

Title	Support a consumer/tangata whai ora to achieve a recovery goal in mental health support work		
Level	6	Credits	15

Purpose	<p>People credited with this unit standard are able to: explain essential features of the culture and life experience of the consumer/tangata whai ora; reflect on own reactions to the culture and life experience of the consumer/tangata whai ora and their impact on the supportive relationship; establish a supportive relationship with the consumer/tangata whai ora; support the consumer/tangata whai ora to work towards achieving a long term recovery goal in their recovery plan; and support the consumer/tangata whai ora to evaluate progress in achieving their recovery goal.</p>
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Classification	Health, Disability, and Aged Support > Mental Health and Addiction Support
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Available grade	Achieved
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Guidance Information

1 Glossary

Consumer/tangata whai ora is used as a generic term to denote people who are users of mental health services. They may be referred to by various descriptive terms in the range of mental health settings.

Characteristics and needs of the consumer/tangata whai ora may be physical, spiritual, or mental. Characteristics and needs include – age and stage of development, culture, disability, gender, health status, language, sexual orientation, and needs for physical comfort, safety, and privacy.

Culture may include but is not limited to a culture based upon – age; class; ethnicity (including Māori and Tauīwi cultures); gender; sexual orientation; and may include identification with a culture through birth, adoption, genealogy or whakapapa.

Home is defined in terms of what 'home' means to the consumer/tangata whai ora, rather than simply a building or physical address.

Inclusive language means language that is free of sexist, racist, or other biases; avoids stereotypes; and avoids potentially offensive or discriminatory forms of expression.

Mental health support worker refers to the person seeking award of credit in this unit standard.

The term *recovery plan* is adopted in this unit standard. It is recognised that different terms may be used in different assessment contexts. Other common terms are *individual lifestyle plan*, *individual support plan*, and *support plan*. However, the essential qualities of a recovery plan are that it is based on the recovery principles

and is created and owned by the consumer/tangata whai ora within their socio-cultural context.

Recovery goals may include but are not limited to goals related to – accommodation; community involvement; cultural issues; domestic and household management; education and training; employment; family/whānau; health and personal care; income; living skills; mobility; parenting; personal and social development; recreation; rehabilitation; religious and spiritual issues.

“Recovery” is defined in the Blueprint as the ability to live well in the presence or absence of one's mental illness (or whatever people choose to name their experience). Source: Mental Health Commission. 2001. *Recovery competencies for New Zealand mental health workers*. Wellington: Mental Health Commission: p.1.

Available from the Mental Health Commission website:

<https://www.mentalhealth.org.nz/assets/ResourceFinder/recovery-competencies-for-new-zealand-mental-health-workers-march-2001.pdf>.

The recovery approach is expanded in the same publication.

The *recovery principles* may be expressed in a range of ways, but for the purposes of this unit standard, they are defined as follows -

- a Recovery is based on the fact that people can recover from mental illness.
- b Recovery is born out of hope.
- c Recovery is a journey defined by the individual.
- d Recovery needs a supportive environment to thrive.
- e Recovery involves individuals redefining who they are in the presence of a psychiatric label.
- f Recovery is an active and ongoing process.
- g Recovery is a non-linear journey.
- h Recovery skills can be learnt.
- i Recovery involves a person educating themselves about their illness.
- j Recovery involves dealing with both internalised and external stigma and discrimination.

Service provider guidelines means the guidelines of the service provider where the assessment against this unit standard is taking place.

2 Assessment notes

It is expected that the recovery goal should be significant enough to have an impact on the life of the consumer/tangata whai ora, and will have a degree of complexity consistent with the level of this unit standard. Examples may include but are not limited to – reconnection with family or whānau; building natural supports; managing own health; dealing with triggers and developing associated coping skills; motivation; getting a driver's licence; buying a car; gaining employment; education and training. The responsibility for choosing and achieving the recovery goal must remain with the consumer/tangata whai ora.

Support to the consumer/tangata whai ora is in accordance with a framework for mental health support work that is based on the recovery principles or other holistic or cultural approach to recovery.

