

CODE OF PRACTICE

Purpose

The purpose of this code¹ is to summarise the behavioural standards required of people engaged by Tautoko Tāne Aotearoa (TTA) or any of their accredited Member Organisations ('TMO') in delivering support services for male survivors of sexual violence and/or their family/whanau.

People engaged may include peer workers, counsellors, social workers and/or other healing services and other frontline and administrative staff ('service providers') who may be engaged as trustees, employees, contractors, consultants or volunteers.

Context

The ambition of TTA is to provide appropriate high-quality support services that are focussed on hope and recovery and embrace a relational, strength-based approach in developing mutual, trust-based relationships that enable and support survivors on their journey towards wellbeing.

Irrespective of the type of support service involved, this code recommends that all service providers should also appreciate the principles and practices of Purposeful Peer Support Aotearoa (PPSA - [refer https://PPSAa.nz/](https://PPSAa.nz/)). Understanding the focus and intent of this framework, with its emphasis on the 'lived experience' wheako o te ora of peer workers hoa mahi, is important in enabling an effective alignment and integration of peer support and other support services ratonga tautoko.

¹ This TTA Code of Practice integrates and replaces the TTA Code of Ethics and the TTA Code of Conduct

TIKANGA WHAKAHĀNGAI MAHI

Pūtake

Ko te pūtake o tēnei tikanga ki te whakarāpopoto i ngā paearu whanonga o ngā tāngata o Tautoko Tāne Aotearoa (TTA), me hō rātou Kāhui Tūhonohono whai rēhitanga rānei ('TMO'), ki te tuku i ngā ratonga tautoko ki ngā morehu tāne i whakawetihia e ngā pāwhera, waihoki o rātou whānau.

Ko ngā tāngata e kuhu ana, he hoa mahi, he kaiarataki, he kaimahi papori, he ratonga whakahaumanu, he kaimahi i te aroaro me ōna poutari ('ngā ratonga') e kuhu ana hei tarati, hei kaimahi, hei kaipupuru kirimana, hei mātanga, hei kaitūao rānei.

Horopaki

Ko te awhero o TTA ki te tuku i te kairangi o te tautoko tika mā ngā ratonga e aro ana ki te tūmanako i te whakahaumanu me te rāhiri i ngā hononga, waihoki te hononga whakapūmau i roto i te whanake i te whanaungatanga pono, e poipoi ana, e turuturu hoki ana i ō rātou ara ki te orange pai.

Ahako te momo tautoko i te whakarato, ko tā te tikanga nei he whakahau i ngā ratonga katoa ki te whakaaro pai ki ngā uara me te whakahāngai mahi i Te Whakaoranga mā te Taunaki Aropā. Mā te mārāma ki te aro ki te pūtake o tēnei tāhuhu, me tōna aropū ki te wheako o te ora o ngā hoa mahi, ka mātua rā te āhei i tētehi taunaki aropā e hāngai kaha ana tōna kuhu ki ngā mahi hoa taunaki me ērā atu ratonga tautoko.

Ka whenumitia, ka ngaromia te TTA Code of Ethics me te TTA Code of Conduct e tēnei Tikanga Whakahāngai Mahi TTA.

The PPSA framework also includes a relationship cycle that provides the potential for a common approach to the provision of support services to engage with survivors on their journey towards wellbeing. Whether the service provided is peer support, social work, counselling or other healing services, the 'four seasons' of relationship model provides a helpful way of approaching the development of an effective relationship with survivors.

- Building connection (Winter)
- Celebrating strengths (Spring)
- Navigating challenges (Summer)
- Reflective learning (Autumn)

Practical objectives

This code is intended to:

- educate all those involved with TTA or a TMO regarding the behaviours required of all service providers interacting with male survivors and/or their family/whānau
- encourage and enable service providers to operate purposefully, collaboratively, and professionally; and to evaluate and regulate their own practices and behaviours
- assist service providers and those managing and governing the provision of these services to address sub-standard behaviour

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He huringa whanaungatanga hoki tō te tāhuhu PPSA e whāriki ana i te pitomata o te whakaarotahi ki te whakarato i ngā ratonga tautoko ki te tūhono i ngā morehu ki te ara whakahaumanu i te oranga pai. Ahakoa te ratonga ka tuku, pērā i te taunaki aropā, i te mahi papori, i te hui whakaora, i ētehi atu ratonga whakaora rānei, ko tā te tauira o ngā kaupeka e whā whāriki i tētehi rautaki tautoko i te aro ki te whanaketanga o tētehi hononga pai ki ngā morehu.

