

## Position Description

Employment Agreement:	DHB's/NZNO Nursing and Midwifery Multi-Employer Collective Agreement
Position Title:	<b>Registered Nurse - Pacific Island</b>
Location:	Southland
Reports to:	Charge Nurse Manager
DHB Delegation Level:	N/A
Number of direct reports:	N/A
Date:	September 2019

### Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing  
We seek excellence through a culture of learning, enquiry, service and caring

### Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<b>Looking after our people:</b> We respect and support each other. Our hospitality and kindness foster better care.	<b>Being sincere:</b> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<b>Best action:</b> We are thoughtful, bring a positive attitude and are always looking to do things better.	<b>As family:</b> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

### Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

## PURPOSE OF ROLE

Registered Nurses use nursing knowledge and judgment to assess health needs, provide care and to advise and support people to manage their health.

They practise independently and in collaboration with other health professionals, perform general nursing functions, delegate to and direct enrolled nurses and healthcare assistants and others. They provide comprehensive assessments to develop, implement and evaluate an integrated plan of health care, and provide interventions that require substantial scientific and professional knowledge, skills and clinical decision making. They do this in a range of settings in partnership with individuals, families, whanau and communities.

Registered nurses may practise in a variety of clinical contexts depending on their educational preparation and practice experience.

They may also use this expertise to manage, teach, evaluate and research nursing practice.

Registered nurses are accountable for ensuring that all the health services they provide are consistent with their education and assessed competence, meet legislative requirements and are supported by appropriate standards.

Some registered nurses will have conditions on their scope of practice, if their qualifications or experience limit them to a specific area of practice.

<http://nursingcouncil.org.nz/Nurses/Scopes-of-practice/Registered-nurse>

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

### Organisational Competencies

<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive For Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

### Role Specific Competencies

<b>Priority Setting</b>	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks, creates focus.
<b>Managing and Measuring Work</b>	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
<b>Interpersonal Savvy</b>	Relates well to all kinds of people - up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.

## KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
• Chief Nursing and Midwifery Officer	• Patients, Families and Whanau
• Directors of Nursing	• Nursing Council/Midwifery Council
• Associate Directors of Nursing	• Unions
• Directorate Leadership Team	• Other District Health Boards

• Clinical Nurse Co-ordinators	• HWNZ
• Nursing Staff	• NZNO and other relevant professional colleges of nursing and midwifery
• Medical Staff	• Community Members
• Allied Health Staff	• Educational Institutions
• Administration Staff	• PHO
• Southern DHB wide staff	• GP's
• Duty Manager(s)	• NGO's and Aged Care Sector

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>• Registration as a Registered Nurse with the Nursing Council of New Zealand.</li> <li>• Hold a current Nursing Council of New Zealand Annual Practising Certificate.</li> </ul>	<ul style="list-style-type: none"> <li>• Competent Professional Development and Recognition Programme (PDRP) profile/portfolio or equivalent.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Two years' post registration experience in generalist nursing and/or primary care.</li> <li>• Please refer to area specific person specification if applicable.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in an equivalent clinical setting to which you are being employed into.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Advanced communication techniques such as conflict resolution, diffusion and mediation skills.</li> <li>• Demonstrate professional accountability within scope of practice.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Be a critical consumer of research and embrace evidenced based practice when carrying out any task/function.</li> <li>• Have a commitment to ongoing development of nursing skills and in-service education.</li> <li>• Have the ability to work as part of a team.</li> <li>• Have ability to 'work together' in a collaborative manner.</li> <li>• Have ability to 'work smarter' by being innovative and proactive.</li> <li>• Accept responsibility for actions.</li> <li>• Be prepared to undertake other duties as reasonably requested by Director of Nursing.</li> </ul>	

