

Title	Apply strategies to support cultural diversity in a health or wellbeing setting		
Level	4	Credits	6

Purpose	<p><u>This unit standard is targeted at people with significant experience of providing services in a health or wellbeing setting</u>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 demonstrate knowledge of cultural diversity and apply strategies to support cultural diversity.</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;](#)
- [Health and Safety at Work Act 2015;](#)
- [Human Rights Act 1993;](#)
- [Privacy Act 1993.](#)
- [all available at http://www.legislation.govt.nz/](http://www.legislation.govt.nz/)

2 References:

- [United Nations. \(2008\) *Convention on the Rights of Persons with Disabilities \(CPRD\)*. Retrieved August 27, 2020, from <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>](#)
- [United Nations. \(2001\). *Universal Declaration on Cultural Diversity*. Retrieved August 27, 2020, from <https://www.ohchr.org/EN/ProfessionalInterest/Pages/CulturalDiversity.aspx>](#)

3 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 8134.3:2008 *Health and disability services \(infection prevention and control\) Standards;*](#)
- [NZS 8158:2012 *Home and Community Support Sector Standard*, available at <https://www.standards.co.nz/>](#)

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4 — 1. Legislation and standards relevant to this unit standard include:

5 — Health and Disability Commissioner (Code of Health and Disability Services
Consumers' Rights) Regulations 1996;

6 — Health and Disability Services (Safety) Act 2001;

7 — Health and Safety in Employment Act 1992;

8 — Human Rights Act 1993;

9 — Privacy Act 1993;

10 — NZS 8134.0:2008 *Health and disability services Standards — Health and
disability services (general) Standard*;11 — NZS 8134.1:2008 *Health and disability services Standards — Health and
disability services (core) Standards*;12 — NZS 8134.3:2008 *Health and disability services Standards — Health and
disability services (infection prevention and control) Standards*;13 — NZS 8158:2012 *Home and Community Support Sector Standard*; available at
<http://www.standards.co.nz/>.

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15 — 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.

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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, socioeconomic status and cultures within Māori, Pākehā, Pasifika, Asian groupings; including identification with a culture through birth, adoption, or genealogy or whakapapa defined by UNESCO as 'the set of distinctive spiritual, material, intellectual and emotional features of society or a social group, that encompasses, not only art and literature, but lifestyles, ways of living together, value systems, traditions and beliefs'.
- **Culturally safety in a health or wellbeing setting:** — is a concept of an environment where all individuals' cultural identity, background, needs and differences are recognised and respected. Individuals must be able to freely and safely express themselves without judgement of others.
- **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. **Health or wellbeing setting includes but is not limited to — the aged care, acute care, community support, disability, mental health, and social services 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.~~

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

Demonstrate knowledge of cultural diversity in a health or wellbeing setting.

Range evidence is required for Māori and two other cultural groups.

Performance criteria

1.1 Different cultures in a health or wellbeing setting are identified and described in terms of their differences and the impact these may have in the workplace.

~~Range differences may include but are not limited to:— values, beliefs, use of language, cultural practices, protocols, gender roles, stigma and discrimination, disabilities.~~

1.2 Effects of cultural stigma and discrimination in a health or wellbeing setting are identified and discussed in terms of the impact they may have on service delivery.

Outcome 2

Apply strategies to support cultural diversity in a health or wellbeing setting.

Range person and/or their family and /whānau, peers.

Performance criteria

~~2.1 Strategies to support cultural diversity in the workplace are identified and a relevant strategy is selected.~~

~~Range may include but is not limited to— challenging stigma and discrimination, communication, access to information, support services, use of language, observation of cultural practice, arrangement of the physical environment, protocols; evidence is required for one communication strategy and two other strategies.~~

2.12 Strategies to support cultural diversity and establish and maintain a culturally safe environment in the workplace are identified, selected, applied, evaluated and reviewed in accordance with organisational policies and procedures.

Range may include but is not limited to:— challenging stigma and discrimination, communication, access to information, support services, use of language, observation of cultural practice, arrangement of the physical environment, protocols; —evidence is required for one communication strategy and two other strategies.

Planned review date	31 December 2025 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	31 December 2022 N/A
Review	2	MM 2020	

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.~~