

Title	Provide support to people from different cultures in a health or wellbeing setting		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: <ul style="list-style-type: none"> • Describe cultural preferences of self and people being supported. • Support people according to their cultural preferences.
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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 Legislation and Code relevant to this unit standard include but are not limited to:
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights);
 - Health and Disability Services (Safety) Act 2001;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Privacy Act 1993.
- 2 New Zealand Standards relevant to this unit standard:
 - NZS 8134.0:2008 *Health and disability services (general) Standard*;
 - NZS 8134.1:2008 *Health and disability services (core) Standards*;
 - NZS 8158:2003 *Home and community support sector Standard*, available at <https://www.standards.co.nz/>
- 3 Definitions:
 - *Culture* – the totality of socially transmitted beliefs, values, customs, behaviour patterns and/or practices, together with all other products of human work and thought that are common to – or characteristic of – a particular group or community. The concept of culture may reflect factors and indicators such as: age, disability, gender, ethnicity, group affiliation, occupation, organisational background, immigrant or refugee status, institutional care, religion or spiritual beliefs, sexual orientation, socio-economic status and cultures within Māori, Pākehā, Pasifika, Asian groupings; including identification with a culture through birth, adoption, or genealogy or whakapapa.
 - *Health or wellbeing setting* includes but is not limited to: the aged care, acute care, community support, disability, mental health, and social services sectors.
 - *Person* – a person accessing services. Other terms used for 'person' may include client, consumer, customer, patient, individual, resident, tūroro, or tangata whai ora.

- *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.
 - *Cultural preferences* may be related but not limited to: food, music, clothing, communication, customs, celebrations, death and dying.
- 4 Evidence is required of supporting two people from cultures different from the support worker's.
- 5 Demonstration of knowledge and skills must be in accordance with relevant workplace policies and procedures.
- 6 Evidence for the practical components of this unit standard must be gathered in a health and wellbeing workplace.

Outcomes and performance criteria

Outcome 1

Describe awareness of own cultural preferences and those of people being supported.

Performance criteria

- 1.1 Four of the candidate's cultural preferences are described.
- 1.2 Four cultural preferences of people being supported are described.
- 1.3 Process for identifying and recording cultural preferences of people being supported are described.
- 1.4 Methods of providing support that meet four different cultural preferences are described.

Outcome 2

Support people according to their cultural preferences.

Performance criteria

- 2.1 Support is provided according to people's cultural preferences.
- Range evidence is required of four preferences.

Replacement information	This unit standard replaced unit standard 26970
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Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 April 2015	31 December 2021
Rollover and Revision	2	26 September 2019	31 December 2021
Review	3	MM 2020	

Consent and Moderation Requirements (CMR) reference

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 if you wish to suggest changes to the content of this unit standard.