- Poipoi hononga (Hōtoke)
- Whakatairangi kaha (Kōanga)
- Puta i ngā taero (Raumati)
- Whaiwhakaaro (Ngahuru)

Whāinga tikanga

Ko te whāinga o tēnei tikanga ki te:

- whakaako i te katoa i whai wāhi ana ki TTA, he TMO rānei, e pā ana ki ngā whanonga tika o ngā ratonga katoa e mahi tahi ana ki ngā morehu tāne me ō rātou whānau hoki.
- whakahau me te āhei i ngā ratonga ki te whakahaere i tōna hoaketanga, mā te mahi tahi, me te ngaio hoki; he arotake me te whakatina hoki i ō rātou ake tikanga me ō rātou ake whanonga hoki
- rangaranga i ngā ratonga me rātou hoki e whakahaere ana i te whakawhārikitanga o ēnei ratonga ki te aro ki ngā whanonga kinikini

Ōna kiko

Ngā pou TTA e toru

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Hei ā whea mōhio ai tātou kāore i eke ki te paearu whanonga

1 | The three TTA operating principles

To provide effective support services, TTA relies on all service providers behaving purposefully, collaboratively, and professionally². These three operating principles (*pou*), helpfully group TTA behavioural standards.

Purposeful	Always 'on purpose' Putting survivors first and always acting in their best interests; always seeking ways to improve their wellbeing.
Collaborative	Always collegial Building meaningful relationships based on mutual value, trust, and respect; working together to achieve wellbeing.
Professional	Always ethical, open, and honest Acting authentically and with integrity; aspiring to the highest standards of professional practice.

2 | Cultural context

Our cultural context in Aotearoa New Zealand incorporates a deep respect for the status of Māori as our nation's indigenous people (*tangata whenua*, 'people of the land').

Accordingly, in Aotearoa New Zealand

- operate in a culturally appropriate manner while recognising the diversity within the Māori population

² It is important that these operating principles are viewed as an integrated behavioural framework = purposeful + collaborative + professional – to

1 | Ngā pou TTA e toru

E ai ki a TTA me whakatinana i te hoaketanga, i te mahi tahi me te ngaio kia whai hua te whāriki i ngā ratonga tautoko. Ka kāpuia ngā paearu whanonga o TTA ki ēnei pou e toru.

Hoaketanga	'Ka hoake' i ngā wā katoa Ko ngā morehu kei te ihu o te waka whakaora ā e tōtika ana te urungi kia hāngai te ara ki ō rātou hiahia; kei te tiro tātaia te arorangi me ōna tohu whakaora.
Mahi tahi	Ka mahi tahi i ngā wā katoa. He whakatū i te whare o te whanaungatanga i runga anō i te aro ki te hā o ia tāngata, i runga i te whakautu; he mahi tahi ki te whai oranga.
Ngaio	Ka whai tikanga, ka tūwhera te ngākau, ā, he pono i ngā wā katoa He pono, he whai mana te āhua; ko te kairangi i te ngaio o ngā mahi.

2 | Horopaki ahurea

Hohonu ake nei tō mātou whakautu i te iwi Māori, arā, i te tangata whenua o Aotearoa nei, i tō mātou horopaki ahurea.

Ko tōna tikanga, i Aotearoa nei, ko tā ngā ratonga he:

- whakahaere tika e ai ki te ahurea, me te whai whakaaro ki ngā rerenga kētanga i te ao Māori

embrace the relational intentions of all three pou working together

- understand that The Treaty of Waitangi (and associated legislative changes) is the basis for the principles of Māori protection and participation, and of partnership between Māori and non-Māori
- have some understanding of te ao Māori (the Māori world) and can state and use bicultural practice models
- promote the rights of Māori to use Māori service providers and/or bicultural practice models to protect the integrity of Māori as tangata whenua
- promote access to services that meet the needs of Māori survivors and their whānau
- endeavour to ensure supervision is culturally relevant if the supervisee is Māori
- mārāma ki Te Tiriti o Waitangi (ngā panonitanga ture here) me te tūāpapa ki ngā uara o te manaaki me te āhei i te Māori, waihoki ko te whananaungatanga i waenga i a Māori me hērā atu ahurea
- whai māramatanga ki te ao Māori me te āhei ki te whakamārāma me te whakamahi i ngā tauira tikanga-rua
- whakatairanga i ngā mōtika o te Māori ki te whakamahi i ngā ratonga Māori me ngā tauira tikanga-rua rānei ki te whakahaumarū i te mana Māori i tōna mana tangata whenua
- whakatairanga i te tomonga ki ngā ratonga e hāngai ana ki ngā āhuratanga ka pā ki ngā morehu Māori me ō rātou whānau
- ngana ki te whakarite i te tikanga atawhai kia hāngai te ahurea mehemea he Māori te morehu

Relationships with indigenous people differ across the world but given the critical need for mutual respect in the delivery of services to male survivors, it is essential that service providers operate in a manner that respects the culture and rights of all people.

In Aotearoa we have particular regard for the cultural practices of our Pasifika people while recognising that this collective identity includes several different nations, each with their own individual culture. However, we must also have an equal regard for the cultural practices of male survivors of other ethnicities that seek our support services.

He rerekē ngā hononga i waenga i ngā iwi taketake o te ao, heoi anō nā runga i te whai take me ōrite te whakaute i roto i ngā ratonga ki ngā morehu tāne, me mātua aro ngā ratonga ki te whakahaere mā te whakaute i te ahurea me ngā mōtika o ngā tāngata katoa.

