

41329 Provide respectful care for the deceased person across health and community settings

Kaupae Level	4
Whiwhinga Credit	10
Whāinga Purpose	This skill standard is intended for people working, or intending to work, in support roles in health and community settings, where care of a deceased person (tūpāpaku) is required. People credited with this skill standard are able to provide respectful, culturally and spiritually safe after-death care for the deceased person (tūpāpaku) within the boundaries of their role. This skill standard can be used for assessment across a range of programmes where after-death 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. Provide respectful care for the deceased person across health and community settings.	a. Integrate tikanga, cultural and spiritual practices after death in line with whānau and carer wishes and delegated guidance.
	b. Maintain dignity, privacy, safety and respect for the deceased person (tūpāpaku) whānau and carers.
	c. Communicate observations and relevant information to the care team.
	d. Carry out last offices for the deceased person (tūpāpaku) under delegated instruction.
	e. Apply infection prevention and safe manual handling practices during after-death care.
	f. Recognise the emotional impact of after-death care and seek support as needed.

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

Assessment specifications:

Evidence provided for assessment against this skill standard must:

- be within delegated responsibilities and the boundaries of the learner's/ākonga role
- align with industry guidelines and organisational policies and procedures.

Definitions:

Karakia: to recite a prayer.

Last offices: The care procedures carried out after death to prepare the deceased person (tūpāpaku) for transfer to a funeral director or authorised service.

Mana: Spiritual power within a person, place or object.

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

Tūpāpaku: Deceased person's body.

Waiata: to sing.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content**Cultural and spiritual care:**

- Supporting tikanga-informed practices as guided by whānau and carer wishes, and under delegated guidance.
- Examples of after-death practices may include placing a bowl of water in the room, covering the deceased person (tūpāpaku) with an appropriate cloth (e.g. tapa cloth) for dignity and transfer, supporting space for karakia, waiata, prayer, or quiet reflection, supporting whānau presence and time with the deceased person (tūpāpaku).
- Awareness of Māori, Pacific, and other cultural practices related to death and after-death care.
- Perspectives on death and after death care, including death as a collective and spiritual event, expectations of whānau presence and vigil, and cultural boundaries that influence who may touch, wash, or dress the deceased person (tūpāpaku).

Maintaining dignity and respect:

- Working under guidance and delegation, not leading cultural or spiritual rituals.
- Preserving the dignity, privacy, and mana of the deceased person (tūpāpaku).
- Environmental considerations, including reducing heat, avoiding direct sunlight.
- Respectful positioning, covering, and handling of the deceased person (tūpāpaku) including gently aligning the body supine with limbs softened, elevating head slightly.
- Creating a calm and respectful environment.

Communication and professional boundaries:

- Maintaining professional boundaries when interacting with whānau and carers.
- Documentation within a support role: notes, checklists, handover records.
- Communicating respectfully and clearly with whānau and carers within role boundaries.
- Escalating concerns, requests, or changes in line with organisational policies and procedures.

Last offices and practical care:

- Awareness of post-mortem physical changes, including rigor, skin fragility, cooling, fluid release and how these influence handling and care and understanding that some grooming or preparation may be more appropriately completed by funeral services.

- Last offices and after-death care, including gentle bathing and cleansing, oral cares, dressing and swaddling, positioning and preparation for transfer, moving the deceased person (tūpāpaku) safely and respectfully.
- Preparing the deceased person (tūpāpaku) for transfer into the care of a funeral director or authorised service.
- Return and storage of equipment may include syringe drivers, positioning aids, hoists, waste disposal of single-use items following organisational guidelines, procedures and delegated instructions. This may include blessing a room before any equipment is cleaned and removed.

Health, safety, and legal responsibilities:

- Infection prevention and control procedures related to after-death care.
- Safe manual handling techniques when repositioning or moving the deceased person (tūpāpaku).
- Use of personal protective equipment (PPE) as required.
- Workplace health and safety responsibilities.
- Privacy and confidentiality requirements.
- Ethical responsibilities related to dignity and respect after death.
- Legal responsibilities relevant to a support role, including documentation and reporting.
- Understanding of role limitations and delegated responsibilities.

Emotional self-care and resilience:

- Recognising and managing emotional responses to after-death care.
- Accessing appropriate support including but not limited to reflective practice, team reflection and supervision.
- Understanding professional boundaries while providing care.

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/>.
- *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 for care after death.
- *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://d3n8a8pro7vnm.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](#).
- Te Aka Māori Dictionary. <https://maoridictionary.co.nz>.

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@ehcib.nz to suggest changes to the content of this skill standard.