

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

Purpose	People credited with this unit standard are able to: <ul style="list-style-type: none"> • demonstrate knowledge of behaviour that presents challenges; • identify, implement, and evaluate positive support strategies to reduce the behaviour that presents challenges.
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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 Code 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 2020;
 - all available at <http://www.legislation.govt.nz/>.
- 2 New Zealand Standards relevant to this unit standard:
 - NZS 8134.0:2008 *Health and disability services (general) Standard*;
 - NZS 8134.1:2008 *Health and disability services (core) Standards*;
 - NZS 8158:2013 *Home and community support sector Standard*, available at <https://www.standards.co.nz/>.
- 3 Definitions

Behaviour that presents challenges may include but is not limited to – aggressive behaviour, repetitive behaviour, invasion of personal space, defiance.

Factors associated with the occurrence of behaviour that presents challenges 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.

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

Organisational policies and procedures: policies, procedures, and methodologies of an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

Person is a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

Positive 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. Implementation is in accordance with professional responsibilities including but not limited to – legal responsibilities, timeliness, cultural considerations, safety considerations.

Support should aim to maintain, improve, or restore a person's independence by utilising existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.

Support factors that may reduce the occurrence of behaviour that presents challenges 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, teaching new skills.

- 4 Demonstration of knowledge and skills must be in accordance with relevant organisational policies and procedures.
- 5 Evidence for the practical components of this unit standard must be gathered in a health or wellbeing setting.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of behaviour that presents challenges.

Performance criteria

- 1.1 Behaviour that presents challenges is described.

Range	evidence is required of one type of behaviour.
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- 1.2 Factors associated with the occurrence of behaviour that presents challenges are described.

Range	evidence is required of two factors.
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- 1.3 Support factors that may reduce the occurrence of behaviour that presents challenges are identified and described.

Range evidence is required of three factors.

- 1.4 The processes for recording and reporting behaviour that presents challenges are described.

Outcome 2

Identify, implement, and evaluate positive support strategies to reduce the behaviour that presents challenges.

Performance criteria

- 2.1 Positive support strategies are identified and implemented.

Range evidence is required of two strategies.

- 2.2 The positive and negative outcomes of the implementation of support strategies are evaluated and reviewed.

Planned review date	31 December 2025
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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	31 December 2022
Rollover and Revision	4	26 September 2019	31 December 2022
Review	5	28 January 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <https://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.