

<b>Title</b>	<b>Maintain a safe and secure environment for people and support workers in a health or wellbeing setting</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	<p>People credited with this unit standard are able, in a health or wellbeing setting, to:</p> <ul style="list-style-type: none"> <li>• demonstrate knowledge of techniques for managing own personal wellbeing; and</li> <li>• maintain a safe and secure environment.</li> </ul>
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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 Assessment conditions  
Evidence for the practical components of this unit standard must be gathered in a health or wellbeing setting.
- 2 Assessment notes  
Evidence generated for assessment against this standard must be in accordance with organisational policies and procedures.
- 3 *Support* should aim to maintain, improve, or restore a person's independence and/or interdependence; utilise the person's existing strengths; and – where possible – utilise the resources of the local community.
- 4 Definitions  
*Challenging behaviour* may include but is not limited to aggressive, sexualised, self-injurious, destructive, unwelcome, and offensive behaviour.  
*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* are the policies, procedures, and methodologies used in 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 the individual accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of techniques for managing own personal wellbeing in a health or wellbeing setting.

#### Performance criteria

1.1 A tool for managing own use of time is identified.

Range tools may include but are not limited to – use of a manual and/or diary, electronic planner, or similar system; rosters and task lists; activity area or layout of work; evidence is required of the use of one tool.

1.2 Ways of dealing with personal stress are identified in terms of their potential impact on own health and well-being.

Range ways of dealing with personal stress may include but are not limited to – balanced diet, daily physical exercise, internal or external coaching or support, learning assertiveness skills, personal development training, problem solving, relaxation techniques, rest, sleep, talking to others, time management; evidence is required of five ways of dealing with personal stress.

1.3 Ways of addressing challenging behaviour are identified in terms of their potential impact on the support worker.

1.4 Situations that require managing closure are matched against their potential impact on the support worker.

Range situations may include but are not limited to – change in condition, death, discharge from service, family/whānau involvement, person achieving a goal, relocation; evidence is required of two situations.

### Outcome 2

Maintain a safe and secure environment in a health or wellbeing setting.

#### Performance criteria

2.1 Potential health and safety hazards within the workplace are identified and eliminated, and/or minimised.

2.2 Materials and equipment used for the support and/or care of a person are used in accordance with manufacturer's guidelines.

2.3 Security risks to the person's home, facility or environment are identified.

Range risks may include but are not limited to – intruders, people lacking identification, unwelcome visitors; evidence is required of two risks.

2.4 Methods to ensure the security of a person's home, facility or environment are identified.

Range features may include but are not limited to – call bell, drapes, lights, locks on doors and windows, personal alarm, security alarm, security bars and chains, visitor and staff identification; evidence is required of two security features.

2.5 Own role in response to emergencies is described in terms of contextual factors and the person's safety.

Range contextual factors may include but are not limited to – adverse weather conditions, chemical spills, earthquake, fire, flood, gas leak, structural collapse, the person's condition; evidence is required of four contextual factors.

2.6 Procedures for reporting health and safety incidents, injury events, and hazards are described.

<b>Replacement information</b>	This unit standard replaced unit standard 20830 and unit standard 23453.
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<b>Planned review date</b>	31 December 2026
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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	31 December 2023
Rollover and Revision	2	24 October 2019	31 December 2023
Review	3	24 March 2022	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 Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council [qualifications@toitutewaiora.nz](mailto:qualifications@toitutewaiora.nz) if you wish to suggest changes to the content of this unit standard.