

41014 Determine practices that maintain safety 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 health and safety practices, examine duty of care, and identify responses to and report expressions of unmet needs or distress 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 health and safety practices in a health and wellbeing setting.	a. Describe the purpose of the Health and Safety at Work Act 2015.
	b. Identify and report workplace hazards and risks.
	c. Outline safe workplace practices, policies, and procedures.
2. Examine duty of care in a health and wellbeing setting.	a. Describe the concept of duty of care.
	b. Identify duty of care responsibilities in own role.
	c. Recognise situations where duty of care may be compromised and outline appropriate actions.
3. Identify responses to and report expressions of unmet needs or distress in a health and wellbeing setting.	a. Identify expressions of unmet needs or distress.
	b. Identify factors that affect expressions of unmet needs or distress.
	c. Describe responses to expressions of unmet needs or distress.
	d. Report expressions of unmet needs or distress in line with organisational policies and procedures.

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

Assessment specifications:

- Assessment criterion 1B should consider the difference between hazards and risks relevant to the learner's workplace. This may include but is not limited to – wet floors, manual handling, spread of infections, disposal of sharps.
- Assessment criterion 1C should consider safe work practices appropriate to the learner's workplace. This may include but is not limited to – workplace medication policy, workplace emergency procedures, safe moving of people, safe lifting and handling techniques, the purpose and use of Personal Protective Equipment (PPE), and infection prevention and control procedures.

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.

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.

Definitions:

- *Duty of Care* refers to the legal and ethical obligation to ensure the safety and wellbeing of others. It involves acting in a way that protects people from harm or risk and responding appropriately if concerns or incidents arise.
- *Expressions of unmet needs or distress* refer to any verbal, non-verbal, behavioural, or physical signs through which a person communicates that something is wrong, uncomfortable, or unmet. These expressions may indicate pain, fear, confusion, sensory overload, emotional discomfort, or unmet needs such as hunger, fatigue, or the need for connection, support, or safety.
- *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

Health and safety practices

- Rights and responsibilities under the Health and Safety at Work Act 2015.
- Role of other government/crown agencies (e.g. WorkSafe).
- Differences between hazards and risks.
- Hazard and risk reporting.
- Safe and secure workplace practice relevant to the learner's workplace (e.g., medicines, safe moving techniques, PPE, infection control, emergency procedures).

Duty of care

- Why duty of care matters.
- Examples of duty of care in everyday support tasks.
- Boundaries of own role.
- Importance of supervision.
- Basic reporting processes for risks and concerns.
- Consequences of not upholding duty of care to self, a person, or colleagues.

Expressions of unmet needs or distress

- Common examples – agitation, distress, verbal aggression, physical aggression, self-injury.
- Holistic factors that contribute to expressions of unmet needs or distress.
- Workplace policies and procedures for responding to and reporting expressions of unmet needs or distress.
- Personal safety when dealing with expressions of unmet needs or distress.
- Escalation Cycle Framework.

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). *Health and Safety at Work Act 2015*. Available at <https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.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.