The following applies to the performance of all elements of this unit standard. All activities must comply with -

- a service provider guidelines, protocols, staff manuals, strategic plans, kawa, tikanga;
- b *Recovery competencies for New Zealand mental health workers* (op. cit.) (all Recovery Competencies);
- c relevant cultural, legislative, and regulatory requirements, which include but are not limited to – Health and Disability Commissioner (Code of Health and

Disability Services Consumers' Rights) Regulations 1996; New Zealand Standards (NZS) 8134:2001 Health and Disability Sector Standards – Te Awarua o te Hauora; New Zealand Standard (NZS) 8143:2001 National Mental Health Sector Standard – He Whariki Oranga Hinengaro; Health and Disability Services (Safety) Act 2001; Health and Safety in Employment Act 1992; Human Rights Act 1993; Official Information Act 1982; Privacy Act 1993.

- 3 People awarded this unit standard demonstrate confidentiality in their relationship with the consumer/tangata whai ora and their family/whānau. The limits of confidentiality are set according to criteria that include but are not limited to – legislation, codes of conduct, and service provider guidelines. These may include but are not limited to – the Official Information Act 1982; Privacy Act 1993; and codes of practice issued by the Privacy Commissioner.
- 4 Resources may include but are not limited to -
 - a Bolstad, Richard. 2004. *Transforming communication: Leading-edge professional and personal skills*. 2nd Ed. Auckland: Pearson Education New Zealand Ltd.
 - b Bolton, Robert. 1987. *People skills: How to assert yourself, listen to others, and resolve conflicts*. Brookvale, NSW: Simon & Schuster Australia.
 - c Hunter, Dale; Bailey, Anne; Taylor, Bill. 1994. *The art of facilitation*. Auckland: Tandem Press.
 - d Metge, Joan; Laing, Patricia. 1984. *Talking past each other: Problems of cross-cultural communication*. Wellington: Victoria University Press.
 - e Metge, Joan. 2001. *Kōrero tahi: Talking together*. Auckland: Auckland University Press with Te Matahauariki Institute.
- 5 Sources for the recovery approach include -
 - a *Recovery competencies for New Zealand mental health workers* (op. cit.). Note: this unit standard includes aspects of all of the recovery competencies. To locate further relevant sources, people should refer to the bibliographic references for each competency in Section C of this publication.
 - b <https://www.mentalhealth.org.nz/assets/ResourceFinder/recovery-competencies-for-new-zealand-mental-health-workers-march-2001.pdf>. Note: particular attention should be paid to publications by Mary Ellen Copeland and Charles Rapp that are either included on or referenced by this web page, or in the *Recovery competencies for New Zealand mental health support workers* (op. cit.).

Outcomes and performance criteria

Outcome 1

Explain essential features of the culture and life experience of the consumer/tangata whai ora.

Performance criteria

- 1.1 The culture of the consumer/tangata whai ora is established in terms of their identification with a culture or a range of cultures.

- 1.2 Essential features of the culture and life experience of the consumer/tangata whai ora are explained in terms of their relevance to the primary focus of the supportive relationship.
- Range essential features of culture – migration and settlement patterns; personal and structural reasons for migration to and within Aotearoa New Zealand; dominant cultural values; economic and socio-cultural influences, including kinship and religious structures; impact of power structures of another dominant culture; essential features of life experience – family or whānau origins, history, and structure; community and recreational interests; education and training; home; paid and unpaid work experience; disabilities; sexual orientation; mental health history; experience of mental health workers and mental health services; evidence is required of identification of three essential features for each of culture and life experience.
- 1.3 Essential features of the culture and life experience of the consumer/tangata whai ora are explained in terms of their culture and history as a consumer/tangata whai ora.
- Range essential features may include but are not limited to – impact of diagnosis, treatment, and institutionalisation; rites of passage; career of 'mental patient'; economic and social disadvantage; evidence is required of three essential features.
- 1.4 Essential features of the culture and life experience of the consumer/tangata whai ora are explained in terms of their impact on the consumer/tangata whai ora.
- Range essential features may include but are not limited to – beliefs; family/whānau and other social relationships; home; values; experience of prejudice and discrimination; survival strategies; evidence is required of two essential features.

Outcome 2

Reflect on own reactions to the culture and life experience of the consumer/tangata whai ora and their impact on the supportive relationship.

