

<b>Title</b>	<b>Advocate for a person in a health or wellbeing setting</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>People credited with this unit standard are able to, for a person in a health or wellbeing setting:</p> <ul style="list-style-type: none"> <li>• demonstrate knowledge of advocating;</li> <li>• prepare an advocacy plan;</li> <li>• implement an advocacy plan;</li> <li>• evaluate an advocacy plan.</li> </ul>
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<b>Classification</b>	Health, Disability, and Aged Support > Community Support Services
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<b>Available grade</b>	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. It can be collected from a person receiving care or another staff member.

People awarded credit for this unit standard must work in accordance with own role and responsibilities, and organisational policies and procedures.

Confidentiality issues must be defined through negotiation and informed consent, and criteria established by organisational policies and procedures.

Assessments for this unit standard must be presented in written form. Oral submissions that may be included in performance criterion 3.2 must be backed up with written evidence (e.g. meeting minutes). The person receiving advocacy support must confirm in writing that the candidate consulted with them as part of meeting all performance criteria.

### 2 Assessment notes

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

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

Evidence generated for assessment against this standard must reflect the best practice guidelines and principles specified in:

- NZS 8134.0:2008 *Health and disability services (general) Standard*;
- NZS 8134.1:2008 *Health and disability services (core) Standards*;

- NZS 8134.3:2008 *Health and disability services (infection prevention and control)*;
- NZS 8158:2012 *Home and Community Support Sector Standard*; available at <http://www.standards.co.nz/>.

### 3 Definitions

*An issue requiring advocacy* may include the nature and extent of the issue; cultural, economic, political and social factors; legal issues; agencies, organisations and people holding power or resources; the nature of the relationships between agencies, organisations; stated positions and motivations of agencies, organisations, and people holding power or resources; nature of support and/or opposition from agencies and organisations; possible alliances with other interested individuals, families or whānau, hapū, iwi, groups, or communities who support and/or are affected by the issue.

*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 such as job descriptors and employment contracts.

*Person* is the individual accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

*Support* should aim to maintain, improve, or restore a person's independence by utilising existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.

*Role boundaries* refer to professional and personal boundaries which allow the advocate to remain objective in their role. Role boundaries can include setting clear expectations of the advocate role and its limits, maintaining confidentiality, and maintaining a safe working environment.

## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of advocating for a person in a health or wellbeing setting.

### Performance criteria

1.1 An issue requiring advocacy is identified using information presented by a person.

Range information may include but is not limited to – oral accounts, written sources, personal interviews.

1.2 The desired outcome of advocacy is confirmed with the person.

1.3 People, agencies, and organisations relevant to the issue are identified.

**Outcome 2**

Prepare an advocacy plan for a person in a health or wellbeing setting.

**Performance criteria**

2.1 The advocacy plan is prepared.

Range safety of the person involved, desired outcome, identified spokespeople, identification of available resources, timeframe, responsibilities and accountabilities of people involved in implementing the plan, contingencies, methods for evaluating progress.

2.2 Strategies to help achieve the desired outcome are included in the plan.

Range two strategies;  
may include but are not limited to – individual advocacy, self-advocacy, lobbying, negotiation, private and public meetings, public demonstrations, letters, petitions, submissions, social media, public events, presentations.

**Outcome 3**

Implement an advocacy plan for a person in a health or wellbeing setting.

**Performance criteria**

3.1 The advocacy plan is implemented in accordance with own role boundaries.

3.2 Submissions to people, agencies, and organisations are prepared and presented.

Range may include but is not limited to – orally or in writing; prescribed format; confidentiality or non-publication requirements.

**Outcome 4**

Evaluate an advocacy plan for a person in a health or wellbeing setting.

**Performance criteria**

4.1 Following implementation, the advocacy plan is evaluated in consultation with the person.

4.2 The actual outcome is measured against the desired outcome and any amendments required to improve the plan are recommended.

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<b>Planned review date</b>	31 December 2026
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	27 May 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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 Careerforce [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.