

Title	Apply a service delivery model to support people in a health or wellbeing setting		
Level	4	Credits	8

Purpose	<p>This unit standard is targeted at people with significant experience of providing services in a health or wellbeing setting This unit standard is for experienced people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to: apply a service delivery model to support people.</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

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/>.~~

~~2—Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori and Pacific peoples and/or people from other cultures, in a range of settings and environments.~~

3 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.
- ~~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.
- ~~Personal plan: a generic term that covers the individual or group plans (which may also be referred to by other names) that are developed for people receiving support (and may include their family and whānau as appropriate).~~
- ~~—Service delivery model refers 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.~~

~~Service delivery models refer 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.~~

- ~~Personal plan— a generic term that covers the individual or group plans (which may also be referred to by other names) that are developed for people receiving support (and may include their family/whānau as appropriate).~~

4 Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori, Pasifika Pacific peoples and/or people from other cultures, in a range of settings and environments.

Outcomes and performance criteria

Outcome 1

Apply a service delivery model to support people 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;~~

evidence is required of supporting two different people.

Performance criteria

1.1 Strategies are used to apply a service delivery model in accordance with organisational policies and procedures.

Range may includes but is not limited to:— demonstrating values underlying a service delivery model, using a relevant approach to support.

1.2 A person's support needs are addressed in accordance with a service delivery model and within the boundaries of ~~the candidate's own~~ role and responsibilities.

Range may include but is not limited to:— seeking assistance from colleagues, senior staff and experts in the sector.

1.3 Strategies to reduce and/or challenge stigma and discrimination are applied in accordance with a service delivery model and organisational policies and procedures.

1.4 Strategies of empowerment and advocacy are applied in accordance with a service delivery model and organisational policies and procedures.

Planned review date	31 December 202 5 <u>9</u>
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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>
<u>Review</u>	<u>2</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 Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard. Please contact the Community Support Services Industry Training Organisation Limited info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.~~