**KEY RESULT AREAS:**

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p><b>Professional Responsibility</b>            Able to demonstrate knowledge, judgement and accountability in relation to: professional, legal and ethical responsibilities and cultural safety. Promotes and environment that maximises patient’s safety, independence and quality of life and health.</p>	
<p>Accepts responsibility for ensuring that his/her nursing practice and conduct meet the standards of the professional, ethical and relevant legislated requirements.</p> <p>Demonstrates the ability to apply the principles of the Treaty of Waitangi Te Tiriti o Waitangi to nursing practice.</p> <p>Demonstrates accountability for directing, monitoring and evaluating nursing care that is provided by enrolled nurses and others.</p> <p>Promotes an environment that enables health consumer safety, independence, quality of life, and health.</p> <p>Practises nursing in a manner that the health consumer determines as being culturally safe.</p> <p>Reads and adheres to DHB vision, values, policies and procedures.</p> <p>Represents the organisation and the nursing profession in a committed manner, projecting a professional image of nursing.</p>	<ul style="list-style-type: none"> <li>• Practises nursing in accord with relevant legislation/codes/policies and upholds health consumers rights derived from that legislation.</li> <li>• Accepts responsibility for actions and decision making within scope of practice.</li> <li>• Identifies breaches of law that occur in practice and reports them to the appropriate person(s).</li> <li>• Demonstrates knowledge of, and accesses, policies and procedural guidelines that have implications for practice.</li> <li>• Uses professional standards of practice.</li> <li>• Understands the Treaty of Waitangi/Te Tiriti o Waitangi and its relevance to the health of Maori in Aotearoa/New Zealand.</li> <li>• Demonstrates knowledge of differing health and socio-economic status of Maori and non-Maori.</li> <li>• Applies the Treaty of Waitangi/Te Tiriti o Waitangi to nursing practice.</li> <li>• Understands accountability for directing, monitoring and evaluating nursing care provided by enrolled nurses and others.</li> <li>• Seeks advice from a senior registered nurse if unsure about the role and competence of enrolled nurses and others when delegating work.</li> <li>• Takes into consideration the role and competence of staff when delegating work.</li> <li>• Makes appropriate decisions when assigning care, delegating activities and providing direction for enrolled nurses and others.</li> <li>• Identifies and reports situations that affect health consumers or staff members’ health or safety.</li> <li>• Accesses, maintains and uses emergency equipment and supplies.</li> <li>• Maintains infection control principles.</li> <li>• Recognises and manages risks to provide care that best meets the needs and interests of health consumers and the public.</li> <li>• Applies the principles of cultural safety in own nursing practice.</li> <li>• Recognises the impact of the culture of nursing on health consumer’s care and endeavours to protect the health consumer’s wellbeing within this culture.</li> <li>• Practises in a way that respects each health consumer’s identity and right to hold personal beliefs, values and goals.</li> <li>• Assists the health consumer to gain appropriate support and representation from those who</li> </ul>

	<p>understand the health consumer's culture, needs and preferences.</p> <ul style="list-style-type: none"> <li>• Consults with members of cultural and other groups as requested and approved by the health consumers.</li> <li>• Reflects on his/her own practice and values that impact on nursing care in relation to the health consumer's age, ethnicity, culture, beliefs, gender, sexual orientation and/or disability.</li> <li>• Avoids imposing prejudice on others and provides advocacy when prejudice is apparent.</li> </ul>
<p><b>Management of Nursing Care</b>  Able to assess and manage health consumer care, is responsive to the consumers' needs, supported by nursing knowledge and evidence based research.</p>	
<p>Provides planned nursing care to achieve identified outcomes.</p> <p>Undertakes a comprehensive and accurate nursing assessment of health consumers in a variety of settings.</p> <p>Ensures documentation is accurate and maintains confidentiality of information.</p> <p>Ensures the health consumer has adequate explanation of the effects, consequences and alternatives of proposed treatment options.</p> <p>Acts appropriately to protect oneself and others when faced with unexpected health consumer responses, confrontation, personal threat or other crisis situations.</p> <p>Evaluates health consumer's progress toward expected outcomes in partnership with health consumers.</p> <p>Provides health education appropriate to the needs of the health consumer within a nursing framework.</p> <p>Reflects upon, and evaluates with peers and experienced nurses, the effectiveness of nursing care.</p> <p>Maintains professional development.</p>	<ul style="list-style-type: none"> <li>• Contributes to care planning, involving health consumers and demonstrating an understanding of health consumers' rights, to make informed decisions.</li> <li>• Demonstrates understanding of the processes and environments that support recovery.</li> <li>• Identifies examples of the use of evidence in planned nursing care.</li> <li>• Undertakes practice procedures and skills in a competent and safe way.</li> <li>• Administers interventions, treatments and medications, (for example: intravenous therapy, calming and restraint), within legislation, codes and scope of practice; and according to authorised prescription, established policy and guidelines.</li> <li>• Undertakes assessment in an organised and systematic way.</li> <li>• Uses suitable assessment tools and methods to assist the collection of data.</li> <li>• Applies relevant research to underpin nursing assessment.</li> <li>• Maintains clear, concise, timely, accurate and current health consumer records within a legal and ethical framework.</li> <li>• Demonstrates literacy and computer skills necessary to record, enter, store, retrieve and organise data essential for care delivery.</li> <li>• Provides appropriate information to health consumers to protect their rights and to allow informed decisions.</li> <li>• Assesses the readiness of the health consumers to participate in health education.</li> <li>• Makes appropriate professional judgement regarding the extent to which the health consumer is capable of participating in decisions related to his/her care.</li> <li>• Discusses ethical issues related to health care/nursing practice, (for example: informed consent, privacy, refusal of treatment and rights of formal and informal health consumers).</li> <li>• Facilitates the health consumer's access to appropriate therapies or interventions and respects</li> </ul>

