

Title	Demonstrate knowledge of service delivery models in a health or wellbeing setting		
Level	4	Credits	8

Purpose	<p><u>This unit standard is targeted at people with significant experience of providing services in a health or wellbeing setting</u><u>This unit standard is for experienced people providing services in a health or wellbeing setting.</u></p> <p>People credited with this unit standard are able to: demonstrate knowledge of service delivery models.</p>
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance information

~~Version 2 was republished to to delete some Guidance information that are not applicable.~~

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;](#)
- [Health and Disability Services \(Safety\) Act 2001;](#)
- [Human Rights Act 1993;](#)
- [Privacy Act 1993.](#)
- [all available at http://www.legislation.govt.nz/](http://www.legislation.govt.nz/)

2 New Zealand Standards relevant to this unit standard include:

- [NZS 8134.0:2008 Health and disability services \(general\) Standard;](#)
- [NZS 8134.1:2008 Health and disability services \(core\) Standards;](#)
- [NZS 8158:2012 Home and Community Support Sector Standard, available at <https://www.standards.co.nz/>](#)

~~1~~ ~~Legislation and standards relevant to this unit standard include:~~

- ~~— [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;](#)~~
- ~~— [Human Rights Act 1993;](#)~~
- ~~— [Privacy Act 1993;](#)~~
- ~~— [NZS 8134.0:2008 Health and disability services Standards—Health and disability services \(general\) Standard;](#)~~
- ~~— [NZS 8134.1:2008 Health and disability services Standards—Health and disability services \(core\) Standards;](#)~~

~~NZS 8158:2012 Home and Community Support Sector Standard; available at <http://www.standards.co.nz/>.~~

32 Definitions:

- ~~–Health or wellbeing setting includes but is not limited to:– the aged care, acute care, community support, disability, mental health, social services and youth development sectors.~~
- ~~–Organisational policies and procedures: policies, procedures, and methodologies of 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~~Organisational policies and procedures—policies, procedures, and methodologies of an organisation. They include legislative and regulatory requirements which may apply across a company, a specific site, or a workplace. Requirements are documented in the company’s health and safety plans, contract work programmes, quality assurance programmes, policies and procedural documents and codes of ethics.
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- *Person:*— a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, service user, tūroro, or tangata whai ora.
- ~~–Service delivery models~~—refer~~s~~ to philosophies of consumer support that may be applied within a health or wellbeing setting. A service delivery model or approach provides an over-arching set of underlying principles, aims and objectives, operational parameters, and reviewable outcomes which direct the nature of consumer support and the manner in which it is provided. They may include but are not limited to: goal-centred approach, holistic approach, needs-based approach, palliative care model, person-centred approach, restorative care model, strengths based model, Te Whare Tapa Whā, Te Wheke, Te Pae Mahutonga.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of service delivery models in a health or wellbeing setting.

~~Range—models may include but are not limited to—strengths based model, restorative care model, Te Whare Tapa Whā, Te Wheke, Te Pae Mahutonga, palliative care model.~~

Performance criteria

- 1.1 The key features of each service delivery model are described in terms of their underlying philosophy and application.

~~—~~Range evidence is required of three different models.

1.2 The key features of each service delivery model are compared and contrasted in terms of their strengths and limitations for health or wellbeing outcomes in New Zealand.

—————Range evidence is required of three different models.

1.3 Different approaches to support service delivery models are described in terms of how each approach will vary in different settings.

—————Range ~~may include but is not limited to~~ person-centred approach, holistic approach, needs-based approach, goal-centred approach; —————

—————evidence is required of a person-centred approach and ~~two~~ one other approaches.

1.4 Strategies to reduce stigma and discrimination are described in accordance with organisational policies and procedures.

—————Range stigma and discrimination may include but is not limited to:
– ageism, homophobia, racism, religious intolerance, sexism.

1.5 Strategies of empowerment and advocacy are described in accordance with organisational policies and procedures.

Planned review date	31 December 202 <u>5</u> 0
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 June 2015	N/A <u>31 December 2022</u>
Revision	2	19 November 2015	<u>31 December 2022</u> N/A
Republication	2	30 September 2016	<u>31 December 2022</u> N/A
<u>Review</u>	<u>3</u>	<u>MM 2020</u>	

Consent and Moderation Requirements (CMR) reference	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 the Community Support Services ITO Limited~~
info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.
~~Please contact Careerforce~~
info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.