

Title	Apply strategies to implement a service delivery model to support a person in a health or wellbeing setting		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to apply strategies to implement a service delivery model to support a person 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 an 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. They 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.
- 4 Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori, Pasifika and/or people from other cultures, in a range of settings and environments.
- 5 It is recommended that candidates complete Unit 28985, *Demonstrate knowledge of service delivery models and strategies in a health or wellbeing setting* before attempting this standard.

Outcomes and performance criteria

Outcome 1

Apply strategies to implement a service delivery model to support a person in a health or wellbeing setting.

Performance criteria

- 1.1 Strategies are used to apply a service delivery model in accordance with organisational policies and procedures.
- Range may include but is not limited to – demonstrating values underlying a service delivery model, using a relevant approach to support.
- 1.2 The person's support needs are addressed in accordance with a service delivery model and within the boundaries of own role and responsibilities.
- Range may include but is not limited to – seeking assistance from colleagues, senior staff and experts in the sector.
- 1.3 Strategies to reduce and/or challenge stigma and discrimination are applied in accordance with a service delivery model and organisational policies and procedures.
- 1.4 Strategies of empowerment and advocacy are applied in accordance with a service delivery model and 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 2022
Review	2	25 February 2021	N/A
Revision	3	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.