



Online resources for professional development in cultural competency

Psychotherapy practitioners in New Zealand practise within a culturally diverse environment. They are required to be competent when engaging with clients whose cultures may differ from their own, and also with colleagues and/or other health professionals from diverse backgrounds, in accordance with the Board's Standards of Cultural Competency.

Some of the following foundational online courses have been developed for the Allied Health sector by central agencies. These self-directed online programmes are considered to be of value for Psychotherapists.

In addition to the courses and resources listed here, [Te Wānanga o Aotearoa](#), [Te Whare Wānanga o Awanuiarangi](#) and [Te Wānanga o Raukawa](#) offer free online and in-person courses throughout the country. These courses are highly recommended for growth in both tikanga and te reo for all people.

The Board requires practitioners to identify a Te Tiriti o Waitangi goal in their CPDs. It is accepted that everyone will be at a different starting point.

All newly registered overseas trained psychotherapists will be required to develop evidence of having embraced and engaged in Te Tiriti o Waitangi.

Items in the following list may assist in identifying areas for personal development that can subsequently be applied to daily practice.

Mauriora Associates

Mauriora Associates offer short paid-for online training courses to help meet practitioners' annual practising certificate requirements.

1. Cultural competency and cultural safety

This foundational cultural competency course was developed for the registered New Zealand health workforce and provides a basic understanding of cultural competency in a health context.

2. Te Tiriti o Waitangi and healthcare

This foundational Te Tiriti o Waitangi course provides a basic understanding of the Tiriti relationship and partnership between the Crown and Māori, and their combined efforts to improve Māori health equity.

Health New Zealand | Te Whatu Ora

North Island and Nelson Marlborough: [Ko Awatea Learn](#)

South Island and Bay of Plenty (except Nelson Marlborough): [healthLearn](#)

1. Understanding bias in healthcare

This course includes three modules that have been developed for people working in the health care sector who engage directly with consumers or who influence the way health organisations are managed. These modules encourage health professionals to examine their biases and how they affect the health care they provide, their interactions with consumers, and therefore the health outcomes.

2. Foundations in cultural competency

You will explore culture, the cultural history of New Zealand and see how culture can affect health and health care. The course has four modules:

- **Module 1:** What is culture? This module looks at what is meant by culture and some of the cultural catches that you might come across in your practice.
- **Module 2:** New Zealand history and legislation. This module goes back in time to examine New Zealand's history and where we're at today.
- **Module 3:** Making a difference to all patients. How can you really make a difference to all clients/patients? This module digs deep to find out.
- **Module 4:** Health literacy. In this final module you'll look at health literacy - how patients and clients process and understand basic health information.

3. Ngā Paerewa Te Tiriti

This module supports practitioners to understand the steps they can take to be compliant with Te Tiriti requirements within Ngā Paerewa¹. It also provides practical ways for training providers to fulfil their requirements. This module covers:

- Introduction to Ngā Paerewa
- Introduction to the articles and principles of Te Tiriti and how they apply to Ngā Paerewa
- Explanation of equity, cultural safety and Te Ao Māori

¹ On 28 February 2022 the updated Ngā Paerewa Health and Disability Services Standard NZS 8134:2021 came into effect. Persons working in hospitals, rest homes, and residential disability care are required to meet this standard.

- Explanation of how Ngā Paerewa fits into Pae ora
- Introduction to working with Māori organisations

4. Disability equity

Learn about what disability and impairments are and learn how to engage with people, remove barriers, and achieve equity through a rights-based approach.

5. Telehealth

This course gives access to all the information and tools needed to prepare for, and conduct, effective culturally competent and patient-centred telehealth consultations. This is achieved through four modules:

- What is telehealth
- Getting ready for telehealth
- The telehealth consultation

Ao Mai te Rā: The anti-racism kaupapa

[Ao Mai te Rā: The Anti-Racism Kaupapa | Ministry of Health NZ](#)

[Ao Mai Te Rā: The Anti-Racism Kaupapa podcasts](#)

- [Episode 1](#): Dr Hinemoa Elder interviews John Whaanga, Deputy Director-General Māori Health, on racism, how it's affecting our health and what we can do about it.
- [Episode 2](#): Dr Hinemoa Elder talks to the Ao Mai Te Rā kaupapa project team on racism.
- [Episode 3](#): Dr Hinemoa Elder interviews Pat Sneddon, Auckland District Health Board Chair, about racism, what it's doing to our health and how we can change that.
- [Episode 4](#): Dr Hinemoa Elder talks to Josiah Tualamali'i about racism in all its forms and how to get rid of it.
- [Episode 5](#): Dr Hinemoa Elder interviews Dr Heather Came, activist and scholar, about racism in all its forms, and talk about how to get rid of it.
- [Episode 6](#): Dr Hinemoa Elder interviews Riki Nia Nia about racism in all its forms and how we can get rid of it.
- [Episode 7](#): Dr Hinemoa Elder interviews Dr Kathie Irwin about how racism has been built into the institutions of Aotearoa.
- [Episode 8](#): Dr Hinemoa Elder talks to Joanne Baxter about racism in all its forms and how to get rid of it.
- [Episode 9](#): Dr Hinemoa Elder interviews Helen Leahy on racism, how it's affecting our health, and what we can do about it.
- [Episode 10](#): Dr Hinemoa Elder interviews Gerardine Clifford-Lidstone, Director of Pacific Health, on racism, how it's affecting our health, and what we can do about it.
- [Episode 11](#): Dr Hinemoa Elder talks to Sharon Shea, co-chair of the Maori Health Authority and board member of Health New Zealand, about racism in all its forms and how to get rid of it.
- [Episode 12](#): Braila Mottram joins Dr Hinemoa Elder to share her experience of how the health system, intentionally or not, develops solutions that are built off stereotypical racial assumptions. Braila talks about how health professionals can address health inequities by elevating the voices of people of colour and embracing mātauranga Māori.

