

41013 Determine culturally appropriate support and communication 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 culturally appropriate support for tangata whenua, determine the impact of culture on provision of support and identify communication strengths and challenges 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 culturally appropriate support for tangata whenua in a health and wellbeing setting.	a. Describe Te Tiriti o Waitangi and the bicultural partnership of Aotearoa New Zealand.
	b. Identify culturally appropriate support practices for tangata whenua.
2. Determine the impact of culture on provision of support in a health and wellbeing setting.	a. Describe the potential effects of bias and discrimination on a person receiving support.
	b. Identify the range of different cultural values and beliefs in own workplace.
	c. Outline examples of equity and inclusion in own workplace.
3. Identify communication strengths and challenges in a health and wellbeing setting.	a. Describe how effective communication supports a person's wellbeing.
	b. Identify how to communicate clearly and respectfully with a person.
	c. Summarise common challenges that affect communication.

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

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

- in a health and wellbeing setting or in a simulated 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.

Tangata whenua includes but is not limited to – mana whenua, iwi, hapū, whānau.

Definitions:

- *Bi-cultural partnership* refers to the foundational relationship between tangata whenua (the Indigenous people) and the Crown (the government), based on Te Tiriti o Waitangi (The Treaty of Waitangi). This partnership supports shared decision-making, respect for Māori authority and customs, and equal rights in all areas of public life.
- *Culturally appropriate support* requires people to examine themselves and the potential impact of their own culture, biases or prejudices on a person receiving support.
- *Culture* refers to more than ethnicity. The concept of culture may reflect factors and indicators such as age, ethnicity, disability, neurodiversity occupation, workplace 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 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.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Culturally appropriate practice for tangata whenua.

- Te Tiriti of Waitangi and the bicultural partnership of Aotearoa New Zealand.
- Tikanga practices – use of te reo greetings, pronouncing names correctly, introductions, whanau-centred support, karakia, tapu and noa.
- Wairua (spiritual), hinengaro (psychological) and tinana (physical) wellbeing.

Culturally appropriate support

- Introduction to the concept of culture.
- Impact of culture on support.
- Different cultural values and beliefs.
- Concepts – equity, inclusion, discrimination.
- Bias and unconscious bias.
- Working with different cultures.

Communication

- How communication supports wellbeing.
- Communication strengths and challenges.
- Communication styles and preferred methods of communication.
- Dignified interactions showing respect, empathy and active listening.

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>.
- Waitangi Tribunal. (n.d.). *About the Treaty*. Available from <https://www.waitangitribunal.govt.nz/en/about/the-treaty/about-the-treaty>.

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.