

41018 Apply practices that maintain safety 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 health, safety and security practices, implement duty of care principles to work, and apply strategies to support 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 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 health, safety and security practices in a health and wellbeing setting.	a. Describe how the Health and Safety at Work Act 2015 applies to own role and responsibilities.
	b. Respond to workplace hazards and risks.
	c. Observe and respond to potential security issues in own workplace.
	d. Demonstrate safe working practices in own workplace.
2. Implement duty of care principles to work in a health and wellbeing setting.	a. Explain the relationship between duty of care and other legal and ethical requirements.
	b. Demonstrate duty of care in own workplace.
	c. Describe the concept of dignity of risk.
	d. Respond to situations where conflict may occur between duty of care obligations and a person's rights.
3. Apply strategies to support expressions of unmet needs or distress in a health and wellbeing setting.	a. Explain factors that influence expressions of unmet needs or distress.
	b. Demonstrate proactive, preventative and responsive strategies to support expressions of unmet needs or distress.

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

- Assessment Criteria 1c, 1d and 3b can be undertaken in a simulated environment and can use a variety of tools such as case studies and role play.
- Learning Outcome 2c must include the dignity of risk concept and examples of managing it in the learner's workplace.

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

- in a health and wellbeing workplace.
- 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.

Security issues may include but are not limited to – physical, psychological, cyber, information, operational. For example - theft, property damage, unauthorised access to areas, bullying, abuse, handling of confidential information, staffing ratios, failure to follow procedures

Definitions:

- *Dignity of risk* refers to the concept that individuals have the right to make choices and take risks in their lives, even if there is a chance of harm. It recognises that taking risks is essential for personal growth, independence, and quality of life.
- *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 obligations**

- Concept of hierarchy of controls.
- Recognising and reporting hazards and risks.
- Workplace roles and responsibilities (Person Conducting a Business or Undertaking (PCBU), supervisors, workers).
- Risk assessment tools and corrective actions.
- Recording hazards and risks as part of workplace policies and procedures.
- Legislative frameworks, including Health and Safety at Work Act 2015, Code of Rights (1996) and Privacy Act 2020.

Duty of care

- Ethical principles underpinning duty of care.
- Concept of dignity of risk.
- Manage dilemmas (a person's right to autonomy with the workplace's need to manage safety).
- Documentation and communication in the workplace.

Expressions of unmet needs or distress

- Impact of trauma, health conditions and cultural barriers on a person's behaviour.
- How workplace policies and procedures on expressions of unmet needs or distress align with 'the Code'.
- Application of proactive and preventative strategies for expressions of unmet needs or distress that are based on communication and changes to environment.
- Escalation model of behaviour.
- Maintaining own safety and dignity and that of the person presenting expressions of unmet needs or distress.

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 Kouna | 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.