

Title	Explain accountability by service providers to Māori		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to explain a service provider's accountability to whānau, hapū, iwi, and hapori.
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Classification	Te Ara Hou ki te Ora > Whānau Ora
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Available grade	Achieved
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Guidance Information

- 1 Definitions
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 already present in the whānau, and lead to better outcomes for whānau.
- 2 *Workplace practices and procedures* refer to the documented procedures of the service provider and must comply with current industry standards and relevant government legislation.
- 3 *Legislation and conventions* relevant to this unit standard may include but are not limited to: the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996; Treaty of Waitangi Act 1975, Privacy Act 1993; Employment Relations Act 2000; Health and Safety in Work Act 2015 and all amendments.
- 4 Glossary
Pūrongo tuhituhi means written report

Outcomes and performance criteria

Outcome 1

Explain the accountability process for service provider to whānau, hapū, iwi, and hapori.

Performance criteria

- 1.1 Processes of accountability thorough hui ā-whānau, hui ā-hapū, hui ā-iwi, hui are explained.

1.2 Networking with appropriate iwi groups to achieve best outcomes accountability is explained.

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

Outcome 2

Explain accountability of workers (Māori and Non-Māori) within a service provider.

Performance criteria

2.1 Accountability through workplace policies are identified.

Range policies may include but are not limited to – administration, communication, human resources, risk, quality assurance, professional development, health and safety, compliance; evidence of any two policies is required.

2.2 Accountability are explained in accordance with workplace practices and procedures.

Range may include but is not limited to - pūrongo tuhituhi, staff meetings, operational reports, public meetings, minutes, publications; evidence of two is required.

2.3 Accountability of employees to the employers are explained in accordance with workplace policies.

Range policies may include but is not limited to – employment, human resources, health and safety; evidence of one is required.

Replacement information	This unit standard replaced unit standard 18566.
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Planned review date	31 December 2022
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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	N/A

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.