

41328 Support whānau and carers to maintain hauora within palliative care

Kaupae Level	4
Whiwhinga Credit	5
Whāinga Purpose	This skill standard is for people working, or intending to work, in support roles in health or community settings that provide palliative care. People credited with this skill standard are able to support whānau and carers to maintain hauora while caring for someone with a life-limiting illness. This skill standard can be used for assessment across a range of programmes where whānau and carer support in palliative care 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. Support whānau and carers to maintain hauora within palliative care.	a. Identify needs of whānau and carers when supporting a person with a life limiting illness.
	b. Respond to the needs of whānau and carers, and escalate where required.
	c. Communicate with whānau, carers, and the care team when supporting a person with a life limiting illness.
	d. Manage conflict when supporting whānau and carers.

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

Assessment specifications:

Evidence provided for assessment against this skill standard must:

- 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.

Whakawhanaungatanga: The process of establishing relationships, and relating well to others.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Support Needs

- Principles and philosophy of supporting whānau and carers in palliative care, including hauora, whānau-centred approaches, and frameworks that place whānau at the centre of care planning.
- Strategies for providing support across primary, specialist, and community care settings, including home-based care.
- Recognising and responding to emotional, practical, and social needs of whānau and carers, including how deterioration in the person's condition may impact whānau.
- Recognising and responding to different forms of grief, including anticipatory, normal or uncomplicated, prolonged or complicated, and disenfranchised grief.
- Understanding collective grief, experienced by whānau and communities, which may differ from individual grief.

Practical Guidance

- Offering reassurance, guidance, and practical assistance in line with care plans and organisational procedures.
- Supporting day-to-day caregiving tasks for whānau, including personal care, comfort, and practical routines.
- Adapting support in partnership with whānau or carers while maintaining professional boundaries.
- Whānau and caregiving dynamics: understanding collective decision-making, recognition that the main caregiver may not hold decision-making authority, boundaries for who may provide care, and expectations of ongoing whānau presence near end-of-life.

Communication and Cultural Safety

- Communication techniques for interacting with whānau and carers, including whakawhanaungatanga, responding to distress, sitting with silence, communicating respectfully during dying, and recognising when escalation is required.
- Applying culturally and spiritually safe practices, including tikanga-informed approaches and respect for whānau values and beliefs.
- Sharing observations and relevant information with the care team that may include verbal handovers and written notes.
- Recognising and responding to conflict, using practical de-escalation strategies.
- Maintaining professional boundaries, confidentiality, and adherence to organisational procedures and escalation pathways.

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>.
- Ministry of Education. (2024). *Hauora*. <https://newzealandcurriculum.tahurangi.education.govt.nz/hauora/5637172340.p>.
- 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.
- *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>.
- Organisational policies and procedures.
- Pulotu-Endemann, F. K. (2009). *Fonofale model of health: Explanation of the Fonofale model*. Health Promotion Forum of New Zealand. <https://d3n8a8pro7vhmx.cloudfront.net/actionpoint/pages/437/attachments/original/1534408956/FonofalemodelExplanation.pdf?1534408956>.
- *Privacy Act*. (2020). New Zealand Legislation. <https://www.legislation.govt.nz/act/public/2020/31/en/latest/#LMS23223>.
- *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](https://www.health.govt.nz/maori-health/maori-health-models/te-wheke).

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	N/A		
Rā arotake Planned review date	31 December 2031		

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