

<b>Title</b>	<b>Establish and maintain working relationships with people of other cultures and/or life experience</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this unit standard are able to: identify and describe essential features of the culture and/or life experience of a person accessing services from another culture and/or life experience; explain the social service worker's own response to the person's culture and/or life experience; develop a working relationship with a person of another culture and/or life experience; maintain the working relationship with a person of another culture and/or life experience; and complete and close a working relationship with a person of another culture and/or life experience.
----------------	--

<b>Classification</b>	Social Services > Provide Social Services
-----------------------	---

<b>Available grade</b>	Achieved
------------------------	----------

---

### Guidance Information

- 1 Legislation relevant to this unit standard include but are not limited to:
  - Official Information Act 1982;
  - Privacy Act 2020.
- 2 Definitions:
  - *Characteristics and needs* include 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.
  - *Culture* may include but is not limited to a culture based upon: age; class; ethnicity (including Māori and Tauīwi cultures); gender; sexual orientation; and may include identification with a culture through birth, adoption, genealogy or whakapapa.
  - *Differences between the social service worker and the service user* may include but are not limited to – age, culture, disabilities, gender, sexual orientation, socio-economic status, spiritual beliefs, relationships, values, world view, experience of personal and institutional forms of oppression, prejudice, and discrimination.
  - *An environment that is conducive to a working relationship with the service user* is one in which service users are attended to in terms of their physical, spiritual, and mental characteristics and needs.
  - *Essential features of the life experience of the service user* may include but are not limited to – family or whānau origins, history, and structure; community and recreational involvement; influence of economic, political, and socio-cultural structures, including ideological, kinship, and religious structures; education and

training; paid and unpaid work experience; disabilities; sexual orientation; experience of social service workers and service providers.

- *Essential features of the service user's culture* may include but are not limited to – historical origins; migration and settlement patterns; personal and structural reasons for migration to and within Aotearoa New Zealand; significant cultural values; cultural structures.
- *Inclusive language* means language that is free of sexist, racist, or other biases; avoids stereotypes; recognises performance and achievement irrespective of age, class, ethnicity, gender, sexual orientation, or other characteristics when they are irrelevant; and avoids potentially offensive or discriminatory forms of expression.
- *Person* is used as a generic term to denote the people from user groups of the social services who are involved in working relationships with the person awarded this unit standard. They may be referred to by various descriptive terms in the range of social service settings. Service users may be individuals, couples, families or whānau.
- The term *social service worker* is used to refer to the person seeking award of credit in this unit standard.

3 People awarded credit in this unit standard must be able to explain the application of Te Tiriti o Waitangi in the social services and apply this competence to the context of assessment for this unit standard.

4 People awarded credit in this unit standard must show that their actions are guided and supported by social service practice theories. Evidence is required of social service theories that are derived from authoritative sources. This may include, but is not limited to: body of knowledge related to social service work; cultural theory; practice research.

5 The scope and limits of confidentiality are defined through negotiation and informed consent, and criteria established by legislation, ethical practice, and service provider guidelines. Sources of criteria established by legislation, ethical practice, and service provider guidelines include but are not limited to – Official Information Act 1982, Privacy Act 2020, service provider codes of conduct, codes of practice issued by the Privacy Commissioner, social service codes of ethics, and service provider guidelines, protocols, staff manuals, strategic plans, kawa, or tikanga.

---

## Outcomes and performance criteria

### Outcome 1

Identify and describe essential features of the culture and/or life experience of a person accessing services from another culture and/or life experience.

### Performance criteria

- 1.1 The culture of the person accessing services is described according to their own identification with a culture or combination of cultures.
- 1.2 Essential features of the culture and/or life experience of the person accessing services are identified and described in terms of their relevance to the working relationship.

- 1.3 The culture and/or life experience of the person accessing services are described in terms of their impacts on the person.

Range impacts may include but are not limited to – beliefs; kinship; other social relationships; values; world view; experience of personal and institutional forms of oppression, prejudice, and discrimination; evidence is required of four impacts.

## Outcome 2

Explain the social service worker's own response to the person's culture and/or life experience.

### Performance criteria

- 2.1 Similarities and differences between the culture and/or life experience of self and the person are identified and explained.

Range may include but are not limited to – beliefs; ideas; kinship; other social relationships; values; world view; experience of personal and institutional forms of oppression, prejudice, and discrimination; evidence is required of two similarities and two differences.

- 2.2 Ethical and professional responses to the person's culture and/or life experience are identified and explained in terms of their relevance to the working relationship.

Range responses include but are not limited to – positive feelings and responses, negative feelings and responses; acknowledged: verbally, non-verbally.

- 2.3 Strategies for working with the person are identified and explained in terms of own ethical and professional responses to their culture and/or life experience.

Range strategies may include but are not limited to – referral to other social service workers or services that match the culture and/or life experience of the person; cultural supervision; accountability to an authoritative group from the person's culture or life experience; anti-discriminatory practice.

## Outcome 3

Develop a working relationship with a person of another culture and/or life experience.

### Performance criteria

- 3.1 A conducive environment for a working relationship with the person is established and maintained.

- 3.2 Kawa or protocol for the relationship is established and maintained according to the culture and/or life experience of self and the person.

3.3 Interpersonal skills are used which respond to verbal and non-verbal communications and are appropriate to the characteristics and cultural orientation needs of the person.

Range interpersonal skills may include but are not limited to – attending, clarifying, encouraging, following, listening, questioning, paraphrasing, reflection of feeling and content, summarising; evidence is required of six interpersonal skills.

3.4 Inclusive language is used during communication with the person.

3.5 The personal attributes and value-base required of a social service worker are maintained in the working relationship.

Range personal attributes required of social services workers include but are not limited to – ability to relate to difference; acknowledgement and respect for difference; acceptance; awareness of own culture; genuineness; honesty; humility; patience; self-awareness; warmth; evidence is required of four personal attributes.

3.6 The role, function, and professional boundaries required of a social service worker are clarified and maintained with the person.

3.7 Rapport is built and maintained during communication with the person.

#### **Outcome 4**

Maintain a working relationship with a person of another culture and/or life experience.

#### **Performance criteria**

4.1 Own feelings, behaviour and responses to the person are self-monitored and self-managed.

Range relevant criteria may include but are not limited to – personal attributes and value-base required of social service workers; ethical practice, the social service worker's role, function, and professional boundaries; kawa or protocol for the relationship; inclusive language; cultural boundaries; anti-discriminatory practice.

4.2 The limits of own competence in working with the person are clarified, with referral on to others when those limits of competence are reached.

4.3 Own role, function and the ethical, moral and legal responsibilities within the professional relationship are clarified.

**Outcome 5**

Complete and close a working relationship with a person of another culture and/or life experience.

**Performance criteria**

5.1 Relevant issues for future contact are identified.

Range may include but are not limited to – factors that may lead to resumption of contact; future roles, functions, and available services; means of re-establishing contact with the social service worker or service provider.

5.2 Closure is implemented when the social service worker or service provider's involvement is completed.

<b>Planned review date</b>	31 December 2025
----------------------------	------------------

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	7 November 1996	31 December 2022
Revision	2	10 August 1998	31 December 2022
Revision	3	6 January 2000	31 December 2022
Review	4	26 June 2002	31 December 2022
Review	5	25 February 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0024
--	------

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.