I Aotearoa nei, e whai whakaaro hoki ana mātou ki te ahurea o ngā iwi o Te Moana-nui-a-Kiwa i runga anō i te mōhio he maha noa atu ngā iwi e mau ana ki ō rātou tikanga ahurea, ahakoa ka kotahi mai tēnei kano tuakiri. Heoi anō, me ōrite hoki tō mātou kōtua i ngā tikanga ahurea o ngā morehu tāne nō ahurea kē, e aru ana i ō mātou ratonga.

3 | Behaving purposefully

Purposeful	<p>Always 'on purpose'</p> <p>Putting survivors first and always acting in their best interests; always seeking ways to improve their wellbeing.</p>
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Service providers are purposeful and hopeful

TTA and TMO support services are powered by the belief that everyone has strengths and the potential to build a meaningful life.

Accordingly, service providers:

- encourage and support survivors to find their own recovery goals and path to living a life of meaning and purpose
- acknowledge that life is punctuated by setbacks
- acknowledge the value of life experiences that enables service providers with lived experience to purposefully and thoughtfully sharing stories from their own lives for the benefit of survivors they are supporting
- demonstrate their belief that positive change towards wellbeing is possible for everyone by encouraging survivors to have dreams and goals that are personally meaningful
- demonstrate their belief that it is possible to develop strengths in the face of adversity by focussing on the hard-earned strengths of themselves and survivors they are supporting

Service providers workers act in the best interests of survivors

TTA and TMO support services are founded on service providers acting in the best interests of survivors.

3 | Tōna hoaketanga

Hoaketanga	<p>'Ka hoake' i ngā wā katoa</p> <p>Ko ngā morehu kei te ihu o te waka whakaora ā e tōtika ana te urungi kia hāngai te ara ki ō rātou hiahia; kei te tiro tātaia te arorangi me ōna tohu whakaora.</p>
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He hoaketanga tō ngā kaiwhakarato i te nui o te manako.

E whai kaha ana ngā ratonga o TTA me TMO i runga anō i te whakapono ki te māia me te pitomata i te whakatupu oranga pai.

Ko tā ngā kaiwhakarato he:

- akiaki me te titoko ake i ngā morehu ki te whakakite i ō rātou ake whāinga me tō rātou ake ara ki te oranga whai tikanga
- whakamana i ngā toimahatanga i te ora
- whakamana i ngā uara i roto i ngā wheako o te oranga, e āhei ai ngā kaiwhakarato kua whai wheako hoki ki te tuku i ō rātou wheako i tō rātou oranga, hei āwhina i ngā morehu e hāpaitia ana e rātou
- whakaatu i tō rātou whakapono ki te whakapai ake i te oranga o ia tangata mā te whakakipakipa i ngā morehu ki te moemoeā me te whakarite whāinga e whai take nui ana ki a rātou anō
- whakaatu i tō rātou whakapono ki te whakarite i ngā momo rautaki mā te aro ki ngā kaha katoa kei roto i a rātou anō, waihoki i ngā morehu e hāpaitia ana e rātou

E hāngai ana te kawenga o ngā kaiwhakarato ki tō ngā morehu pānga

E whai kaha ana ngā ratonga o TTA me TMO i runga anō i te whakatauiria a ngā kaiwhakarato i te hāngai o ngā mahi ki ngā morehu.

Accordingly, service providers:

- act in support of the right of survivors to make free choices about their lives and care (self-determination) or, if a survivor’s capacity and/or circumstances limit this right, act in other ways to protect the survivor’s rights and welfare
- advocate for, and act in accordance with, the human, legal, and civil rights of survivors, including by making themselves and the survivors they are supporting aware of relevant legislation (such as human and cultural rights, privacy, and confidentiality)
- take preventative action if a survivor’s behaviour is harmful to themselves or others

In situations where distress or harm to a survivor is possible, service providers examine all possible avenues to minimise harm and achieve positive outcomes.

4 | Behaving collaboratively

Collaborative	Always collegial Building meaningful relationships based on mutual value, trust, and respect; working together to achieve wellbeing.
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Service providers build mutual relationships with survivors

TTA and TMO support services expect the development of authentic, trust-based relationships between service providers and survivors. Close, supportive, and nurturing connections are essential in enabling and supporting survivors to move towards wellbeing.

Ko tā ngā kaiwhakarato he:

- whakatauiria mā te tītoko i te mōtika o ngā morehu ki ngā kōwhiringa e hāngai ana ki te oranga me te manaaki (mana motuhake) i a rātou, mēnā rānei he uaua te whakatutuki i tēnei i runga anō i ngā āhukatanga kei runga i te morehu, me whai ara hōu ki te tiaki i ngā mōtika me te oranga o te morehu
- tū hei māngai, me te whakatinana hoki i te mana tangata, i te ture, me ngā mōtika tangata o te morehu, waihoki te āta rangahau me te āta whakamārama i ngā ture e hāngai ana ki te morehu (pērā i ngā mōtika o te tangata me te ahurea, me te noho matatapu hoki)
- whai i ngā ara ki te aukati i ngā whanonga e tūkinu ana i te morehu ake, i ētehi atu rānei

I ngā wā toimaha, i ngā wā ka tūkinu rānei i te morehu, ka āta tirohia e ngā kaiwhakarato ngā ara katoa ki te whakamauru i te mamae me te whai i ngā hua pai katoa.

