

Title	Coordinate support for a person in a health, disability, or community setting		
Level	5	Credits	10

Purpose	<p>This unit standard is intended for people who are – or who intend to become – employed in disability support assessment, planning, and coordination in the community support sector.</p> <p>People credited with this unit standard are able to: assist a person, and/or the person’s family/whānau, or support networks to maintain and develop personal resources and natural supports; request agreed supports for a person; and review effectiveness of supports with a person in relation to the person’s support plan, goals, and preferred outcomes, in a health, disability, or community 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 In the context of this unit standard, *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.
- 2 Legislation and codes relevant to this unit standard includes:
 Health and Disability Commissioner (Code of Health and Disability Services Consumers’ Rights) Regulations 1996;
 Health and Disability Services (Safety) Act 2001;
 Health and Safety in Employment Act 1992;
 Human Rights Act 1993;
 Privacy Act 1993.
- 3 New Zealand Standards relevant to this unit standard include:
 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 8134.2:2008 *Health and disability services Standards – Health and disability services (restraint minimisation and safe practice) Standards*;
 NZS 8134.3:2008 *Health and disability services Standards – Health and disability services (infection prevention and control) Standards*;

NZS 8158:2003 *Home and Community Support Sector Standard*; available at <http://www.standards.co.nz/>.

- 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 On all occasions the decision to involve the person's family/whānau or support networks will be the decision of the person receiving the service.
- 6 Coordination is based on a support plan which in turn is based on an assessment that may have been developed by a person other than the person seeking credit for this unit standard. The agreed needs and goals referred to in this unit standard are those needs and goals that were documented as part of that assessment process.
- 7 **Definition**
Organisation's policies and procedures are the policies and procedures of the employing organisation of the candidate and include ethical codes, standards, and other organisational requirements.
- 8 **Range**
Resources – natural, community, funded, unfunded.

Outcomes and performance criteria

Outcome 1

Assist a person, and/or the person's family/whānau, or support networks to maintain and develop personal resources and natural supports in a health, disability, or community setting.

Performance criteria

- 1.1 Strategies implemented to develop and maintain personal resources and natural supports accord with the person's identified goals.
- 1.2 Strategies implemented to develop and maintain personal resources and natural supports accord with the assessed needs.

Outcome 2

Request agreed supports for a person in a health, disability, or community setting.

Range request may include the need to refer a person to another source in certain circumstances.

Performance criteria

- 2.1 Request for supports accords with the goals identified and agreed with the person.

- 2.2 Request for supports accords with the assessed needs.
- 2.3 Request for supports is in accordance with the organisation’s policies and procedures.
- 2.4 Access to supports is explained in terms of potential gaps and available options.
- Range includes but is not limited to – rural situations, lack of available transport, human resource.

Outcome 3

Review effectiveness of supports with a person in relation to the person’s support plan, goals, and preferred outcomes in a health, disability, or community setting.

Performance criteria

- 3.1 Review of supports identifies the effectiveness of the strategies in relation to the person’s identified goals.
- 3.2 Strategies are reviewed and amended, if appropriate, to better align the actual outcomes with the desired outcomes.
- 3.3 Supports are adjusted in consultation with the person and accord with the review findings.
- 3.4 Effectiveness of supports is documented in accordance with the organisation’s policies and procedures.
- 3.5 The process for review of supports accords with the organisation’s policies and procedures.

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	20 March 2008	31 December 2022
Revision	2	21 January 2011	31 December 2022
Review	3	27 February 2020	31 December 2022

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>.