

41012 Determine person-centred support needs in a health and wellbeing setting

Kaupae Level	2
Whiwhinga Credit	10
Whāinga Purpose	<p>People credited with this skill standard are able to determine person-centred support and holistic needs, determine risk factors, indicators and signs of abuse, neglect, and violence, and use person-centred plans to support needs in a health and wellbeing setting.</p> <p>This standard aligns with the New Zealand Certificate in Health and Wellbeing (Level 2) [Ref: 2469].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Determine person-centred support and holistic needs in a health and wellbeing setting.	a. Identify principles and values that underpin person-centred support.
	b. Identify a person's holistic needs.
	c. Explain own role in supporting a person's holistic wellbeing.
2. Determine risk factors, indicators and signs of abuse, neglect, and violence, in a health and wellbeing setting.	a. Identify common health and wellbeing setting risk factors and their potential impacts.
	b. Identify signs and indicators of abuse, neglect, and violence.
	c. Identify own obligations to report concerns.
3. Use person-centred plans to support needs in a health and wellbeing setting.	a. Apply person-centred plans in a health and wellbeing setting.
	b. Outline how person-centred plans determine the support provided.
	c. State why person-centred plans must reflect a person's changing needs.
	d. Recognise and report changes in a person's health and wellbeing.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria*Assessment specifications:*

- Assessment criterion 2c must include consideration of both improvements to a person's health, and deterioration.
- Assessment criterion 3a must include consideration of trapping.

Evidence provided for assessment against this skill standard must be collected:

- in a health and wellbeing setting.
- in accordance with workplace or organisational policies and procedures.
- within the boundaries of the learner's role.

Health and Wellbeing settings include but are not limited to – aged care, hospital, home and community, residential care, disability services, social services, mental health and addictions, rehabilitation, hospice and youth development services.

Holistic needs include but are not limited to – physical, emotional, social, cultural, spiritual, mental, socio-economic, environmental, creative, occupational.

Person-centred values may include but are not limited to – Individuality, rights, choice, privacy, independence, dignity, respect, partnership, consent.

Definitions:

- *Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996*, otherwise referred to as the 'Code of Rights', or simply as 'The Code', establishes the rights of people using health and disability services, and the obligations and duties of providers to comply with it.
- *Person-centred approach* refers an approach which places the person being supported at the centre by encouraging active participation and choice, and viewing them as an individual with unique qualities, abilities, interests, preferences and needs.
- *Person-centred plan* is a generic term that covers documentation which outlines individual, or group needs and sets out how care or support should be provided. Plans may be known by different names depending on the sector context.
- *Trapping* is a condition whereby a person may become trapped between fixed items such as walls and various movable items within the room (such as a bed or large chair).

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Holistic and person-centred support

- Person-centred support - personal history, preferences, wishes, needs, future aspirations.
- Person-centred values - dignity, respect, choice, independence, individuality, privacy, partnership, rights, active participation and supporting holistic needs.
- Holistic needs - physical, emotional, spiritual, social, environmental, cultural, relationships.

Person-centred plans

- Purpose and importance of plans – consistency and continuity of care.
- Components of a plan – history, goals, holistic needs, preferences.
- Importance of plan reflecting changing needs.
- Observable changes including physical, emotional, cognitive, and behavioural changes.
- Reportable changes – deterioration and improvements.

Risk, abuse, neglect and violence

- Risk factors and their impact - physical (must include trapping), emotional, psychological, relational, financial, isolation, substance use, health conditions.
- Types and common signs and indicators of abuse, neglect and violence.
- Responsibility to report risk, abuse, neglect and violence. What to report, whom to report to and how, maintaining role boundaries.
- Concepts safeguarding, positive risk taking, dignity of risk.

Rauemi | Resources

- Health and Disability Commissioner. (2022). *About the Act and Code*. Available at <https://www.hdc.org.nz/your-rights/about-the-code/>.
- New Zealand Legislation. (1996). *Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights)*. Available at <https://www.legislation.govt.nz/regulation/public/1996/0078/latest/DLM209080.html>.
- New Zealand Legislation. (2015). *Privacy Act 2020*. Available at <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>.
- Standards New Zealand. (2021). *NZS 8134:2021 Ngā Paerewa Health and Disability Services Standard*. Available at <https://www.standards.govt.nz/shop/nzs-81342021>.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Health, Disability and Aged Support > Health and Disability Principles in Practice
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0024

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	18 December 2025	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2030		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.