4 | Tōna mahi tahi

Mahi tahi	Ka mahi tahi i ngā wā katoa He whakatū i te whare o te whanaungatanga i runga anō i te aro ki te hā o ia tāngata, i runga i te whakaute; he mahi tahi ki te whai oranga.
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Ka whakatūria te whare o te whanaungatanga mō ngā morehu e ngā kaiwhakarato

Ko te whanaketanga o te tūturu me te pono o ngā hononga i waenga i ngā kaiwhakarato me ngā morehu te whāinga o TTA me TMO. He mea nui te whai hononga tata, hononga tautoko, me te hononga poi-poi, ki te whakarewa me te tītoko i ngā morehu i te ara whakahaumanu ora.

Accordingly, service providers and survivors (and their family/whānau):

- take time to get to know each other, and to learn what is important to each other
- expect they will see some things differently and are genuinely interested in how each other has come to understand the world as they do
- acknowledge a mutual sense of responsibility for the relationship, co-creating a connection that has value to each party

Service providers build and maintain trust and confidence with survivors they are supporting

Because trust is integral to any relationship, service providers:

- never abuse a position of trust for financial or personal gain or for any reason
- ensure that the difference between professional and personal involvement with survivors is explicitly understood and respected³

³ To maintain personal and professional boundaries, service providers must not engage in or encourage intimacy, including behaviours or comments which might reasonably be interpreted as being a sexual advance, with survivors (or anyone close to them) throughout the professional relationship and for at least two years following its termination.

E tika ana kia whai wāhi ngā kaiwhakarato me ngā morehu (waihoki o rātou whānau) ki te:

- rongo i te wā e tika ana ki te whakawhanaunga, me te ako hoki i ngā āhuatanga motuhake o ia tāngata
- kawatau e rerekē pea ana ētehi o ngā mea e kitea ana e rātou, waihoki e whakaaro nui ana ia tāngata ki ngā māramatanga i ngā tirohanga o tēnā ki te ao
- whakanui i te haepapa o ia tāngata ki te hononga, me te aha e hono ngātahi ana ia tāngata i te whāriki whai hua

Ka whakapakari, ka tāmau hoki ngā kaiwhakarato i te whakaponono me te māia ki roto i ngā morehu e hāpai atu ana rātou:

He mea nui te whakaponono ki te hononga, nā reira ko tā ngā kaiwhakarato:

- he kore takahi i tētehi tūranga ki te whai pūtea, ki te whai hua ake rānei, ahakoa te take
- he mātua whakaū i te mārāma me te whakaute i te rerenga kētanga o te ngaio me te piri motuhake ki te morehu

Me kauhā ngā kaiwhakarato e kuhu, e whakahau rānei ki te tino whakatata atu, waihoki te whakatinana i ngā whanonga, te whiu rānei i ngā kupu e whakatinana ana i te whakaipoipo ki ngā morehu (ki ngā tāngata e tino tata ana ki a rātou hoki) i te roanga o te hononga ngaio, neke atu rānei i te rua tau i te otinga o te hononga ngaio.

Service providers respect the dignity and personal and cultural values of survivors

Given the critical need for mutual respect in the delivery of TTA and TMO services, it is essential that respect for a survivor's personal and cultural values is overtly practiced by service providers

Accordingly, service providers:

- take time to understand the personal and cultural identity of a survivor, and take steps to develop cultural competence as required to respond respectfully in support of the survivor's *mana* (dignity) or cultural wellbeing
- consider their own identity, and take care not to allow any personal beliefs to negatively impact the quality of the support services they provide
- show respect for every survivor's intrinsic human value and uniqueness, and for the diversity between and within different cultures, including diversity of ethnicity, disability, economic status, age, sexuality, gender, faith, and beliefs

Service providers embrace collaboration – with colleagues, with survivors, and between survivors

Collaborative learning enables both survivors and the service providers to grow their ability to develop and maintain meaningful relationships with others. Accordingly, service providers foster collaborative learning that enables both service providers and survivors to learn from and with each other, to learn from sharing past experiences, and to create new understandings from their interactions.

Ka whakaute ngā kaiwhakarato i te mana me ngā mātāpono ahurea ake o ia morehu

He mea nui ki te whakaute i ngā mātāhuapono ake me ngā mātāpono ahurea o te morehu k roto i ngā tikanga a te kaiwhakarato, tā te mea he whāinga matua te taurite o te whakaute i ngā ratonga o TTA me TMO.

