Title	Support a person to identify personal aspirations, needs and resources in a health, disability, or community setting
Level	5	Credits	10

Purpose	People credited with this unit standard are able, in a health, disability, or community setting, to: exchange, gather and document information with a person; support a person to identify personal goals, desired outcomes, and preferences; support a person to identify personal resources; and support a person to identify support needs.

Classification	Health, Disability, and Aged Support > Community Support Services

Available grade	Achieved

Guidance Information

1   Legislation and Code relevant to this unit standard includes but is not limited to:
- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
- Health and Disability Services (Safety) Act 2001;
- Health and Safety at Work Act 2015;
- Human Rights Act 1993;
- Privacy Act 2020.

2   New Zealand Standards relevant to this unit standard include:
- NZS 8134.0:2008 *Health and disability services (general) Standard*;
- NZS 8134.1:2008 *Health and disability services (core) Standards*;
- NZS 8134.2:2008 *Health and disability services (restraint minimisation and safe practice) Standards*;
- NZS 8134.3:2008 *Health and disability services (infection prevention and control) Standards*;
- NZS 8158:2012 *Home and Community Support Sector Standard*, available from https://www.standards.govt.nz/.

3   Definitions:
- A *health, disability, or community setting* refers to a person accessing services at either a residential care facility or in a home belonging to the person, a friend, group, or family member.
- *Organisational policies and procedures* are the 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.
- *Personal resources* may include but are not limited to a person's personal strengths, physical state, financial resources, social engagement (community and family/whānau, friends), spirituality, intellectual ability.
- *Support network* is a generic term that means any individual and/or group of people, that acts as a support for the person. It may include a welfare guardian or a designated advocate. Where the person can communicate a preference the support network must be chosen by them.
- *Support* should aim to maintain, improve, or restore a consumer's independence and/or interdependence; utilise the consumer's existing strengths; and – where possible – utilise the resources of the local community.
- *Support needs* may include, but are not limited to –
  - *Natural supports* refer to any assistance, relationships, or interactions provided to a person by families/whānau, friends, peers, co-workers, or community volunteers. In a specifically Māori context, natural supports may include but are not limited to – kaumātua, kuia, tohunga, whānau, iwi, and hapū.
  - *Community supports* refer to a range of services (both funded and unfunded) that assist people to live in a supported community environment. For example, the Ministry of Health's funded 'Home and Community Support Services', Supported Living' and 'Individualised Funding'.

4   This unit standard cannot be assessed against in a simulated environment. For assessment, candidates must demonstrate competence in the workplace through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider.

5   When a person can make a decision to involve family/whānau or support networks, that decision will be of the person receiving the service.

Outcomes and performance criteria

Outcome 1

Exchange, gather, and document information with a person in a health, disability, or community setting.

Range   may include but is not limited to – history, contact details, information to verify eligibility.

Performance criteria

1.1   Information is exchanged in terms of processes and respective roles and responsibilities.

1.2   Information is gathered and documented in accordance with requirements expressed by the person and/or their family and whānau, relevant legislation, or support networks.

1.3   Information is documented in accordance with organisational policies and procedures.

Outcome 2

Support a person to identify personal goals, desired outcomes, and preferences in a health, disability, or community setting.

Performance criteria

2.1   The person is supported to identify achievable personal goals and preferred outcomes.

2.2   Information is gathered and documented in accordance with the requirements expressed by the person and/or their family and whānau, or support networks.

2.3   Information is gathered and documented in accordance with organisational policies and procedures.

Outcome 3

Support a person to identify personal resources in a health, disability, or community setting.

Performance criteria

3.1   Resources are identified that meet the person's requirements, and/or the person's family/whānau, or support networks.

3.3   Resources are documented in accordance with organisational policies and procedures.

3.4   Potential barriers to accessing resources and options to overcome them are explained.

Outcome 4

Support a person to identify support needs in a health, disability, or community setting.

Performance criteria

4.1   Support needs are identified and prioritised in accordance with the person's choices.

4.2   The need for specialised assessment is identified and actioned in accordance with organisational policies and procedures.

4.3   Information gathered on support needs is matched with the person's choices, relevant external reports, and specialised assessments.

4.4   Support needs are documented in accordance with organisational policies and procedures.

4.5   Potential sources of funding for support needs are documented in accordance with organisational policies and procedures and delegated authority.

Planned review date	31 December 2025

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 March 2008	31 December 2022
Revision	2	21 January 2011	31 December 2022
Review	3	25 February 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024

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.