

<b>Title</b>	<b>Explain why service provider accountability is important to whānau</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to explain why service provider accountability is important to whānau.
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<b>Classification</b>	Te Ara Hou ki te Ora > Whānau Ora
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<b>Available grade</b>	Achieved
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### Guidance Information

#### 1 Definition

*Whānau Ora* is about empowering whānau to take control of their future: to be self-determining (cohesive, resilient and nurturing); confidently participating in te ao Māori; to be living healthy lifestyles; to be participating fully in society; and to be economically secure; with initiatives that add value, build upon the strengths and capabilities that lead to better outcomes for whānau, hapū, iwi and hāpori.

#### 2 *Workplace practices and procedures* refers to the documented procedures of the service provider and must comply with current industry standards and relevant government legislation.

#### 3 Legislation relevant to this unit standard may include but is not limited to – Employment Relations Act 2000; Health and Disability Commissioner Act 1994; Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996; Health and Safety at Work Act 2015; Privacy Act 2020; Treaty of Waitangi Act 1975. Legislation accessed at [www.legislation.govt.nz](http://www.legislation.govt.nz).

#### 4 Resource support may include but is not limited to:

He Whakaputanga o te Rangatiratanga o Nu Tireni (1835). Accessed at

<https://www.archives.govt.nz/discover-our-stories/the-declaration-of-independence-of-new-zealand>.

Te Puni Kōkiri (2016). *Whānau Ora Outcomes Framework*. Wellington: Te Puni Kōkiri. Accessed at <https://www.tpk.govt.nz/docs/tpk-wo-outcomesframework-aug2016.pdf>.

Te Tiriti o Waitangi (1840). Accessed at <https://www.archives.govt.nz/discover-our-stories/the-treaty-of-waitangi>.

Waitangi Tribunal (2011). *Ko Aotearoa tēnei: a report into claims concerning New Zealand law and policy affecting Māori culture and identity. Te taumata tuatahi*. Wellington: Waitangi Tribunal. Accessed at

<https://waitangitribunal.govt.nz/publications-and-resources/waitangi-tribunal-reports/>.

#### 5 All sources of information must be acknowledged.

## Outcomes and performance criteria

### Outcome 1

Explain why service provider accountability is important to whānau.

### Performance criteria

1.1 Processes of accountability through hui ā-whānau are explained.

Range evidence of two processes is required.

1.2 Processes of accountability through networking with appropriate groups are explained.

Range groups may include but are not limited to – Māori community groups, hapū, whānau, marae, hāhi, Māori provider networks; evidence of two groups is required.

1.3 Processes of accountability through complaints procedures are explained.

Range evidence of two service providers is required.

<b>Replacement information</b>	This unit standard replaced unit standard 18566.
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<b>Planned review date</b>	31 December 2027
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 September 2017	31 December 2024
Review	2	26 January 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0226
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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 NZQA Māori Qualifications Services [mqs@nzqa.govt.nz](mailto:mqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.