

40XXX

Recognise culturally appropriate support and communication in a health and wellbeing setting

Kaupae Level	2
Whiwhinga Credit	10
Whāinga Purpose	<p>People credited with this skill standard are able - in a health and wellbeing setting - to understand culturally appropriate support for tangata whenua, discuss the impact of culture on provision of support and recognise communication strengths and challenges when working with other cultures.</p> <p>This standard aligns with the outcomes of the New Zealand Certificate in Health and Wellbeing (Level 2) [Ref: 2469].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Understand culturally appropriate support for tangata whenua in a health and wellbeing setting.	a. Describe Te Tiriti o Waitangi and the bicultural partnership of Aotearoa New Zealand.
	b. Identify culturally appropriate support practices for tangata whenua.
2. Discuss the impact of culture on provision of support in a health and wellbeing setting.	a. Identify the range of different cultural values and beliefs in own workplace.
	b. Describe the effects of bias and discrimination.
	c. Outline examples of equity and inclusion in own workplace.
3. Recognise communication strengths and challenges when working with other cultures.	a. Describe how effective communication supports a person's wellbeing.
	b. Identify how to communicate clearly and respectfully with a person from another culture.
	c. Summarise common challenges that affect communication with people from different cultures.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

For assessment purposes:

- Assessment can be undertaken in a simulated environment and can use a variety of tools such as case studies and role play to demonstrate understanding.
- Learners must demonstrate clear application of the Code of Rights in their role – the right to: be treated with respect, to fair treatment; to dignity and independence; to appropriate standards; to effective communication; to be informed; to choice and consent; to support; rights during teaching and research; for complaints to be taken seriously.

Evidence provided for assessment against this skill standard must:

- Be acquired in a health and wellbeing setting.
- Be acquired in accordance with workplace or organisational policies and procedures.
- Be acquired within the boundaries of the learner's role.
- Ensure that the Code of Rights are upheld in relation to undertaking practical tasks.

Definitions:

- *The Code of Rights for Health and Disability Services Consumers*, otherwise referred to as the 'Code of Rights', or simply as 'The Code', establishes the rights of people using health and disability services, and the obligations and duties of providers to comply with it.
- *Health and Wellbeing settings* include but are not limited to - aged care, hospital, home and community, residential care, disability services, social services, mental health and addictions, rehabilitation, hospice and youth development services.
- *Bi-cultural partnership* refers to the foundational relationship between tangata whenua (the Indigenous people) and the Crown (the government), based on Te Tiriti o Waitangi (The Treaty of Waitangi). This partnership supports shared decision-making, respect for Māori authority and customs, and equal rights in all areas of public life.
- *Culturally appropriate support* – cultural appropriateness requires people to examine themselves and the potential impact of their own culture, biases or prejudices on a person receiving support. In doing so, healthcare workers hold themselves accountable for providing culturally appropriate care, as defined by the person receiving support – adapted from Curtis et al. (2019).
- *Culture* refers to more than ethnicity. The concept of culture may reflect factors and indicators such as age, ethnicity, disability, occupation, workplace background, immigrant or refugee status, institutional care, religion or spiritual beliefs, gender identity, sexual orientation, and socio-economic status. Ethnic cultural beliefs and values are the beliefs and values that stem from one's own ethnic background.
- *Tangata whenua* includes but is not limited to – mana whenua, iwi, hapū, whānau.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Culturally appropriate practice for tangata whenua

- Te Tiriti o Waitangi and the bicultural partnership of Aotearoa New Zealand.
- Tikanga practices – use of te reo greetings, pronouncing names correctly, introducing yourself, whanau-centred support, karakia, tapu and noa.
- Wairua (spiritual), hinengaro (psychological) and tinana (physical) wellbeing.

Culturally appropriate support

- Introduction to the concept of culture.
- Impact of culture on support.
- Different cultural values and beliefs.

- Concepts – equity, inclusion, discrimination.
- Bias and unconscious bias.
- Working with different cultures.
- Boundaries.

Communication with other cultures

- How communication supports wellbeing.
- Communication strengths and challenges.
- Communication styles and preferred methods of communication.
- Dignified interactions showing respect, empathy and active listening.

Rauemi | Resources

- Health and Disability Commissioner. (2022). *About the Act and Code*. Available at <https://www.hdc.org.nz/your-rights/about-the-code/>
- Waitangi Tribunal, *About the Treaty*, available from <https://www.waitangitribunal.govt.nz/en/about/the-treaty/about-the-treaty>

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Health, Disability and Aged Support > Health and Disability Principles in Practice
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0024

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	[dd mm yyyy]	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2030		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.