

## 41017 Demonstrate culturally appropriate support and communication in a health and wellbeing setting

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	10
<b>Whāinga   Purpose</b>	<p>People credited with this skill standard are able to demonstrate culturally appropriate support practices for tangata whenua, examine the impact of culturally appropriate support practices on wellbeing outcomes of different cultural groups and demonstrate effective culturally appropriate communication techniques 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

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Demonstrate culturally appropriate support practices for tangata whenua in a health and wellbeing setting.	a. Explain application of Te Tiriti o Waitangi in own role.
	b. Identify a Māori wellbeing framework and explain how it supports hauora.
	c. Identify the concepts of kawa and tikanga.
	d. Demonstrate Māori values in own role.
2. Examine the impact of culturally appropriate support practices on wellbeing outcomes of different cultural groups.	a. Explain how culture can affect equitable outcomes, including access to services.
	b. Explain processes and procedures for reporting discrimination in own workplace.
	c. Outline factors to consider when providing support in a multicultural society.
	d. Demonstrate culturally inclusive support practices that challenge stigma and discrimination.

Hua o te ako   Learning outcomes	Paearu aromatawai   Assessment criteria
3. Demonstrate culturally appropriate communication techniques.	a. Identify barriers to communication and how to overcome them.
	b. Adapt communication techniques to support positive interactions.

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

#### Assessment specifications:

- Assessment 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:

- *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.
- *Hauora* is a Māori philosophy of health unique to Aotearoa. It comprises of Taha tinana (the physical dimension), Taha hinengaro (the mental dimension), Taha whānau (the family dimension) and Taha wairua (the spiritual dimension).
- *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.
- *Kawa* refers to Māori protocols and customs that govern behaviour within Māori communities. It provides guidelines for ceremonies, marae protocols, meetings, and adherence to cultural values.
- *Te Tiriti o Waitangi* is the agreement between the British Crown and Māori in New Zealand to establish a common set of laws or agreements for the British settlers and Māori people to live together. It comprises of two versions: one in English and one in te reo Māori.
- *Tikanga* are Māori values, processes, practices, and procedures exercised by Māori in their daily lives. These reflect the concepts upon which they are based and provide guidelines for appropriate behaviour and conduct in Māori society.

### Ngā momo whiwhinga | Grades available

Achieved.

## Ihirangi waitohu | Indicative content

Culturally appropriate practice for tangata whenua

- Te Tiriti o Waitangi – Principles and Articles (Kāwanatanga, Tino Rangatiratanga, and Ōritetanga) in practice.
- Bicultural practices that honour Te Tiriti o Waitangi obligations.
- Maori wellbeing frameworks - Including but not limited to Te Whare Tapa Whā, Te Wheke, Te Pae Mahutonga.
- Kawa and tikanga as appropriate.
- Māori values – including but not limited to manaakitanga, whakawhanaungatanga, tino rangatiratanga, kotahitanga, kaitiakitanga.

Equity, diversity and inclusion

- Cultural beliefs, values and practices.
- Approaches to equity, diversity and inclusion.
- Impacts of bias and discrimination – mistrust and disengagement, preventing access to services.
- Reporting discrimination.
- Avoiding stereotypes and assumptions.
- Trust and relationship building.
- Pacific wellbeing frameworks - including but limited to: Kakala model, Fa'afaletui model, Ta and Va model, Fonua model, Fonofale model, Te Vaka Atafaga, Tivaevae model.
- Other cultural frameworks.

Communication with other cultures

- Barriers to effective communication.
- Communication styles.
- Adapting communication style to meet the needs of the person.
- Checking for understanding.
- Cultural perspective, needs, and preferred communication style.
- Accessing communication supports such as interpreters.

## 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>.
- Ministry of Health. (n.d.). *Māori health models*. Available at: <https://www.health.govt.nz/maori-health/maori-health-models>.
- Ministry of Health. (2025). *Te Tiriti o Waitangi framework*. Available at <https://www.health.govt.nz/maori-health/te-tiriti-o-waitangi-framework>.
- 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 at <https://www.waitangitribunal.govt.nz/en/about/the-treaty/about-the-treaty>.

### Pārongo Whakaū Kounga | Quality assurance information

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

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

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