	<p>the health consumer’s right to choose amongst alternatives.</p> <ul style="list-style-type: none"> <li>• Seeks clarification from relevant members of the health care team regarding the individual’s request to change and/or refuse care.</li> <li>• Takes the health consumer’s preferences into consideration when providing care.</li> <li>• Understands emergency procedures and plans and lines of communication to maximise effectiveness in a crisis situation.</li> <li>• Takes action in situations that compromise health consumer safety and wellbeing.</li> <li>• Implements nursing responses, procedures and protocols for managing threats to safety within the practice environment.</li> <li>• Identifies criteria for evaluation of expected outcomes of care.</li> <li>• Evaluates the effectiveness of the health consumer’s response to prescribed treatments, interventions and health education in collaboration with the health consumer and other health care team members. (Beginning registered nurses would seek guidance and advice from experienced registered nurses).</li> <li>• Reflects on health consumer feedback on the evaluation of nursing care and health service delivery.</li> <li>• Checks health consumers’ level of understanding of health care when answering their questions and providing information.</li> <li>• Uses informal and formal methods of teaching that are appropriate to the health consumer’s or group’s abilities.</li> <li>• Participates in health education, and ensures that the health consumer understands relevant information related to their health care.</li> <li>• Educates health consumer to maintain and promote health.</li> <li>• Identifies one’s own level of competence and seeks assistance and knowledge as necessary.</li> <li>• Determines the level of care required by individual health consumers.</li> <li>• Accesses advice, assistance, debriefing and direction as necessary.</li> <li>• Contributes to the support, direction and teaching of colleagues to enhance professional development.</li> <li>• Updates knowledge related to administration of interventions, treatments, medications and best practice guidelines within area of practice.</li> <li>• Takes responsibility for one’s own professional development and for sharing knowledge with others.</li> </ul>
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<p><b>Interpersonal Relationships</b></p>	
<p>To demonstrate effective interpersonal and therapeutic communication with health consumers, other nursing staff and inter-professional communication and documentation.</p>	
<p>Establishes, maintains and concludes therapeutic interpersonal relationships with health consumers.</p>	<ul style="list-style-type: none"> <li>• Initiates, maintains and concludes therapeutic interpersonal interactions with health consumers.</li> </ul>