Performance criteria

- 2.1 The culture and life experience of the consumer/tangata whai ora and the mental health support worker are compared and similarities and differences are explained.
- Range similarities and differences may include but are not limited to – beliefs; family/whānau and other social relationships; values; experience of prejudice and discrimination; survival strategies. Evidence is required of explanation of two similarities and two differences.

2.2 The mental health support worker's reactions to differences in the culture and life experience of the consumer/tangata whai ora are explained.

Range reactions – positive and negative feelings or responses; evidence is required of one positive and one negative reaction.

2.3 The mental health support worker's reactions are analysed in terms of their influence on the supportive relationship and ways of managing the mental health support worker's reactions are identified.

Outcome 3

Establish a supportive relationship with the consumer/tangata whai ora.

Performance criteria

3.1 An environment is established that is conducive to the beginning of the relationship.

3.2 The kawa and tikanga for the relationship is established according to the cultures of the consumer/tangata whai ora and mental health support worker.

3.3 Interpersonal skills used respond to verbal and non-verbal communications and are appropriate to the characteristics and needs of the consumer/tangata whai ora.

Range interpersonal skills – attending, clarifying, encouraging, following, questioning, paraphrasing, reflection of feeling and content, reframing, summarising.

3.4 Communications with the consumer/tangata whai ora are conducted using inclusive language.

3.5 Ability to relate to difference in the relationship with the consumer/tangata whai ora is demonstrated.

Range acknowledgement of and respect for difference; acceptance; awareness of own culture; empathy; genuineness; honesty; humility; patience; self awareness; warmth; evidence is required of three.

3.6 Any issues regarding boundaries in the relationship between the mental health support worker and the consumer/tangata whai ora are corrected as soon as they become apparent to the mental health support worker.

Range issues may include but are not limited to – transference, parallel process.

3.7 Rapport is sought with the consumer/tangata whai ora and any changes required to re-establish rapport are acted upon.

Outcome 4

Support the consumer/tangata whai ora to work towards achieving a long term recovery goal in their recovery plan.

Range support may include but is not limited to – challenge, collaboration, encouragement, explanation, goal setting, information, suggestions.

Performance criteria

4.1 The strengths of the consumer/tangata whai ora, the difficulties they experience, and the context in which the supportive relationship is taking place are identified through agreement with the consumer/tangata whai ora.

4.2 The consumer/tangata whai ora is supported to identify a recovery goal they wish to achieve.

4.3 Support provided focuses on assisting the consumer/tangata whai ora to plan to achieve their recovery goal.

Range plan may include but is not limited to – long term recovery goal to be addressed; breakdown of long term recovery goal into short, medium, and long term goals; tasks to be completed and skills required to achieve the recovery goal; support required to implement the plan; mental health support worker's role in the plan; timeline; how the consumer/tangata whai ora will review the plan, assess progress, and decide on continuing. assistance through – co-creating and exploring alternatives, providing information, referral to other services.

4.4 Support is provided to the consumer/tangata whai ora to implement their plan to achieve a long term recovery goal.

Range includes but is not limited to – ethical practice; consumer/tangata whai ora empowerment; free from bias or pressure; in accordance with the characteristics and needs of the consumer/tangata whai ora; in accordance with the mental health support worker's role in the recovery plan; development of consumer/tangata whai ora skills; recovery principles; service provider guidelines; evidence is required of three.

4.5 Where personal advocacy needs are identified and agreed with the consumer/tangata whai ora, chosen advocacy strategies are carried out in accordance with service provider guidelines.

Range strategies may include but are not limited to – accompanying the consumer/tangata whai ora as a supporter, individual advocacy on behalf of the consumer/tangata whai ora, negotiation; evidence is required of one strategy.

- 4.6 Where warning signs or triggers are evident, the consumer/tangata whai ora is supported to take action in accordance with the relevant provisions in their relapse plan.

Outcome 5

Support the consumer/tangata whai ora to evaluate progress towards achieving their recovery goal.

Performance criteria

- 5.1 The consumer/tangata whai ora is supported to evaluate implementation of their plan in terms of progress in achieving their recovery goal.
- 5.2 Any amendments to the recovery plan are in accordance with the outcomes of the evaluation and the overall recovery goal.

Replacement information	This unit standard replaced unit standard 13427.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 June 2007	31 December 2021
Rollover and Revision	2	18 May 2012	31 December 2021
Review	3	28 May 2020	31 December 2021

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.