Ko tā ngā kaiwhakarato, he:

- whakawātea i a rātou anō ki te whai māramatanga ki te tuakiri ake me te tuakiri ahurea o ia morehu, waihoki te whai i te ara ki te whakapakari i te mōhio ki te ahurea e hāngai ana ki te whakaute i roto i ngā āhuatanga taunaki i te mana i te ora rānei o tōna ahurea
- whai whakaaro ki tōna ake tuakiri, me te atawhai hoki i a rātou anō kia kaua ngā whakapono o tāngata kē atu e pākaha i te pai me te tika o ngā ratonga tautoko ka āhei e rātou
- whakaatu i te whakaute i te mana tangata me te mana āhua ake o ia morehu, waihoki te kanorau i waenga, i roto hoki i ngā ahurea rerekē, pērā i te kanorau o ngā mātāwaka, o ngā hauā, o te mana ohanga, o ngā reanga, o ngā hōkakatanga, o ngā ira, o ngā hāhi me ngā whakapono hoki

Ka tauawhi ngā kaiwhakarato i te mahi tahi - ki ngā hoamahi, ki ngā morehu, i waenga hoki i ngā morehu

Mā te ako tahi e āhei ai ngā morehu me ngā kaiwhakarato ki te whakatupu i tō rātou pūkenga ki te whakawhanake me te pupuru ki ngā hononga pūmau ki tāngata kē atu. Ka whakahau ngā kaiwhakarato i te ako tahi kia pai te ako a ngā kaiwhakarato me ngā morehu i a rātou anō, ki a rātou anō hoki, arā, he ako mā te tāutuutu ki ngā wheako, me te whakatupu māramatanga mā te whakawhanaungatanga.

Service providers also work collegially to share knowledge and experience, and to enhance and support professional development.

5 | Behaving professionally

Professional	<p>Always ethical, open, and honest</p> <p>Acting authentically and with integrity; maintaining the highest standards of professional practice.</p>
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Behaving professionally means working responsibly, and skilfully, and diligently.

Integrity is at the heart of purposeful support services

Acting with integrity – doing the right thing – makes effective support services possible by fostering trust and reliability in relationships.

Service providers, and everyone involved with the provision of TTA and TMO services, must act with integrity.

In addition to treating others with respect, acting with integrity means service providers must:

- be honest
- be fair⁴ and equitable⁵
- be reliable (keeping promises)
- maintain personal and professional boundaries
- avoid or declare conflicts of interest (see below)

⁴ **Fairness** recognises that all persons are entitled to benefit equally from support services, and requires service providers to operate even-handedly, showing no bias or favouritism towards any survivor

⁵ **Equity** recognises that we don't all begin in the same place in society, and requires service providers to determine and enact appropriate responses to inequity, such as when a survivor has to expend more effort to achieve the same goals as another member of society.

Ko te tika e mea ana he ōrite te āheinga o ngā

Ka mahi tahi ngā kaiwhakarato ki ngā hoamahi ki te whakawhiti mātauranga me ngā wheako, ki te whakapakari me te tautoko hoki i te whanaketanga ngaio.

5 | Tōna ngaio

Ngaio	<p>Ka whai tikanga, ka tūwhera te ngākau, ā, he pono i ngā wā katoa.</p> <p>He pono, he whai mana te āhua; ko te kairangi i te ngaio o ngā mahi.</p>
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Ko te tikanga o te ngaiotanga ko te whakatinana haepapa, ko te kairangi o te mahi, me te upoko pakaru.

Ko te pupuru ki te mana te toi o ngā ratonga taunaki whakaoranga

Ko te rangatira o ngā mahi – te mahi tika – e whai hua ai ngā ratonga tautoko mā te whakatupu i te whakapono me te tika ki ngā hononga.

Me rangatira te kawenga o ngā kaiwhakarato me te katoa e whai wāhi ana ki te tuku i ngā ratonga o TTA me TMO.

Hei āpitianga ki ngā tikanga whakaute i te tangata, ko te rangatira o te kawē o ngā kaiwhakarato i te mana e pēnei ana:

- me pono te kawē
- me taurite te kawē
- me ū ki te kupu
- me ū ki tō taiepa
- me ū ki ērā atu o ō haepapa, arā, me whakamōhio he aha ngā tūranga tukituki (tirohia i raro iho nei)

tāngata katoa ki ngā ratonga tautoko, waihoki me tuku ngā kaiwhakarato i ngā whakahaerenga e ōrite ana ngā kawenga, kāore he aukati, kāore e aro kē ana ki tētehi morehu motuhake ake rānei.

Ko te mana taurite e mea ana kāore ō tātou ōrokohanga i te ōrite, waihoki me whakautu ngā kaiwhakarato ki te whakatau me te whakatinana i te tika, pērā i te wā ka whakapau kaha te morehu ki te whakatutuki i ngā whāinga e pērā ana ki tētehi atu tangata kē.

- respect privacy and maintain confidentiality (see next page) **me**
- take responsibility for their own decisions and actions
- work safely, protecting themselves and others from unnecessary risks including risks to relational safety **me**
- work in accordance with the law
- do no harm
- whakaute i te noho manatapu (tirohia te whārangi e whai ake nei)
- nō rātou ake te mate i hua i ō rātou kōwhiringa, i ā rātou mahi rānei
- me haumarū te mahi, arā, me tiaki i tōna ake ora me te ora o ērā atu tāngata, waihoki ngā mate ka pā ki ngā hononga whanaungatanga
- me ū ki te ture
- me kua e whakamamae

Service providers avoid or declare conflicts of interest

For service providers, a conflict of interest is a situation in which one their interests (such as commitments, obligations, relationships, investments) is 'in conflict' with their work.