<p>Practises nursing in a negotiated partnership with the health consumer and family/whanau where and when possible.</p> <p>Communicates effectively with health consumers and family/whanau and members of the health care team.</p> <p>Maintains privacy and confidentiality in accordance with HIP Code, DHB policies and procedures etc.</p> <p>Behaves respectfully and with tolerance towards patients, colleagues and members of the wider healthcare team.</p>	<ul style="list-style-type: none"> <li>• Incorporates therapeutic use of self and psychotherapeutic communication skills as the basis for nursing care for health consumers with mental health needs.</li> <li>• Utilises effective interviewing and counselling skills in interactions with health consumers.</li> <li>• Demonstrates respect, empathy and interest in health consumer.</li> <li>• Establishes rapport and trust with the health consumers.</li> <li>• Undertakes nursing care that ensures health consumers receive and understand relevant and current information concerning their health care that contributes to informed choice.</li> <li>• Implements nursing care in a manner that facilitates the independence, self-esteem and safety of the health consumer and an understanding of therapeutic and partnership principles.</li> <li>• Recognises and supports the personal resourcefulness of people with mental and/or physical illness.</li> <li>• Acknowledges family/whanau perspectives and supports their participation in services.</li> <li>• Uses a variety of effective communication techniques.</li> <li>• Employs appropriate language to context.</li> <li>• Provides adequate time for discussion.</li> <li>• Endeavours to establish alternative communication methods when health consumers are unable to verbalise.</li> <li>• Accesses an interpreter when appropriate.</li> <li>• Discussions concerning health consumers are restricted to settings, learning situations and or relevant members of the health care team.</li> </ul>
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**Inter-professional healthcare and quality improvement**  
 To participate in inter-professional health care and quality improvement, evaluate the effectiveness of care and promote a nursing perspective within the inter-professional activities of the team.

<p>Collaborates and participates with colleagues and members of the health care team to facilitate and co-ordinate care.</p> <p>Recognises and values the roles and skills of all members of the health care team in the delivery of care.</p> <p>Participates in quality improvement activities to monitor and improve standards of nursing.</p> <p>Initiates referrals to other members of the health care team in a timely manner.</p> <p>When required, assists in formulating and reviewing nursing standards, procedures and guidelines.</p>	<ul style="list-style-type: none"> <li>• Promotes a nursing perspective and contribution within the inter-professional activities of the health care team.</li> <li>• Provides guidance and support to those entering as students, beginning practitioners and those who are transferring into a new clinical area.</li> <li>• Collaborates with the health consumer and other health team members to develop plan of care.</li> <li>• Maintains and documents information necessary for continuity of care and recovery.</li> <li>• Develops a discharge plan and follow up care in consultation with the health consumer and other members of the health care team.</li> <li>• Makes appropriate formal referrals to other health care team members and other health related sectors for health consumers who require consultation.</li> <li>• Contributes to the co-ordination of care to maximise health outcomes for the health consumer.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Collaborates, consults with and provides accurate information to the health consumer and other health professionals about the prescribed interventions or treatments.</li> <li>• Demonstrates a comprehensive knowledge of community services and resources and actively supports service users to use them.</li> <li>• Reviews policies, processes, procedures based on relevant research.</li> <li>• Recognises and identifies researchable practice issues and refers them to appropriate people.</li> <li>• Distributes research findings that indicate changes to practice to colleagues.</li> </ul>
<b>Quality and Risk</b>	
<p>Adherence to Southern DHB Performance Excellence and Quality Improvement Strategy.</p> <p>Works collaboratively with Occupational Health, Quality and Risk and Infection Control to maintain organisational standards.</p> <p>Reviews and implements systems to ensure that processes to establish monitor and review the service specific standards of practice and indicators of clinical practice for nursing are established and maintained.</p> <p>Demonstrates an understanding of risk, identifying emerging risks and ensuring risk mitigation action plans are developed and followed through.</p> <p>Demonstrates a sound understanding of the Southern District Health Board quality management framework, contributing to and leading quality initiatives.</p>	<ul style="list-style-type: none"> <li>• Demonstrates competence in emergency procedures, e.g. fire, and CPR.</li> <li>• Completes Fire, CPR training and updates regularly as required by DHB's policies and procedures. Identifies, takes appropriate action and promptly reports clinical, Occupational Safety &amp; Health and security incidents.</li> <li>• Evidence of assisting in the maintenance of ward equipment and where necessary, promptly reports unsafe or malfunctioning equipment.</li> <li>• Maintains standards for safety, hygiene and medico-legal requirements.</li> </ul>
<b>Self-Management</b>	
<p>Develops logical and complete plans to resolve issues.</p> <p>Manages own time adopting a disciplined approach to establishing and following priorities of work.</p> <p>Exhibits self-confidence.</p> <p>Engages in appraisal.</p>	<ul style="list-style-type: none"> <li>• Relationships are developed and maintained with own peer group for robust peer review and support.</li> </ul>
<b>Other Duties</b>	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> <li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> <li>• You produce work that complies with SDHB processes and reflects best practice.</li> <li>• Research undertaken is robust and well considered.</li> <li>• Live and support the DHB values in everything you do.</li> </ul>
<b>Professional Development – self</b>	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> <li>• Training and development goals are identified/agreed with your manager.</li> <li>• Performance objectives reviewed annually with your manager.</li> <li>• You actively seek feedback and accept constructive criticism.</li> </ul>



Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <li><i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other.</li> <li><i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education.</li> <li><i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.</li> </ul>

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

### CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

.....  
Date

.....  
Manager

.....  
Date

## PERSON SPECIFICATION – District Nursing Pacific Island Nurse

### General Service Statement

Pacific Island Nurses provide comprehensive oversight and advocacy for Pacific Island clients' nursing care, which is co-ordinated and integrated with other health services. The service encompasses close collaboration with the Pacific Island Cultural and Advisory Trust. All nursing care delivered are culturally responsive, appropriate and are targeted to meet the needs of Pacific Island peoples.

### Primary Objectives

- To work with Pacific Island person/whanau within the Primary and Secondary Care settings inclusive of community visits, hospital, outpatient and clinic presentations with a view to improve health outcomes of PI people.
- Ensure that all services delivered to clients are done so in a culturally sensitive manner ensuring services are accessible, appropriate and meet the needs of the client.
- To strive to overcome culture, language and communication barriers if encountered
- Provide education on lifestyles/socioeconomic factors that influence positive health outcomes
- Ensure all community services are in place prior to discharge from hospital and that clients have been seen by appropriate clinical teams i.e. Diabetes/Cardiac Educators, and referred on as necessary
- Follow up and advocate as required for patients discharged to the community.
- Ensure close links with general practice and other health professionals in the community to prevent admission where possible.
- Aim to empower clients so they can manage their own health where possible and make informed decisions
- Support the development of Pacifika knowledge including a consultative role to other health professionals across Southland.
- To continue to promote and develop the Pacific Island service in collaboration with SDHB and PIACT
- To provide education and health programmes that is suitable for Pacifika people and the wider community.
- Actively participate in organisational meetings internal/external that support the PI Service

### Work Experience/Qualifications

- Registered Nurse with current Annual Practising Certificate
- Two years post registration experience in generalist nursing and/or primary care
- Current professional portfolio, or completion of same within 12 months
- Current driver license with good driving record

### Skills/Knowledge

- Having knowledge of Pacifica cultures' beliefs, values and practices
- Demonstrate a genuine interest in working in the community
- Sensitivity when dealing with clients and families, the general public and staff as appropriate
- Ability to work autonomously as well as within a team
- Excellent written and oral communication skills
- Demonstrated time management skills
- Demonstrated competence with computers
- Commitment to completing mandatory training, cultural training, and self-learning packages as required by the service and organisation within agreed timeframes e.g. IV certificate, LTVA, Tikaka orientation etc.
- Assess, plan, provide nursing intervention and document and evaluate care delivery
- Participate in the Health Assessment modules if possible
- Willingness to undertake post graduate education related to clinical issues common in the community
- Commitment to being actively involved in quality processes including audits.
- A high degree of self-motivation, willingness and self-responsibility to maintain and extend clinical knowledge, and share this with colleagues

### Attributes

- High personal, professional and clinical standards
- High personal credibility
- Excellent organisational skills
- Effective interpersonal skills to establish good relationships with clients, their families as well as colleagues within the DHB and throughout the healthcare sector
- Be flexible in duties enabling cover for annual, sick and education leave
- Commitment to personal and professional development
- Acknowledge and build on existing clinical and professional links and relationships

A reasonable level of fitness is required to cope with the demands of the job. The following denote some of the key physical requirements for the position:

- Standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery / equipment, lifting, overhead reaching, carrying, pulling / pushing, twisting, climbing / balancing, crouching / squatting, manual handling of people, other reaching plus good vision and hearing (using aides if required).