

Title	Provide support to a person whose behaviour presents challenges in a health or wellbeing setting		
Level	3	Credits	4

Purpose	<p>This unit standard is for people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to: describe behaviour that presents challenges; and identify, implement, and evaluate positive support strategies to reduce the need for a person to use challenging behaviour, in a health or wellbeing setting.</p>
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Classification	Health, Disability, and Aged Support > Community Support Services
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Available grade	Achieved
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Guidance Information

- 1 Legislation and codes relevant to this unit standard include but are not limited to:
 - Children's Act 2014;
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights);
 - Health and Disability Services (Safety) Act 2001;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Oranga Tamariki Act 1989;
 - Privacy Act 1993.
- 2 New Zealand Standards relevant to this unit standard include but are not limited to:
 - NZS 8134.0:2008 *Health and disability services Standards – Health and disability services (general) Standard*;
 - NZS 8134.1:2008 *Health and disability services Standards – Health and disability services (core) Standards*;
 - NZS 8158:2013 *Home and community support sector Standard*; available at <http://www.standards.co.nz/>.
- 3 In the context of this unit standard, *support* should aim to maintain, improve, or restore a client's independence and/or interdependence by utilising the person's existing strengths and appropriate resources; but may include providing assistance to enable a client's health and wellbeing needs to be met.

4 Definitions

Health or wellbeing setting includes but is not limited to – the aged care, acute care, community support, disability, mental health, and social services sectors.

Organisational policies and procedures – policies, procedures and methodologies of an organisation. They include legislative and regulatory requirements which may apply across a company, a specific site, or a workplace. Requirements are documented in the company's health and safety plans, contract work programmes, quality assurance programmes, policies and procedural documents.

Person – a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, service user, tūroro or tangata whai ora.

- 5 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and performance criteria

Outcome 1

Describe behaviour that presents challenges in a health or wellbeing setting.

Performance criteria

- 1.1 Behaviour that presents challenges for the person providing support is described in terms of the presentation of that behaviour.
- Range behaviour may include but is not limited to – aggressive behaviour, repetitive behaviour, invasion of personal space, defiance; evidence is required of one type of behaviour.
- 1.2 Factors that are associated with the occurrence of challenging behaviour are described in terms of the impact on the person being supported.
- Range factors may include but are not limited to – communication, environment, the level of control the individual has over his/her own life, power over the individual by others, service limitations, relationships, cultural factors, quality of lifestyle, health issues, syndromes, medication, anxiety, sensory issues, response to trauma/abuse, function of the behaviour for the person being supported; evidence is required of two factors.
- 1.3 Factors that may reduce the need for the person being supported to use challenging behaviour are identified and described in terms of the behaviour being presented.
- Range factors may include but are not limited to – the support person's approach/parenting style, the number of individuals involved, the consistency of approach from individuals involved, mode or frequency of communication, changes to environment, opportunities to make choices, consequences, teaching new skills; evidence is required of three factors.

- 1.4 The processes for recording and reporting challenging behaviour are described in terms of organisational policies and procedures.

Outcome 2

Identify, implement, and evaluate positive support strategies to reduce the need for a person to use challenging behaviour in a health or wellbeing setting.

Performance criteria

- 2.1 Positive support strategies are identified in terms of factors that reduce the need for a person to use challenging behaviour.

Range support strategies may include but are not limited to – establishing functional communication options, change in service delivery, improving health status, participating in new activities, acquiring new skills, accessing new environments, gaining new social contacts, positive rewards providing information, providing opportunities for active participation and choice, distraction techniques, reducing stimuli, environmental changes, utilising support services;
evidence is required of two strategies.

- 2.2 Strategies are implemented in accordance with organisational policies and procedures and the support worker's professional responsibilities.

Range professional responsibilities include but are not limited to – legal responsibilities, timeliness, cultural considerations, safety considerations.

- 2.3 The strategies are evaluated and reviewed in terms of any positive and negative outcomes from their implementation.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 March 2008	31 December 2017
Revision	2	21 January 2011	31 December 2017
Review	3	16 April 2015	N/A
Rollover and Revision	4	26 September 2019	N/A

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>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.