To ensure their interests do not negatively impact survivors, service providers:

- avoid dual or multiple relationships and other conflicts of interest, when possible and develop the skills to navigate and manage these relationships when they are unavoidable (e.g. in peer support services)
- discuss potential or actual conflicts of interest with their peers

discuss potential or actual conflicts of interest with their manager (or another senior colleague) to try and find ways to navigate and manage the conflict. If the conflict cannot be resolved, end the survivor relationship and appropriately refer the survivor to another service provider

Ka ū ngā kaiwhakarato ki ērā atu haepapa ōna me te whakamōhio i ngā tūranga tukituki

Ko tētehi āhuatanga e tukituki ana ki ngā tikanga o te mahi (pērā i ō rātou ake here, i ō rātou ake haepapa, i ō rātou hononga, me ngā whakapaunga pūtea) ētehi tūranga tukituki e hāngai ana ki te kaiwhakarato.

Kia kore ai ngā morehu e pākaha kinotia e ō rātou kōwhiringa, ko tā ngā kaiwhakarato, he:

- aukati i ngā hononga takirua, takimaha rānei, me ērā atu tūranga tukituki, i ngā wā katoa mā te whakatupu i ngā pukenga ki te urungi me te kawē i ngā hononga katoa tē taea te karo (pērā i ngā ratonga taunaki aropā)
- whakawhitiwhiti i ngā tūranga tukituki ake, i ngā tūranga ka ara ake pea, ki ērā atu tāngata

whakawhitiwhiti i ngā tūranga tukituki ake, i ngā tūranga ka ara ake pea, ki ō rātou kaiwhakahaere (ki tētehi hoamahi pakeke rānei) ki te kimi rautaki ki te whakaterere me te kawē i te raru. Ki te kore e ea te raru, me oti te piringa tāmatemate, kātahi ka tika te tono i te morehu ki tētehi atu kaiwhakarato

Service providers maintain personal and professional boundaries

For service providers, recognising and respecting the mutuality of the relationship is of paramount importance.

To assure the intended equality of the relationship, service providers:

- never act in a manner that reflect a position of power in the relationship
- avoid and disengage from any coercive behaviours that could be interpreted as bullying or harassment of any kind

Ka ū ngā kaiwhakarato ki ō rātou taiepa

E ai ki ngā kaiwhakarato, ko te kite me te whakaute i ngā ōritenga i roto i te whanaungatanga te mea nui

Ko tā ngā kaiwhakarato he whakaū i te tauritenga i te whanaungatanga e whāia ana, mā te:

- kore whakaatu i ngā āhuatanga e whakateitei ana i a ia i taua whanaungatanga
- whakaiti me te aukati i ngā whanonga whakakotiti, e ōrite ana ki te whakatumatuma me ngā āhuatanga whakaweti rānei, ahakoa tōna āhua

When a survivor is unable to give informed consent

If the inability is because they are unable to fully understand and/or communicate their decision, service providers take reasonable steps to determine the survivor's views and to seek consent from a person legally empowered to provide consent on the survivor's behalf.

If the inability is due to diminished capacity, service providers ask to sight relevant legal documents, such as an enduring power of attorney and its activation document.

Tē taea e te morehu te tuku whakaaetanga ā-waha

Mā ngā kaiwhakarato e whai māramatanga ki ngā tirohanga o te morehu me te kimi whakaaetanga i tētehi tangata e whai mana ā-ture ana ki te tū hei māngai mā te morehu, mehemea tē taea e ia, nā runga i te kore āhei ki te whakamārama, ki te whakaputa rānei i ō rātou kōwhiringa.

Mēnā kāore e whai kaha ana, ka tonono ngā kaiwhakarato ki te pānui i ngā pepa kua whakamanahia ā-ture, pērā i te tiwhikete whakamana māngai me tōna pepa whakamana.

Service providers respect privacy and maintain confidentiality

TTA and TMO service providers are entrusted with information that should normally remain private. Maintaining confidentiality shows respect for survivors and their families/whānau.

Accordingly, service providers

- clearly explain to survivors (and their families/whānau or guardians, if appropriate and consented) who will be able to access their client records, and any foreseeable circumstances in which their information would need to be disclosed to a third party
- treat information gained during the service provider/survivor as confidential information, and use it for professional purposes only
- carefully take measures to ensure that
 - privacy during consultations, and when in public, and when on social media
 - (whenever possible) survivors are the primary source of information about themselves and their needs, and they can check the accuracy of that information
 - electronic records and other information about survivors are stored securely
- maintain confidentiality from first contact throughout the professional relationship and beyond
- do not disclose confidential information without informed consent, unless:
 - for the safety of the survivor, those associated with the survivor, or the public
 - due to diminished capacity, or legal requirement

Ka whakaute, ka ū hoki ngā kaiwhakarato ki noho manatapu

Ka tukuna ngā mōhihioki ki ngā kaiwhakarato TTA me ngā TMO i roto i te ngākau pono ka noho manatapu. Ko te ū ki te manatapu te tohu o te whakaute i te morehu me ō rātou whānau.

