

Aotearoa New Zealand is aware of the effect of racism and discrimination on health outcomes. Several significant reports have identified how inequities in health outcomes have been related to ethnicity and racism¹. Kaiwhakaora ngangahau may experience or become aware of racism during their work. Te Poari Whakaora Ngangahau Occupational Therapy Board of New Zealand (Te Poari) has collated these resources to help practitioners in identifying racism and take steps to address and report it.

Resources to help identify and respond to racism

Ao Mai Te Rā

Ao Mai te Rā: the Anti-Racism Kaupapa is a Ministry of Health initiative to support the way the health system understands, reacts, and responds to racism in health.

Unteach Racism

The Teaching Council of New Zealand has developed a set of resources for teachers that are also useful for and applicable for health practitioners. Unteach Racism aims to support teachers, in a staged approach, to identify, confront, and dismantle racism in education.

Responding to racism

The Human Rights Commission has gathered some guidance that will help give you the tools and confidence to help eliminate racism.

Understanding bias in healthcare

The modules provided by the Health Quality and Safety Commission encourage health professionals to examine their biases and how they affect the health care they provide, their interactions with consumers, and therefore their health outcomes.

Stop institutional racism (STIR)

STIR is a nationwide network of public health professionals and activist scholars committed to ending institutional racism within the administration of the public health sector.

Formal concerns and complaints

Concerns about colleagues

If you are concerned about the conduct of another health professional or colleague, you can register a concern or complaint with your employer. You may also choose to make a complaint about their conduct to the relevant [responsible authority](#).

¹ HQSC [A window on the quality of Aotearoa New Zealand's health care 2019 – a view on Māori health equity](#)

Where a person has engaged in race-based hate speech in an online forum, [Netsafe](#) also has resources for reporting this.

Concerns about your workplace

During your work, you may become aware of workplace practices that are racist or discriminatory.

[Employment New Zealand](#) has information about how to manage racial and other harassment in the workplace.

Concerns about a service

You may also become aware of services that you feel are operating in a way that is racist or discriminatory.

Health and Disability Commission (HDC)

The HDC upholds the Code of Health and Disability Services Consumers' Rights. The HDC accepts complaints about health or disability providers and services where these rights have been infringed. These rights include:

Right 1 (3): the right to be provided with services that take into account the needs, values, and beliefs of different cultural, religious, social, and ethnic groups, including the needs, values, and beliefs of Māori.

Right 2: Right to freedom from discrimination, coercion, harassment, and exploitation

Every consumer has the right to be free from discrimination, coercion, harassment, and sexual, financial or other exploitation.

Ministry of Health

Complaints about Ministry of Health funded disability service providers or disability supports can be made directly to the Ministry. Information about making a complaint is available [here](#).

ACC

ACC are required to abide by the [Code of ACC Claimant's rights \(2002\)](#) which includes the right to have a person's culture, values, and beliefs respected. Complaints about ACC services can be made to the [ACC complaints service](#).

Mental Health District Inspectors

District Inspectors are lawyers appointed by the Minister of Health to protect the rights of people receiving treatment under the Mental Health (Compulsory Assessment and Treatment) Act 1992 (the Mental Health Act), or the Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003 (IDCCR Act).

Human Rights Commission

The [Human Rights Act 1993](#) makes it illegal to discriminate on the basis of colour, race, ethnic or national origin. A complaint can be made to the Commissioner about a provider of services that discriminates on these grounds. Information about the [Rights of Indigenous Peoples](#) can be found on their website.

Ombudsman

The Ombudsman's primary role is to investigate complaints against government agencies. They can investigate where a government agency may have behaved unfairly or practised discrimination.

New Zealand Police

Where threats of harm have been made to a person, the police should be notified.

The role of Te Poari

As the regulator for kaiwhakaora ngangahau occupational therapists in Aotearoa New Zealand, Te Poari sets the standards of ethical behaviour and competence. It is expected that all kaiwhakaora ngangahau adhere to these standards in their interactions with people receiving services, colleagues, and the public.

Competencies

- 2.3** Increase your knowledge of historical, structural and systemic barriers that have led to and continue to lead to inequitable health outcomes for Māori and apply this knowledge in your practice.
- 2.5** Apply reflective practice to identify and address conscious and unconscious bias, discrimination and racism to support you to embrace whānau tikanga.
- 4.6** Adapt your practice to meet the occupational needs and wellbeing of the people and whānau receiving your service, respecting differences in cultures, identity, ethnicity and how people relate to their natural environment.
- 4.7** Advocate for sustainable resources and services to be available or developed to meet the needs of different communities and people.

Code of Ethics

- 1.2 As an occupational therapist, you shall ensure that people receiving your services feel safe and accepted and that you are aware of the impact or potential impact of your actions, omissions or attitudes.**
 - 1.2.7** Be reflective about your own and others biases, including personal and systemic racism, bullying and sexism and discuss this with your supervisor or manager to deal with it in an appropriate manner.
- 1.3 As an occupational therapist, you shall demonstrate that the mana, tino rangatiratanga, wairua, dignity, privacy, health and concerns of people are central to service delivery.**

You shall:

 - 1.3.1** Acknowledge the holistic nature of each person, working to strengthen mana, wairua and tino rangatiratanga and practising with due care and respect for culture, SOGIESC, disabilities, needs, values and beliefs.

1.4 As an occupational therapist, you shall provide services in a fair and equitable manner ensuring people are included in decision making.

1.4.4 Advocate for occupational justice for people receiving services.

1.4.5 Document unmet needs and the actions taken to address these.

3.1 As an occupational therapist, you shall identify and report any breach of this Code of Ethics to the Board for further consideration. This includes concerns about another therapists practice or conduct.

3.4.4 Refrain from using or participating in the use of any form of communication that contains false, fraudulent, racist, discriminatory, deceptive or unfair statements or claims.

3.5 As an occupational therapist, you shall acknowledge and respect other colleagues, professionals and peers.

You shall:

3.5.1 Acknowledge and support other colleagues whose culture, SOGIESC, values and beliefs may be different from your own.