

41327**Provide person-centred palliative care**

Kaupae Level	4
Whiwhinga Credit	10
Whāinga Purpose	This skill standard is for people working in, or intending to work, in support roles in settings that include palliative care. People credited with this skill standard are able to provide person-centred palliative care that maintains dignity and comfort for people with a life-limiting illness and to monitor, respond to, and report changes in condition within their role. This skill standard can be used for assessment across a range of programmes where palliative care support is required.

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Provide person-centred palliative care that maintains dignity and comfort.	a. Maintain dignity, comfort, privacy, and respectful communication with the person and their whānau or carers.
	b. Integrate cultural, spiritual, and whānau considerations into day-to-day care.
	c. Provide comfort and personal care activities in line with care plans.
2. Monitor and respond to changes in a person with a life-limiting illness.	a. Recognise common signs and symptoms associated with life-limiting illness and respond or escalate appropriately.
	b. Observe, record, and report changes in condition.
3. Apply professional and personal responsibilities when delivering palliative care.	a. Apply ethical, legal, and professional responsibilities in care delivery.
	b. Apply strategies to maintain personal hauora while supporting people diagnosed with a life limiting illness.

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

Evidence provided for assessment against this skill standard must:

- demonstrate practice across different stages of illness
- align with industry guidelines and organisational policies and procedures, escalating where required
- be within delegated responsibilities and the boundaries of the learner's/ākonga role.

Definitions:

Hauora: The Māori philosophy of health and wellbeing that comprises:

- Taha tinana, the physical dimension.
- Taha hinengaro, the mental dimension.
- Taha whānau, the family dimension.
- Taha wairua, the spiritual dimension.

Each of these four dimensions of hauora influences and supports the others.

Tikanga: The customary system of values, practices and protocols that guide appropriate behaviour and actions, shaped by cultural knowledge and handed down over time.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Person-centred care, dignity and comfort

- Principles and philosophies of care, including Te Whare Tapa Whā, Te Wheke, Mauri Mate – A Māori Palliative Care Framework for Hospices, Vā, Fonofale, and Te Ara Whakapiri.
- Maintaining dignity, comfort, and privacy, and respectful communication with patients and whānau.
- Integration of cultural, spiritual, faith-based practices, values and beliefs, and whānau-centred care practices, including tikanga, rituals, prayer, faith, and whānau-led preferences for care at end-of-life.
- Comfort, hygiene, positioning, mobility, and personal care techniques.

Recognising and responding to changes in condition

- Recognition of physical, psychological, spiritual/existential distress, and behavioural changes associated with life-limiting illness.
- Awareness of common signs and symptoms: including but not limited to, pain, breathlessness, anxiety, nausea, fatigue.
- Observation, documentation, and reporting of changes in condition; subjective vs. objective observation.
- Early indicators of deterioration: including but not limited to changes in breathing, increased agitation, reduced responsiveness, new or escalating pain.
- Impact of changes in condition on the person and their whānau and carers.

- Role boundaries: comfort care, observation and reporting, supporting whānau, maintaining dignity.
- Prompt communication of concerns to care team in line with escalation pathways.

Professional practice and personal hauora

- Communication strategies with people and whānau: partnership, sensitive conversations, emotional support, collective decision-making, allowing time for decisions, sitting with silence, and knowing when to escalate.
- Cultural and spiritual responsiveness, including Pacific peoples' preference for family-led, home-based care.
- Ethical, legal, and professional responsibilities: privacy, consent, delegated role boundaries.
- Workplace policies, guidelines, infection prevention, health and safety requirements, and relevant legislation.
- Strategies to maintain personal hauora: recognising and managing emotional stress, fatigue, burnout, and compassion fatigue; maintaining professional boundaries and resilience; reflective practice, team reflection and supervision.
- Emotional labour in palliative care, including being present during dying and managing the challenges of the experience.

Rauemi | Resources

- Durie, M (1984). *Te Whare Tapa Wha model of Māori Health*. Ministry of Health. <https://www.health.govt.nz/maori-health/maori-health-models/te-whare-tapa-wha>.
- Fanueli, E., Huggard, P., & Ofanoa, M. (2024). *'O le toe Fa'amoemoe 'o le 'Aiga – A Family's Last Hope: Understanding of Hospice and Palliative Care among Samoan Women Family Caregivers*. Pacific Health.
- Foliaki, S. et al. (2020). *Pacific meets west in addressing palliative care for Pacific populations in Aotearoa/New Zealand*. BMC Palliative Care.
- Health and Disability Commissioner, Te Toihau Hauora, Hauātanga. *Code of Health and Disability Services Consumers' Rights*. (1994). <https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>.
- *Health and Safety at Work Act (2015)*. New Zealand Legislation. <https://www.legislation.govt.nz/act/public/2015/70/en/latest/#DLM5976660>.
- Hospice New Zealand / Te Kahu Pairuri o Aotearoa. (2024). *He Puka Ārahi Kaimanaaki Pairuri: A Hospice Guide for Carers*. <https://www.hospice.org.nz>.
- Infection Prevention and Control Guidelines.
- *Mauri Mate A Māori Palliative Care Framework for Hospices*. (n.d.). <https://assets.nationbuilder.com/hospicenz/pages/38/attachments/original/1715088367/Mauri-Mate-full-framework-for-hospices-2020.pdf?1715088367>.
- Ministry of Health. (2024, August 23). *Te Wheke model of Māori health*. <https://www.health.govt.nz/maori-health/maori-health-models/te-wheke>.
- *Māori and Palliative Care: Literature review report for Te Ohu Rata Aotearoa*. (2018). https://assets.nationbuilder.com/hospicenz/pages/38/attachments/original/1715088365/Maori-and-Palliative-Care_Te-ORA-Literature-Review.pdf?1715088365.
- Organisational policies and procedures.
- *Privacy Act*. (2020). New Zealand Legislation. <https://www.legislation.govt.nz/act/public/2020/31/en/latest/#LMS23223>.

- Pulotu-Endemann, F. K. (2009). *Fonofale model of health: Explanation of the Fonofale model*. Health Promotion Forum of New Zealand.
<https://d3n8a8pro7vbm.cloudfront.net/actionpoint/pages/437/attachments/original/1534408956/FonofalemodelExplanation.pdf?1534408956>.
- *Te Ara Whakapiri: Principles and guidance for the last days of life* – Health New Zealand, Te Whatu Ora (n.d.). [Te Ara Whakapiri: Principles and guidance for the last days of life – Health New Zealand | Te Whatu Ora](#).

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Education, Health and Community Industry Skills Board
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	25 June 2026	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standard 29523.		
Rā arotake Planned review date	31 December 2031		

Please contact Education, Health and Community Skills Board at qualifications@ehcisb.nz to suggest changes to the content of this skill standard.