Ko tā ngā kaiwhakarato, he

- mārama te whakamahuki atu ki ngā morehu (me ō rātou whānau, ō rātou kaitiaki rānei, mēnā e tika ana, e whakaae hoki ana) e āhei ana ki te tiki atu i ō rātou pūrongo kiritaki, me ērā atu āhuatanga e tika ana kia whakamōhio atu i ngā mōhihio ki tētehi rōpū o waho
- tiaki i te mana nohotapu o ngā mōhihio i riro e pā ana ki te kaiwhakarato/morehu, me te whakamahi i ngā take ngaio noa iho
- āta whai i ngā ara ki te whakarite
 - mana nohotapu i ngā hui, i te wā hui i ngā wāhi tūmatawhānui, i runga hoki i ngā pae pāhotanga pāpori
 - (ahakoa te aha) i ngā mōhihio motuhake katoa o te morehu e pā ana ki a rātou anō me ō rātou ake hiahia, waihoki tō rātou āhei ki te whakatikatika i aua mōhihio
 - kia tiakina ngā pūrongo matihiko me ērā atu mōhihio e pā ana ngā morehu
- pupuru ki te noho manatapu mai i te tūtakitanga tuatahi ki te mutunga rā anō o te hononga ngaio, ā haere ake
- kore tuku i ngā mōhihio noho manatapu ki te kore e whakaaetia ana, heoi anō:
 - mō te haumarutanga o te morehu, me rātou hoki e whai hononga ana ki te morehu, ki te marea rānei
 - e kore e taea, e whai take ture rānei ana.

Service providers communicate clearly and openly

Clear communication is essential for the provision of any personal service and is essential for gaining informed consent for any proposed support service.

Accordingly, service providers:

- use clear, understandable, and respectful language when talking with and about others
- practice reflective listening to ensure that both parties understand what has been communicated
- seek the services of a competent interpreter (wherever possible) when needed to ensure comprehensibility
- discuss with survivors the overall aim, extent, and nature of intended support services (providing sufficient information to enable the survivor to make a well-informed decision)
- inform survivors, where relevant, of the availability of other relevant services
- inform survivors of how to make a complaint if they are unhappy with the service they are receiving
- keep clear and accurate records, which they make at the time events occur, or as soon as possible afterwards

He mārama, e tūwhera hoki ana ngā kaiwhakarato i te wā kōrerorero

He mea nui te mārama o te kōrero ki te tuku i ngā ratonga motuhake ake, me te aha e whai hua ana i te wā o te whai whakaaetanga ki ngā ratonga tautoko ka tūtouhua.

Ko tā ngā kaiwhakarato, he:

- whakamahi i te reo e mārama ana, e whakaute hoki ana i te wā e kōrero ana ki tāngata kē atu
- āta whakarongo kia whai māramatanga ngā taha e rua ki ngā kōrero i whārikihia
- rapu i ngā ratonga a tētehi kaiwhakawhiti reo (ahakoa ki whea) i te wā e hiahiatia ana kia mārama katoa ngā kōrero
- whiriwhiri ki te taha o ngā morehu i te whāinga matua, i tōna whānuitanga, me ngā āhua o ngā ratonga tautoko e whakaarohia ana (me te whāriki mōhiohio e tika rawa ai te kōwhiri a te morehu)
- whakamōhio ki te morehu, ahakoa te take, i ngā āheinga ki ērā atu ratonga katoa e hāngai ana
- whakamōhio ki te morehu me pēwhea te tuku amuamu atu mēnā kāore i te pai te ratonga ki a rātou
- whakamārama me te whakatika i ngā pūrongo katoa, i te wā i ara tētehi take, i muri tata rānei i te aranga o taua take

Service providers maintain the highest standards of professional practice

In acting responsibly, skilfully, and diligently to provide support services, service providers also:

- end survivor relationships if the service provider and the survivor agree that a continued relationship will not benefit the survivor
- facilitate access to appropriate services, resources, and other professionals where these are of interest to, and may be useful for, the survivor, making appropriate referrals where possible
- take responsibility for their emotional, mental, and physical health by practicing appropriate self-care and seeking help if their performance, practice, or judgement is affected by health concerns
- use technology effectively and safely by developing and maintaining technical proficiency
- follow the standards applied in a face-to-face supervisory relationship if or when:
 - accessing external supervision by technological means
 - providing support services by technological means e.g., video, phone, messaging
- carry and accept personal responsibility and accountability for their practice, and for maintaining competence through professional development, and for professional affiliations
- research and publish ethically and responsibly, gaining informed consent from any survivors included in publications, and from all participants in research
- do not act in ways that negatively impact the reputation of TTA or TMO services, including when using social media and other electronic forms of communication

He kairangi te kawae a te kaiwhakarato i ngā mahi ngaio katoa

Ko tā ngā kaiwhakarato he tuku ratonga tautoko i te kawae haepapa, i tōna kounga, i te upoko pakaru, waihoki i te:

