

41016**Apply a person-centred approach to support in a health and wellbeing setting**

Kaupae Level	3
Whiwhinga Credit	10
Whāinga Purpose	<p>People credited with this skill standard are able to apply a person-centred approach to support, recognise and respond to risk of abuse, neglect or violence, and respond to and document changes in a person's health and wellbeing in a health and wellbeing setting.</p> <p>This standard aligns with the New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Healthcare Assistance; Newborn Hearing Screening; Orderly Services; Support Work; Vision Hearing Screening [Ref: 2470].</p>

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Apply a person-centred approach to support in a health and wellbeing setting.	a. Explain the concept of a person-centred approach.
	b. Describe the concept of informed consent.
	c. Explain the concept and process of supported decision making.
	d. Describe ways to involve family, whānau and other supports in supported decision making.
	e. Demonstrate a person-centred approach in own role.
2. Recognise and respond to risk of abuse, neglect or violence in a health and wellbeing setting.	a. Identify signs, patterns and behaviours which may indicate abuse, neglect and violence.
	b. Discuss how risk can change over time.
	c. Respond to the risk of abuse, neglect and violence using workplace policies and procedures.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
3. Respond to and document changes to a person's health and wellbeing.	a. Respond to changes in a person's health and wellbeing.
	b. Identify the potential impacts of changes on support provided.
	c. Document changes in a clear, accurate and timely manner.

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

Assessment specifications:

- Assessment criterion 2c can be undertaken in a simulated environment and can use a variety of tools such as case studies and role play.

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.

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 to a person being supported by encouragement of active participation and choice, and viewing them as an individual with unique qualities, abilities, interests, preferences and needs.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Person-centred approaches

- Person-centred values.
- Working in a person-centred way, importance of understanding the whole person, their history, preferences, choices.
- Holistic needs – including physical, spiritual, emotional, mental, sensory and environmental wellbeing.
- Key concepts of informed consent, supported decision making and health literacy.
- Family, whānau and other supports involvement in decision making.

Risk, abuse, neglect and violence

- Risk factors, signs, indicators, patterns and dynamic risk.
- Types of abuse and what constitutes harm.
- Reporting obligations, and documenting incidences of abuse, neglect, violence and harm (highlighting urgency and confidentiality).

Responding to and documenting changes to a person's health and wellbeing

- Changes in a person's health or wellbeing.
- What constitutes change, what to report and how.
- Responding to both positive and negative changes in health and wellbeing.
- Importance of accurate, timely recording and reporting of changes.

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.