

Title	Develop and maintain positive relationships to achieve outcomes in a health or wellbeing setting		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to develop and maintain positive relationships to achieve outcomes in a health or wellbeing setting.
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Classification	Health, Disability, and Aged Support > Community Support Services
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Available grade	Achieved
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Guidance Information

1 Assessment conditions

Evidence for the practical components of this unit standard must be generated in a health or wellbeing setting.

People awarded credit for this unit standard must work under the guidance and delegation of a health professional in accordance with own role and responsibilities, organisational policies and procedures, and respect the characteristics and needs of people accessing support.

2 Assessment notes

Evidence generated for assessment against this standard must reflect workplace requirements specified in:

- documented workplace procedures, policies, and methodologies;
- applicable health and safety plans, contract work programmes, and quality assurance programmes.

Evidence generated for assessment against this standard must reflect the values, processes, and protocols required to work with Māori, Pasifika, and people from diverse cultures.

3 Definitions

Characteristics and needs refer to the physical, spiritual, and mental characteristics and needs of a person accessing support. Characteristics and needs may include but are not limited to – their age and stage of development, coping strategies, culture, disabilities, experience and knowledge, family or whānau history, gender, health status, personal history, language, sexual orientation, socio-economic situation; and needs for physical comfort, safety, and privacy.

Health or wellbeing setting may include but is not limited to the aged care, acute care, community support, disability, mental health, rehabilitation, social service 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 or service user.

People refers to those accessing services in a health or wellbeing context and includes the family, whānau and natural supports of the person who is at the centre of support. Other terms used for this person may include client, consumer, customer, patient, individual, resident, service user, tūroro or tangata whai ora.

Outcomes and performance criteria

Outcome 1

Develop and maintain positive relationships to achieve outcomes in a health or wellbeing setting.

Performance criteria

- 1.1 Relationships are developed and maintained with a focus on the intended outcomes.
- 1.2 Appropriate protocols and processes to build and maintain relationships with people are implemented.
- 1.3 Strategies to address barriers to successful engagement and interpersonal communication with people, family and/or whānau, are identified and implemented.
- 1.4 Family, whānau and/or natural supports are included in the support relationship in accordance with the rights and wishes of people.
- 1.5 Approach to engagement is adapted when required to maintain the relationship and focus on outcomes.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 June 2016	N/A
Revision and Rollover	2	25 November 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <http://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 www.toitutewaiora.nz if you wish to suggest changes to the content of this unit standard.