<tr>
<th>level:</th>
<th>5</th>
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<tbody>
<tr>
<td>credit:</td>
<td>3</td>
</tr>
<tr>
<td>planned review date:</td>
<td>June 2002</td>
</tr>
<tr>
<td>sub-field:</td>
<td>Social Services</td>
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<tr>
<td>purpose:</td>
<td>People credited with this unit standard are able to: identify participant needs or reasons for referral to the Pacific Island social service worker; negotiate provision of services with a participant; and conclude negotiation of provision of services with a participant.</td>
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<tr>
<td>entry information:</td>
<td>Open.</td>
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<tr>
<td>accreditation option:</td>
<td>Evaluation of documentation and visit by NZQA, industry and teaching professional in the same field from another provider.</td>
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<tr>
<td>moderation option:</td>
<td>A centrally established and directed national moderation system has been set up by Community Support Services ITO Limited (Careerforce).</td>
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</tbody>
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special notes:

1. People awarded credit in this unit standard are able to demonstrate knowledge of te tino rangatiratanga and kawanatanga of the Treaty of Waitangi, and are able to demonstrate knowledge of how to apply the articles of the Treaty of Waitangi to social services. They are able to apply this knowledge to the context of assessment for this unit standard (for further clarification, please refer to Unit 7927, Demonstrate knowledge of the application of the Treaty of Waitangi in the social services).

2. Pacific Island refers primarily to the main island groups represented in New Zealand, namely Samoan, Tongan, Cook Island, Niuean, Tokelauan, Fijian, Tuvaluan, Solomon Islands, Kiribati.

3. Participant is used as a generic term to denote people from Pacific Island user groups in the social services who are involved in negotiating service provision with the person awarded this unit standard.

4. An environment that is conducive to identifying participant needs or reasons for referral to the Pacific Island social service worker or social service provider is one in which both New Zealand born and Pacific Island born participants are attended to in terms of their physical, spiritual, cultural, and mental characteristics and needs. Characteristics and needs of participants may be physical, spiritual, cultural, and mental. Characteristics and needs include: age and stage of development, customs, disability, gender, health status, language, sexual orientation, and needs for physical comfort, safety, privacy, and religious adherence.
The use of the term *participant needs or reasons for referral* to the Pacific Island social service worker or social service provider acknowledges that participants may self-refer with their own perception of their needs, or be referred by others who have identified reasons for referral. *Participant needs or reasons for referral* may include but are not limited to any one of: alternative care, community issues, criminal justice, disabilities, economic development, employment, environmental issues, families and whānau, health care, housing, human rights, legal issues, planning, poverty, psychiatric care, recreation, personal safety, sexuality, social crisis and change, social policy, cultural values and practices, immigration issues and services, social structures, alcohol and drug issues, Treaty of Waitangi relationships. A *participant’s needs or reasons for referral* may be cultural, economic, educational, emotional, psychological, physical, spiritual, social, structural, political.
6 People awarded this unit standard are able to demonstrate and self monitor their ability to relate to participants, as evidenced by acknowledgment and respect for their and others' differences, acceptance, genuineness, honesty, humility, patience, and warmth. They use inclusive respectful language, and interpersonal skills and methods that are appropriate to the characteristics, customs and needs of participants. They seek to establish and maintain rapport with participants, positive feedback is responded to, criticism or negative feedback is responded to without defensiveness, and changes required to re-establish rapport are acted upon. They demonstrate and communicate clarity about their role in the social services within all relationships with people from user groups. They know the limits of their role, function, and competence, and when to refer on to others.

7 All communications with participants are treated confidentially. The scope and limits of confidentiality are defined through negotiation, and informed consent of participants, and criteria established by legislation, ethical practice, and organisational guidelines. In the context of this unit standard, sources of criteria established by legislation, ethical practice, and organisational guidelines include but are not limited to: Official Information Act 1982, Privacy Act 1993, service provider codes of conduct, codes of practice issued by the Privacy Commissioner, Pacific Island social service codes of ethics, and organisational guidelines, protocols, staff manuals, strategic plans, kaupapa.
8 Pacific Island social service workers include but are not limited to: community workers, counsellors, social workers, youth workers, and others who deliver Pacific Island social services, whether paid or unpaid.

9 In carrying out all elements of this unit standard, actions are documented according to enterprise standards. Enterprise standards include but are not limited to: service provider strategic plans, kaupapa, governing legislation, staff manuals, service provider protocols.

Elements and Performance Criteria

element 1

Identify participant needs or reasons for referral to the Pacific Island social service worker.

performance criteria

1.1 Identification of participant needs or reasons for referral is carried out in ways that are non threatening to the participant.

1.2 Identified needs or reasons for referral to the Pacific Island social service worker are according to agreement with the participant.

1.3 Interpersonal skills and language are used which create an environment that is conducive to identifying participant needs or reasons for referral to the Pacific Island social service worker.
1.4 Interpersonal skills and language are used which respond to verbal and non-verbal communications including body language and identify participant needs or reasons for referral to the Pacific Island social service worker.

Range: interpersonal skills and language may include but are not limited to - use of voice tone, pitch, volume, and speed; use of silence; active listening; clarifying, describing, encouraging, following, listening, paraphrasing, and summarising; reflection of feelings and content; respect, acceptance, and tolerance; body language; evidence is required of four.

**element 2**

Negotiate provision of services with a participant.

Range: service provision - by the Pacific Island social service worker or service provider; evidence is required of negotiation of one service to be provided by the Pacific Island social service worker, or one service to be provided by the service provider; clarifies - with the participant.

**performance criteria**

2.1 Negotiation clarifies the Pacific Island social service worker's role, function, services offered, and any legal and cultural responsibilities.

2.2 Negotiation clarifies the service provider's role, function, services offered, and any legal and cultural responsibilities.
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2.3 Negotiation clarifies the availability, relevance, and potential value of services offered by the Pacific Island social service worker or service provider to meet identified needs or reasons for referral.

2.4 Negotiation clarifies any costs for services offered by the Pacific Island social service worker or service provider.

**element 3**
Conclude negotiation of provision of services with a participant.

**performance criteria**

3.1 Conclusion establishes agreement with the participant on service provision that matches identified needs or reasons for referral to the Pacific Island social service worker or service provider.

Range: service provision - the nature, extent and any costs of services to be provided; referral to other services; evidence is required of one of the range.

3.2 Conclusion of service provision is completed according to enterprise standards.

Range: conclusion of service provision - service provider intake procedures, referral to other services; evidence is required of one of the range.
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Comments to:

Careerforce
PO Box 2637
Wellington 6140

Please Note: Providers must be accredited by the Qualifications Authority before they can offer programmes of education and training assessed against unit standards.

Accredited providers assessing against unit standards must engage with the moderation system that applies to those unit standards. [Please refer to relevant Plan ref: 0222]