

Title	Contribute to a personal plan for a person with complex needs in a health or wellbeing setting		
Level	4	Credits	8

Purpose	<p>People credited with this unit standard are able to, in a health or wellbeing setting:</p> <ul style="list-style-type: none"> • contribute to the development of a personal plan for a person requiring complex care; • contribute to the implementation of a personal plan for a person with complex needs; • contribute to the review and updating of a personal plan for a person with complex needs.
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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:
 - Children’s Act 2014;
 - Crimes Act 1961;
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers’ Rights) Regulations 1996;
 - Health Care Practitioners Competence Assurance Act 2003;
 - Health and Disability Services (Safety) Act 2001;
 - Human Rights Act 1993;
 - Oranga Tamariki Act 1989 (Children’s and Young People’s Well-being Act 1989);
 - 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
 - A person with *complex needs* (and requiring *complex care*) has two or more needs affecting their physical, mental, social or financial wellbeing. Such needs typically interact with and exacerbate one another and require a high level of support.

- *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.
 - *Health professional* refers to a person who is registered with an authority (which is appointed by or under the Health Practitioners Competence Assurance Act 2003) as a practitioner of a particular health profession to deliver health services in accordance with a defined scope of practice.
 - *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.
 - *Personal plan* – a generic term that covers individual or group plans (which may also be referred to by other names) that are developed for people receiving support (and may include their family and whānau as appropriate).
- 4 People awarded credit for this unit standard must contribute under the guidance and delegation of a senior health professional in accordance with own role and responsibilities, and organisational policies and procedures.
- 5 Evidence is required of contributing to a personal plan that has been through at least two review cycles.
- 6 Evidence for the practical components of this unit standard must be gathered in a health or wellbeing setting.
- 7 Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori and Pacific peoples and/or people from other cultures, in a range of settings and environments.

Outcomes and performance criteria

Outcome 1

Contribute to the development of a personal plan for a person requiring complex care in a health or wellbeing setting.

Performance criteria

1.1 Assessment tools used to develop a personal plan are selected according to the person's needs.

Range may include but is not limited to – purpose for assessment, process of assessment, relation to the personal plan, legislative requirements, changes in a person's condition and/or circumstances that may require reassessment, recording and reporting requirements, own role and responsibilities; evidence is required for two assessment tools.

1.2 Selected assessment tools are used to identify and record a person's complex needs.

Range may include but is not limited to – data collection, interviewing, observations, reporting, meetings.

1.3 A personal plan for a person with complex needs is developed in accordance with their assessment results.

Outcome 2

Contribute to the implementation of a personal plan for a person with complex needs in a health or wellbeing setting.

Performance criteria

2.1 Information about plan implementation is provided to the person with complex needs.

Range may include but is not limited to – informed consent, explaining procedure, reporting outcomes.

2.2 Implementation of a personal plan for a person with complex needs is undertaken in accordance with organisational policies and procedures.

Range may include but is not limited – safe care and practice, risk management, routine clinical observations and tasks, responding to changes in condition and/or symptoms, documentation.

Outcome 3

Contribute to the review and updating of a personal plan for a person with complex needs in a health or wellbeing setting.

Performance criteria

3.1 The personal plan is reviewed and updated to reflect changes to the person's condition and complex needs.

Range may include but is not limited to – changes in the person's condition or complex needs, reassessment of the person's complex needs using an assessment tool, data collection, interviewing, observations, feedback, personal plan review.

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
Review	2	25 February 2021	N/A
Rollover	3	16 December 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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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.