

Title	Describe and apply knowledge of supporting 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"> describe conditions when supporting a person with complex needs; describe strategies when supporting a person with complex needs; identify and apply strategies when supporting 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

- 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;
 - Health Practitioners Competence Assurance Act 2003;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Medicines Act 1981;
 - Privacy Act 2020;
 available at <http://www.legislation.govt.nz/>.
- 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/>.
- 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.

- *Condition* refers to a state relating to a person's health and functional status usually related to a specific illness, disease or disability.
 - *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, service user, tūroro, tangata, tangata whai ora or tangata whai kaha.
 - *Person-centred approach* – an approach which places the person being supported at the centre by encouraging participation and choice, and viewing them as an individual with unique qualities, abilities, interests, preferences and needs.
 - *Personal plan* – a generic term that covers the 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 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

Describe conditions when supporting a person with complex needs in a health or wellbeing setting.

Performance criteria

- 1.1 Conditions are described in terms of signs and symptoms, and/or progression, in relation to the person's needs.

Range	may include but is not limited to – changes in the condition and its implications, the effect on the person's quality of life, the effect on the person's complex needs; evidence is required of three conditions.
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Outcome 2

Describe strategies when supporting a person with complex needs in a health or wellbeing setting.

Performance criteria

2.1 Strategies to support the person with complex needs are described in accordance with a personal plan and organisational policies and procedures.

Range may include but is not limited to – risk management, planning, assessment and review, person-centred approach, medication management, challenging or reducing stigma and discrimination, communication;
evidence is required of four strategies for each of two conditions identified in performance criterion 1.1.

Outcome 3

Identify and apply strategies when supporting a person with complex needs in a health or wellbeing setting.

Performance criteria

3.1 Strategies to support the person with complex needs are identified and applied in accordance with their personal plan and organisational policies and procedures.

Range evidence is required of two strategies for each of two conditions identified in performance criterion 1.1.

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
Revision	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.