

## 41021 Evaluate culturally responsive and inclusive support practices and communication in a health and wellbeing setting

<b>Kaupae   Level</b>	4
<b>Whiwhinga   Credit</b>	15
<b>Whāinga   Purpose</b>	<p>People credited with this skill standard are able to explore the impacts of colonisation on health and wellbeing outcomes for tangata whenua, reflect on culturally responsive and inclusive support practices for tangata whenua, demonstrate culturally responsive and inclusive support practices, and use strategies to promote culturally responsive and inclusive communication, in a health and wellbeing setting.</p> <p>This standard aligns with the New Zealand Certificate 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

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Explore the impacts of colonisation on health and wellbeing outcomes for tangata whenua.	a. Analyse the impacts of colonisation on health and wellbeing outcomes for tangata whenua.
	b. Compare health and wellbeing outcomes for tangata whenua with other population groups.
2. Reflect on culturally responsive and inclusive support practices for tangata whenua in a health and wellbeing setting.	a. Analyse the application of Te Tiriti o Waitangi in own role.
	b. Reflect on own cultural capability for supporting tangata whenua.
3. Demonstrate culturally responsive and inclusive support practices in a health and wellbeing setting.	a. Assess impact of culturally responsive and inclusive practices.
	b. Examine the impacts that stigma and discrimination may have on service delivery and strategies to overcome these.
	c. Promote strategies to support cultural diversity and a culturally responsive and inclusive environment.

Hua o te ako   Learning outcomes	Paearu aromatawai   Assessment criteria
4. Use strategies to promote culturally responsive and inclusive communication in a health and wellbeing setting.	a. Describe common barriers to engagement and interpersonal communication.
	b. Apply and evaluate strategies to address communication barriers.
	c. Describe how culturally responsive and inclusive communication supports positive health outcomes.

### 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.

Tangata whenua includes but is not limited to – mana whenua, iwi, hapū, whānau.

#### 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.
- *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 responsive practice for tangata whenua

- Impacts of colonisation – historical and contemporary health and wellbeing outcomes for tangata whenua.
- Health and wellbeing outcomes for tangata whenua compared to other population groups.
- Te Tiriti o Waitangi – Articles and principles impact on practice.
- Biculturalism and bicultural practice.
- Kawa and Tikanga – knowledge of different practices and review those reflected in own workplace.
- Māori values – including but not limited to manaakitanga, whakawhanaungatanga, tino rangatiratanga, kotahitanga, kaitiakitanga.
- Use of te reo Māori.

Culturally responsive and inclusive support

- Respect for cultural identity, beliefs, values, neurodiverse communities and practices.
- Achieving equality and equitable outcomes.
- Honouring diversity.
- Inclusive practices.
- Impacts of stigma and discrimination and strategies to overcome these.
- Positive relationships and engagement.

Communication

- Culturally responsive and inclusive communication styles.
- Strategies for effective communication.
- Addressing barriers to communication including systemic barriers, cultural misunderstandings.
- Building trust and rapport.
- Cultural humility.
- Health literacy.
- Communication with neurodiverse communities.

**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. (2020). *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>.
- 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.