

**40XXX****Apply culturally appropriate support and communication in a health and wellbeing setting**

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	10
<b>Whāinga   Purpose</b>	<p>People credited with this skill standard are able - in a health and wellbeing setting – to determine application of culturally safe support practices for tangata whenua; examine the impact of culturally appropriate support practices on wellbeing outcomes of different cultural groups; and demonstrate effective communication techniques when working with other cultures.</p> <p>This standard aligns with the outcomes of the New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Healthcare Assistance; Newborn Hearing Screening; Orderly Services; Support Work; Vision Hearing Screening [Ref: 2470].</p>

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

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Determine application of culturally safe support practices for tangata whenua in a health and wellbeing setting.	a. Explain application of Te Tiriti o Waitangi in own role.
	b. Identify a Māori wellbeing framework and how it supports hauora.
	c. Review concepts of kawa and tikanga and how to apply Māori values in own role.
2. Examine the impact of culturally appropriate support practices on wellbeing outcomes of different cultural groups.	a. Explain how cultural beliefs, values or practices can affect equitable outcomes.
	b. Identify approaches to equity, diversity, and inclusion in own workplace.
	c. Explain how bias and discrimination can affect a person and their access to services.
	d. Explain processes and procedures for reporting discrimination in own workplace.
	e. Outline factors to consider when providing support in a multicultural society
3. Demonstrate effective communication techniques when working with other cultures.	a. Reflect upon barriers to effective communication and how to overcome them.
	b. Apply effective communication styles and recognise situations when own communication style needs adapting.

	c. Provide support based on a person's cultural perspective, needs, and preferred communication style.
--	--

## 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, and 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.
- *Hauora* is a Māori philosophy of health unique to Aotearoa. It comprises of Taha tinana (the physical dimension), Taha hinengaro (the mental dimension), Taha whānau (the family dimension) and Taha wairua (the spiritual dimension).
- *Kawa* refers to Māori protocols and customs that govern behaviour within Māori communities. It provides guidelines for ceremonies, marae protocols, meetings, and adherence to cultural values.
- *Te Tiriti o Waitangi* is the agreement between the British Crown and Māori in New Zealand to establish a common set of laws or agreements for the British settlers and Māori people to live together. It comprises of two documents: one in English and one in te reo Māori.
- *Tikanga* are Māori values, processes, practices, and procedures exercised by Māori in their daily lives. These reflect the concepts upon which they are based and provide guidelines for appropriate behaviour and conduct in Māori society.
- *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.

## Ngā momo whiwhinga | Grades available

Achieved.

## Ihirangi waitohu | Indicative content

Culturally appropriate practice for tangata whenua

- Te Tiriti o Waitangi – Principles and Articles (Kāwanatanga, Tino Rangatiratanga, and Ōritetanga) in practice.

- Maori wellbeing frameworks - Including but not limited to Te Whare Tapa Whā, Te Wheke, Te Pae Mahutonga.
- Kawa and tikanga as appropriate.
- Māori values – including but not limited to manaakitanga, whakawhanaungatanga, tino rangatiratanga, kotahitanga, kaitiakitanga.

#### Equity, diversity and inclusion

- Cultural beliefs, values and practices.
- Approaches to equity, diversity and inclusion.
- Impacts of bias and discrimination – mistrust, preventing access to services.
- Reporting discrimination.
- Avoiding stereotypes and assumptions.
- Trust and relationship building.
- Pacific wellbeing frameworks. Including but limited to T Kakala model, Fa’afaletui model, Ta and Va model, Fonua model, Fonofale model, Te Vaka Atafaga, Tivaevae model

#### Communication with other cultures

- Barriers to effective communication.
- Communication styles.
- Adapting communication style to meet the needs of the person.
- Checking for understanding.
- Cultural perspective, needs, and preferred communication style.
- Accessing communication supports such as interpreters.

#### 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>
- Ministry of Health. (n.d.). Māori health models. Available at: <https://www.health.govt.nz/maori-health/maori-health-models>
- Ministry of Health. (2025). Te Tiriti o Waitangi framework. Available at <https://www.health.govt.nz/maori-health/te-tiriti-o-waitangi-framework>

#### Pārongo Whakaū Kouna | Quality assurance information

<b>Ngā rōpū whakatau-paerewa  </b> Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
<b>Whakaritenga Rārangi Paetae Aromatawai  </b> DASS classification	Community and Social Services > Health, Disability and Aged Support > Health and Disability Principles in Practice
<b>Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga  </b> 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](mailto:qualifications@toitutewaiora.nz) to suggest changes to the content of this skill standard.