

<b>Title</b>	<b>Interact with people to provide support in a health or wellbeing setting</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This entry-level unit standard is for people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to interact with people to provide support in a health or wellbeing setting.</p>
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<b>Classification</b>	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation and codes relevant to this unit standard include but are not limited to: 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; Privacy Act 1993.  
The above legislation is available at <http://www.legislation.govt.nz/>.
- 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 8134.3:2008 *Health and disability services Standards – Health and disability services (infection prevention and control) Standards*; NZS 8158:2012 *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 person's independence and/or interdependence by utilising the person's existing strengths and appropriate resources; but may include providing assistance to enable a person'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.

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## Outcomes and performance criteria

### Outcome 1

Interact with people to provide support in a health or wellbeing setting.

#### Performance criteria

- 1.1 Instructions received are checked for own understanding and carried out in accordance with organisational policies and procedures.
- 1.2 Interactions relating to support being provided are carried out in accordance with organisational policies and procedures.
- Range may include but is not limited to interactions with – person, family/whānau, colleagues and/or team members; evidence is required of two interactions.
- 1.3 Interactions with the person receiving support are communicated using their preferred method of communication.
- 1.4 Verbal and/or written reports on the person receiving support are provided in accordance with organisational policies and procedures.
- 1.5 Language and terminology used while providing support services meets organisational policies and procedures and is understandable to the person receiving support.

<b>Planned review date</b>	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	19 March 2015	N/A
Rollover and Revision	2	24 October 2019	N/A

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

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**Comments on this unit standard**

Please contact Careerforce [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.