

41020 Evaluate holistic and person-centred approaches to support in a health and wellbeing setting

Kaupae Level	4
Whiwhinga Credit	15
Whāinga Purpose	<p>People credited with this skill standard are able to evaluate holistic and person-centred approaches to support, assess, respond to and refer risk of abuse, neglect, or violence, and contribute to collaborative support planning to meet a person's health and wellbeing needs in a health and wellbeing setting.</p> <p>This standard aligns with the New Zealand Certificates in Health and Wellbeing (Advanced Care and Support) (Level 4) [Ref: 4108].</p>

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Evaluate holistic and person-centred approaches to support in a health and wellbeing setting.	a. Analyse factors that impact wellbeing.
	b. Assess own holistic and person-centred practice and how to improve outcomes for the person being supported.
2. Assess, respond to and refer risk of abuse, neglect, or violence in a health or wellbeing setting.	a. Analyse risk indicators of abuse, neglect or violence.
	b. Explain how to respond to disclosures of harm.
	c. Identify referral pathways to specialist services.
3. Contribute to collaborative support planning to meet a person's health and wellbeing needs.	a. Analyse own role in collaborative planning.
	b. Apply a person-centred plan to meet a person's evolving needs.
	c. Evaluate plan milestones and identify when adjustment is required.

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.
- 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.

Holistic needs include but are not limited to – physical, emotional, social, cultural, spiritual, mental, socio-economic, creative, environmental, occupational.

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 plan* – a generic term that covers documentation which outlines individual, or group needs and sets out how care or support should be provided. Plans may be known by different names depending on the context.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Holistic needs and person-centred approaches

- Holism, factors influencing wellbeing, models of holistic wellbeing.
- A person's perspectives and lived experiences.
- Systemic factors, stigma, discrimination, colonisation, inequity.
- Social and systemic barriers to delivery of support.
- Self-reflection of own practice and wider health service delivery systems, identify areas for improvement.
- Role of communication, relationship building, trust and in effective support.
- Working within professional boundaries.
- Supporting neurodiverse communities.

Risk, abuse, neglect and violence

- Risk, signs, indicators and patterns of abuse, neglect and violence.
- Signs and indicators of person using abuse, neglect and violence.
- Concepts of power and control, and cycles of abuse, escalating risk.
- Impacts of abuse, neglect or violence, protective factors.
- Responding safely to disclosures, consent, sharing information, confidentiality.
- Specialist family violence services and referral pathways.
- Trauma informed care and cultural competence.
- Reflecting on own bias, emotional response and maintaining professional boundaries.

Collaborative planning

- Components and purpose of plans, use of plans in different settings.
- The role of different professionals, the person and whānau in collaborative planning.
- Collaborative planning processes, milestones, communication techniques and challenges.
- Cultural, spiritual and social considerations when contributing to planning.
- Adapting plans for complex and changing needs, effective communication to other professionals.

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>.
- Te Puna Aonui. (2025). *Family Violence Risk and Safety Practice Framework*. Available at [Risk-and-Safety-Practice-Framework-Web-Version.pdf](#).

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.