

01 February 2019



Re Official Information Request for Auckland DHB complaints to the Health and Disability Commission

I refer to your official information request of 4 December 2018 for the following information:

According to the Health and Disability Commissioner there were four complaints this year to Auckland DHB regarding discrimination. It's more than any other district health board in the country this year.

- 1. What were the specific discrimination complaints in regards to?**
- 2. How did the DHB respond to the complaint?**
- 3. What is the general policy at Auckland DHB in regards to responding to complaints about discrimination?**
- 4. What were the ethnicities of the people who made these complaints?**
- 5. How is the DHB actively assessing staff cultural competency?**

You have provided the OIA response from the HDC which is the basis for your statement as to complaints about discrimination by ADHB. I would note that the response from the HDC lists complaints made to the HDC, not complaints made to ADHB. None of the complaints that have been referred to ADHB for 2017-2018 by the HDC have been classified by ADHB as being in regard to discrimination.

That may be a result of the two organisations having differing methodologies, or because the complaint was not validated by the HDC or because complaints regarding discrimination do not fall within the jurisdiction of the Health and Disability Commissioner, rather they are made to the Human Rights Commissioner. The HDC may not therefore have referred discrimination complaints to ADHB.

Accordingly, questions 1, 2 and 4 are not relevant.

3. What is the general policy at Auckland DHB in regards to responding to complaints about discrimination?

Under its general policy ADHB complies with the law and does not discriminate on the grounds of race, sex, sexual orientation, religious belief, age, body size, marital status, country of origin or disability. In relation to consumers, our policy is administered by the Auckland DHB Consumer Liaison Team.

If an employee feels they have been discriminated against by the employer, the law provides for such complaints to be made to the Human Rights Commissioner. Auckland DHB has not been advised of any complaints made to the Commissioner.

A discrimination complaint by a staff member that they are have been, or feel they have been, discriminated against as part of their employment, is managed by their relevant manager as an HR issue.

5 How is the DHB actively assessing staff cultural competency

Auckland DHB has an active cultural competency programme and more recently Auckland DHB launched a special educational phone app titled 'ĀkeĀ ke) which has been widely picked up.

I trust this information answers your questions.

You are entitled under the Official Information Act section 28(3) to seek a review of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully



Ailsa Claire, OBE
Chief Executive

Overview of Cultural Competency Programmes – Auckland DHB

Course Name	Course Objective	Course Delivery & Details
Bicultural - Treaty of Waitangi in Practice	Improve the health of Maori by ensuring health practitioners have a clear understanding of how the health of Maori people has changed since the signing of the Treaty of Waitangi. An understanding of the bicultural relationship between the United Kingdom Crown and hapu Maori is provided along with how the principles of the Treaty were derived and how these principles can be applied in the workplace.	Full day face to face workshop <i>Mandatory for employees new to New Zealand</i>
Bicultural - Tikanga in Practice	To provide a basic understanding of how tikanga applies within the New Zealand health setting and how this knowledge will provide optimal benefits to Māori whānau and health practitioners through the health services provided.	Full day face to face workshop <i>Mandatory for employees new to New Zealand</i>
Understanding Tikanga Best Practice eLEARN	This course for Tikanga recommended best practice occurs within the context of ADHB Policy. This includes appropriate protocols and clinical practice guidelines to support the delivery of optimal patient care. It is expected that clinicians, managers, supervisors and people at all levels who need to be able to respond to Māori patients and whanau more effectively and with greater confidence will complete this course. If you are ill-informed on the provisions of Tikanga best practice, service users may be treated inappropriately. Therefore, it is important that you are confident about your understanding of Tikanga best practices. Meeting the achievement standard of the test will give you this confidence and show that you understand the core aspects .	Online via Ko Awatea LEARN <i>Mandatory for all employees</i>
Treaty of Waitangi eLearn	This course is about understanding the implications of the Treaty of Waitangi and what this means for health professionals.	Online via Ko Awatea LEARN <i>Mandatory for all employees</i>
Engaging Pasifika Online	The course is designed to develop skills that will improve all health workers ability to better engage with Pacific patients, families and communities.	Delivered online through learn.org.nz platform <i>Optional learning</i>
CALD Programmes (Culturally & Linguistically Diverse)	CALD courses exist to improve cross-cultural interactions and understanding between health practitioners and CALD patients/families; between staff, as well as between manager and staff. To ensure equitable and quality healthcare for the culturally and linguistically diverse (CALD) migrant and refugee patients and families from Asian, Middle Eastern, Latin American and African backgrounds. Courses are available for all Auckland DHB employees online and we have 20 face to face courses scheduled for 2019. More information on the range of online and face to face courses can be found at https://www.ecald.com/ .	Online and face to face workshops <i>CALD 1 mandatory for all employees</i>