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| **Purpose** | Service users are free from any discrimination, coercion, harassment, sexual, financial or other exploitation while receiving services. |
| **Scope** | All service providers/personnel. (Additional refer to the Abuse and Neglect policy/procedure.) |
| **References** | |
| **Legislation** | [Human Rights Act 1993](http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html)  [Health Practitioners Competence Assurance Act 2003](http://www.legislation.govt.nz/act/public/2003/0048/latest/DLM203312.html) |
| **Standards** | [NZS 8134:2008 Health and Disability Services Standards](http://www.legislation.govt.nz/regulation/public/2008/0364/latest/whole.html)  NZS 8158:2012 Home and Community Support Sector Standards |
| **Information** | [Blueprint II](http://www.hdc.org.nz/media/207642/blueprint%20ii%20how%20things%20need%20to%20be.pdf)  [Challenging Stigma and Discrimination](https://www.tepou.co.nz/uploads/files/resource-assets/Lets-Get-Real-Challenging-Stigma-and-Discrimination-Essential-Level-Learning-Module.pdf) (Te Pou)  [Combatting Stigma and Discrimination](http://www.kites.org.nz/index.php?stigma_discrimination_)  [Journeys Towards Equality](http://www.likeminds.org.nz/assets/Uploads/Journeys-toward.pdf)  [Resources Stigma and Discrimination](https://www.mentalhealth.org.nz/get-help/resources/search/?topic=23&topic_only=1) |
| **Service**  **Documents** | Code of Conduct  Abuse and Neglect  Service Delivery Pathway  Complaints Management  Conflict of Interest  Professional and Work Boundaries  Disciplinary Processes |

**Anti-discrimination strategies**

[Discrimination](http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304467.html) within the context of service delivery includes:

* ethnicity
* religion
* sexual identity or orientation
* socio-economic status
* disability
* beliefs

**On-going**

**Manager/team leader**

* Internal audits to ensure implementation of named policies and procedures.
* Regular supervision.
* Membership of professional bodies.
* Service user centred approach to interventions and support.
* Staff training and education on [Consumers’ Rights’](http://www.hdc.org.nz/the-act--code/the-code-of-rights)
* Cultural awareness education.
* Employment agreements.
* Implementation of the ‘Code of Conduct’ through performance management mechanisms.
* Implementation of a service delivery model/approach that ensures discrimination free practices and relationships.

Response to discrimination by staff:

* disciplinary process
* further education
* performance management plan

**Managing Conflict of Interest**

**Throughout service delivery**

**Personnel**

* Declaring any conflict of interest or bias.
* Regular supervision.
* Internal service user record audits.
* Satisfaction surveys.
* Complaints management.
* Disciplinary processes.
* Staff induction/orientation.
* Training.
* Performance management.
* Keeping professional and work boundaries.

Conflict of interest definition:

Any situation in which an individual is in a position to:

* Exploit a professional capacity in some way for their personal benefit.
* Unfairly favour or discriminate against a service user and/or their families.
* Influence the outcome of a decision for personal benefit.

Examples:

* nepotism
* accepting bribes

**Strategies to respond to service user’s refusal or non-adherence to interventions**

**Throughout service delivery**

**Personnel**

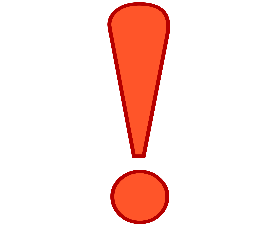
**Explore with the service user:**

* Concerns about the support or intervention.
* Good aspects and not so good aspects about the treatment/intervention.
* Alternative supports/interventions.
* Benefit and risk analysis of the support/intervention versus not having the support/intervention.
* Exploring other support/intervention settings.
* Engaging peer support services.
* Exploring with the service user their family/whanau or other supports what supports/interventions had been successful/or not in the past.

**Enabling service users to make decisions and facilitate self-determination and efficacy is contributing to wellbeing**

**Implement approaches such as (examples):**

* [motivational interviewing](http://www.motivationalinterviewing.org/)
* [open dialogue](http://www.rcpsych.ac.uk/pdf/Catherine%20Kinane%20-%20Open%20Dialogue.pdf)
* [strength based approach](http://www.ayscbc.org/Principles%20of%20Strength-2.pdf)
* [recovery approach](http://www.tepou.co.nz/supporting-workforce/lets-get-real/values-attitudes-skills#realskills)
* [Intentional peer support](http://www.intentionalpeersupport.org/)



**Service users’ finance/property/services**





**Manager**

**Throughout service delivery**

**Personnel should never:**

* Have access to the service users’ bank accounts.
* Have access to the service users’ pin-numbers to access money.
* Use service users’ credit card.
* Use service users’ mobile phone for their own purposes.
* Loan money or property from a service user.
* Exchange property.

**The service (options):**

* Informs the service user that the service does not take responsibility for the service users finances and/or property.
* Completes an indemnity statement.
* Suggests the use of a [power of attorney](http://www.cab.org.nz/vat/gl/roi/Pages/PowersofAttorney.aspx) to manage service users’ finances and property if the service user is not able to.
* Provision of safe storage of the service users’ property.

**Personnel should never:**

* Engage service users in providing a service to them.
* Hire service users to perform jobs for them.
* Instruct service users who to vote for.
* Coerce service users not to lodge a complaint.
* Coerce service users not to report adverse events.
* Exchange favours.

**Consequences for non-adherence depending on the severity of inappropriate behaviour:**

* dismissal
* suspension
* disciplinary processes
* report to the relevant professional body
* performance management

# Consultation

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| Group/Role | Date |
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