

Title	Demonstrate knowledge of service delivery models and strategies in a health or wellbeing setting		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to demonstrate knowledge of service delivery models and strategies in a health or wellbeing setting.
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance Information

- 1 Evidence generated for assessment against this standard must reflect the legislative and regulatory requirements specified in:
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
 - Health and Disability Services (Safety) Act 2001;
 - Human Rights Act 1993;
 - Privacy Act 2020;
available at <http://www.legislation.govt.nz/>.
- 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 8158:2012 *Home and Community Support Sector Standard*;
available at <https://www.standards.co.nz/>.
- 3 Definitions
 - *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* refer to 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* refers to the individual accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

- *Service delivery model* refers to philosophies of consumer support that may be applied within a health or wellbeing setting. A service delivery model or approach provides an over-arching set of underlying principles, aims and objectives, operational parameters, and reviewable outcomes which direct the nature of consumer support and the manner in which it is provided.
- *Strategies* to support application of service delivery models may include but are not limited to – goal-centred approach, holistic approach, needs-based approach, palliative care model, person-centred approach, restorative care model, strengths based model, Te Whare Tapa Whā, Te Wheke, Te Pae Mahutonga.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of service delivery models and strategies in a health or wellbeing setting.

Performance criteria

- 1.1 The key features of each service delivery model are described in terms of their underlying philosophy and application.
- Range evidence is required of three different models.
- 1.2 The key features of each service delivery model are compared and contrasted in terms of their strengths and limitations for health or wellbeing outcomes in New Zealand.
- Range evidence is required of three different models.
- 1.3 Different service delivery models are described in terms of how each approach will vary in different settings.
- Range evidence is required of a person-centred approach and two other approaches.
- 1.4 Strategies to reduce stigma and discrimination are described in accordance with organisational policies and procedures.
- Range stigma and discrimination may include but are not limited to – ageism, homophobia, racism, religious intolerance, sexism.
- 1.5 Strategies of empowerment and advocacy are described in accordance with organisational policies and procedures.

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	18 June 2015	31 December 2023
Revision	2	19 November 2015	31 December 2023
Review	3	25 February 2021	N/A
Revision	4	16 December 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 Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council qualifications@toitutewaiora.nz if you wish to suggest changes to the content of this unit standard.