- aukati piringa tāmātemate mēnā e whakaae ana te kaiwhakarato me te morehu e whai hua ana ki te morehu te aukati i taua piringa
- whakarite i ngā āheinga ki ngā ratonga tika, ki ngā rauemi tika, me te ngaio e whai hua ana, e whai take hoki ana rānei ki te morehu, me te tūhono atu ki ngā wāhi e taea ana
- hiki i te haepapa ki te hāpai i tō rātou oranga haurongo, oranga hinengaro, oranga tinana hoki, mā te whakatinana i te kaitiakitanga me te tonono āwhina ina pāngia ai tō rātou tū, ā rātou tikanga, ō rātou whakataunga rānei, e ngā take hauora
- whai hua me te whakahaumaru i te whakamahia hangarau mā te whakapakari me te pupuru ki te kounga hangarau
- whai i ngā paearu hei whai i te wā o te kawae hononga ā-kanohi ki te kanohi mehemea e:
 - tonono ana i te atawhai o waho mā te hangarau
 - tuku ana i ngā ratonga tautoko mā te hangarau, arā, mā te ataata, mā te waea, mā te tuku karere rānei
- kawae me te whakaae ki ngā haepapa ake me te whai whakaaro ki ā rātou tikanga, me tā rātou whakapakari pukenga mā te ako ngaio, me te whakatupu i ngā hononga ngaio
- rangahau me whakaputa i te tika me te pono, waihoki i te whai whakaaetanga ā-waha mai i ngā morehu i whakamahia i ngā whakaputanga, me ngā tāngata katoa i whai wāhi i te rangahau
- kore takahi i te mana o TTA, i ngā ratonga rānei a TMO, i te wā o te whakamahia hoki i ngā pae pāpāho me ērā atu hanga matihiko ki te tuku pānui

6 | When behavioural standards are not met

In all instances where the behaviour does not meet the expected standards, service providers must cooperate fully with any formal inquiries or investigations, subject to the requirements for confidentiality of survivor information.

When the issue is with a service provider's own behaviour

The service provider should speak with his or her manager in the first instance (or another senior colleague if their manager is considered to have a conflict).

When the issue is with a colleague

For minor issues with the behaviour of a colleague, service providers should engage in respectful and constructive dialogue with their colleague in the first instance.

If the service provider is unable to resolve the issue collegially the next step is to escalate to his or her manager (or another senior colleague if their manager is considered to have a conflict).

In escalating any behavioural matter within TTA or a TMO, it is important that the service provider and their manager (or senior colleague) consider and respect the relevant organisational accountabilities and the position of their colleague's manager who may be entitled to be aware of, and informed about, the issue.

If confronted by a colleague's professional negligence, misconduct, unethical behaviour, or any other serious behavioural matter, service providers should speak with their manager (or other senior colleague) with a view to ensuring that their colleague's manager is made aware of and informed about the issue.

If the matter is dangerous, discriminatory, abusive, or exploitative, service providers should also report the behaviour to the appropriate authority.

6 | Hei ā whea mōhio ai tātou kāore i eke ki te paearu whanonga

I ngā wā kāore e hāngai ana te whanonga ki ō mātou paearu, me kuhu ngā ratonga katoa ki te whai i ngā tūkanga ōkawa katoa, hāunga ngā whakaritenga muna i ngā mōitinga o te morehu.

Ko te raru i hua mai i te whanonga o te kaiwhakarato

Me kōrero te kaiwhakarato ki tōna kaiwhakahaere i te tuatahi (ki tētehi tuakana rānei i te wāhi mahi, mēnā ko te kaiwhakahaere e whakararu ana).

Ko te raru i hua mai i tētehi hoamahi

Ki te hua tētehi raru iti nā te whanonga o tētehi hoamahi, me pai te āhua o te whakapā atu a te kaiwhakarato ki te āta whakawhiti kōrero ki taua hoamahi i te tuatahi.

Mēnā kāore e taea ana e te kaiwhakarato te whakatau i te raru ā-hoamahi nei, me whakapā atu ki te kaiwhakahaere (ki tētehi tuakana rānei i te wāhi mahi, mēnā ko te kaiwhakahaere e whakararu ana).

Mā te whakarewa i te take whanonga i roto tonu i TTA, i tētehi TMO rānei, me whai whakaaro, me whakaute tonu te kaiwhakarato me tōna kaiwhakahaere i ngā tikanga o tēnei tōpūtanga, waihoki i ngā tūranga o tō rātou kaiwhakahaere hoa mahi e whai mana ana ki te mōhio, ki te whai whakamāramatanga hoki e pā ana ki te raru..

Mēnā kua pā te āhua koretake, te āhua reho, te āhua kore whai tikanga, ētehi atu āhua tino kino rānei, i tētehi hoamahi, me whakapā te kaiwhakarato ki tōna kaiwhakahaere i runga anō i te tikanga me mātua mōhio te kaiwhakahaere o te hoamahi he raru e iri ana, ā, he aha hoki tērā raru.

Mēnā he mōrearea, ka whakaiti, ka whakamamae, ka whakahāwini rānei te raru, me tuku pūrongo ngā kaiwhakarato ki te mana tika e pā ana ki te whanonga.