40XXX   Evaluate culturally responsive support and communication in a health and wellbeing setting

Kaupae | Level	4
Whiwhinga | Credit	10/15
Whāinga | Purpose	People credited with this skill standard are able - in a health and wellbeing setting - to explore the impacts of colonisation on health and wellbeing outcomes for tangata whenua, reflect on culturally responsive support practices for tangata whenua, demonstrate culturally appropriate and inclusive support, and assess strategies to promote effective communication with people from other cultures. This standard aligns with the outcomes of New Zealand Certificate in Health and Wellbeing (Peer Support) (Level 4) [Ref: 2989]; New Zealand Certificate in Health and Wellbeing (Primary Care Practice Assistance) (Level 4) [Ref: 2990]; New Zealand Certificate in Health and Wellbeing (Rehabilitation Support) (Level 4) [Ref: 2991]; New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) [Ref: 2992], and the New Zealand Certificate in Health and Wellbeing (Advanced Care and Support) (Level 4) [Ref: 4108].

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

Hua o te ako | Learning outcomes	**Paearu aromatawai | Assessment criteria**
1. Explore the impacts of colonisation on health and wellbeing outcomes for tangata whenua.	a. Analyse the impacts of colonisation on health and wellbeing outcomes for tangata whenua.
	b. Compare health and wellbeing outcomes for tangata whenua with other population groups.
2. Reflect on culturally responsive support practices for tangata whenua in a health and wellbeing setting.	a. Analyse the application of Principles and Articles Te Tiriti o Waitangi in own role.
	b. Reflect on own cultural capability for supporting tangata whenua.
3. Demonstrate culturally responsive and inclusive support in a health and wellbeing setting.	a. Assess application of culturally responsive practice.
	b. Examine the impacts that stigma and discrimination may have on service delivery and strategies to overcome these.

		c.	Promote strategies to support cultural diversity and a culturally responsive and inclusive environment.
4.	Assess strategies to promote effective communication with people from other cultures in a health and wellbeing setting.	a.	Examine strategies to address barriers to successful engagement and interpersonal communication with people from other cultures.
		b.	Analyse own communication and behaviour to support positive relationships and promote health and wellbeing outcomes for people from other 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, 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.
- *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.
- *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.
- *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.
- *Tangata whenua* includes but is not limited to – mana whenua, iwi, hapū, whānau.
- *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.

Ngā momo whiwhinga | *Grades available*

Achieved.

Ihirangi waitohu | Indicative content

Culturally responsive practice for tangata whenua

- Impacts of colonisation- historical and contemporary health and wellbeing outcomes for tangata whenua.
- Health and wellbeing outcomes for tangata whenua compared to other population groups.
- Te Tiriti o Waitangi – Articles and principles impact on practice.
- Kawa and Tikanga – knowledge of different practices and review those reflected in own workplace.
- Māori values – including but not limited to manaakitanga, whakawhanaungatanga, tino rangatiratanga, kotahitanga, kaitiakitanga.
- Use of te reo Māori.

Culturally responsive and inclusive support

- Respect for cultural identity, beliefs, values and practices.
- Achieving equality and equitable outcomes.
- Honouring diversity.
- Inclusive practices.
- Impacts of stigma and discrimination and strategies to overcome these.
- Positive relationships.
- Successful engagement.

Communication with other cultures

- Culturally responsive communication styles.
- Strategies for effective communication.
- Addressing barriers to communication including systemic barriers, cultural misunderstandings.
- Building trust and rapport.
- Cultural humility.
- Health literacy.

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 Kounga | 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 2029		

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.