Health Quality and Safety Commission | Te Tāhū Hauora

1. Understanding bias in health care

hqsc.govt.nz/resources/resource-library/learning-and-education-modules-on-understanding-bias-in-health-care/

The modules 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. There are three modules:

- **Module 1:** Understanding and addressing implicit bias
- **Module 2:** Te Tiriti o Waitangi, colonisation and racism
- **Module 3:** Experiences of bias

2. Pou hihiri, pou o te aroha/ Restorative practice

hqsc.govt.nz/resources/resource-library/pou-hihiri-pou-o-te-aroha-healing-and-learning-from-harm/

This short film features consumers, clinicians and researchers talking about the benefits of following a restorative approach after a harmful event occurs in health care.

A restorative approach is where those affected by a harmful event come together in a safe and supportive environment to talk openly about what happened and the impact it has had on their lives, and to clarify the responsibility for the actions, for healing and learning.

Several additional resources are available here: hqsc.govt.nz/our-work/system-safety/restorative-practice/

3. Co-design in health

hqsc.govt.nz/resources/resource-library/co-design-in-health-free-e-learning-courses-available/

A suite of free courses for co-design available to all health care professionals. Co-design is a tool that brings together consumers, whānau and communities to ensure that multiple perspectives are reflected in the design, delivery and evaluation of services. The courses are:

- [Co-design in health: an introduction](#)
- [Co-design in health: Supporting consumers, whānau and communities to contribute to co-design](#)
- [Engaging Māori consumers in co-design](#)
- [Engaging Pacific consumers in co-design](#)
- [Co-design in health: How you can be involved – a guide for consumers, whānau and communities](#)

Health and Disability Commissioner | Te Toihau Hauora, Hauātanga

hdc.org.nz/education/online-learning/

If you are a provider of a health or disability service you have an obligation to fully understand the Code of Health and Disability Consumers' Rights (the Code) so you are able to incorporate the Code into your everyday practice. This training provides you with tools to do this.

These modules will:

- Improve your knowledge and understanding of the Code and how it applies to health and disability services.
- Show you how you can apply the Code to your practice.
- Improve your knowledge and understanding of the complexities of informed consent and how you can apply this to your practice.
- Improve your knowledge, understanding and application of your legal obligations for managing complaints, and the factors that encourage early resolution.

Academic journals

[Ata: Journal of Psychotherapy Aotearoa New Zealand](#) is the professional, peer-reviewed journal of the Association of Psychotherapists Aotearoa New Zealand.

[MAI Journal: A New Zealand Journal of Indigenous Scholarship](#) is an open access journal that publishes multidisciplinary peer-reviewed articles around Indigenous knowledge and development in the context of Aotearoa New Zealand.

Further resources

Te Tiriti-based futures + anti-racism

[Te Tiriti-based futures + anti-racism](#) is an online and offline conference run by volunteers which takes place biennially. It's free to attend and is open to all. Webinar topics include institutional racism and anti-racism, decolonisation, building Te Tiriti-based futures and transforming our constitution. Sessions from past years are also available to watch.

Treaty Resource Centre

The [Treaty Resource Centre](#) includes a digital library of resources from the Treaty and anti-racism movements, events and actions from the 1960s to today, as well as guidelines for organisations to assist with the development and application of Treaty-based policy. A particularly useful section is [this one on working as allies](#), which points to samples of a publication of interviews with people who are working for indigenous justice, and why and how they do it.

Groundwork

[Groundwork](#) offer in-person and online workshops for individuals and organisations along with a wide range of resources, including PDFs which can be downloaded from their website as well as videos and podcasts. They also have an extensive reading list.

National Library of New Zealand

The [National Library](#) offers a range of online resources and learning activities related to He Whakaputanga and Te Tiriti o Waitangi.

Nexus

[Nexus](#) is a hub for learning, discovery, and professional growth. It provides psychotherapists with a directory of free and paid courses, resources, and expert guidance.

More online resources

- [Understanding Te Tiriti o Waitangi](#): This short video is a clear summary of Te Tiriti o Waitangi with excellent infographics.
- [Tina Ngata's 10-point list](#) is essential reading on what it means to be Tangara Tiriti (a person of the Treaty).

- See [this article](#) (and podcast) in which two non-Māori share what being Tangata Tiriti means for them.
- [This online resource](#) is a concise summary of key historical aspects of Te Tiriti and includes a reference list and footnotes.
- This [Wikipedia](#) article is a good, quick overview of the Treaty Principles, then this [Te Ara summary in six-parts](#) takes you through how the principles have been developed by the courts, by laws, by the Waitangi Tribunal and by the Crown.
- This [interview with Dr Moana Jackson](#) (video and transcript): Dr Jackson (Ngāti Kahungunu, Ngāti Porou) was a trailblazing activist and renowned lawyer whose thinking has shaped and propelled progressive conversation in Aotearoa.
- [About Te Tiriti o Waitangi](#): This seven-part video series created by [Treaty People](#) (a Te Tiriti education service) is a guide to Te Tiriti, Māori Rights and Disability Rights, and how to celebrate Te Tiriti, all in New Zealand Sign Language.

Reading list

- "Understanding Te Tiriti – A handbook about Te Tiriti o Waitangi" by Roimata Smail
- "Te Tiriti o Waitangi" by Ross Calman, Mark Derby and Toby Morris (with Peter Addis, Hōne Apanui, Ian Cormack, Hinerangi Himiona, Jen Margaret, Dame Claudia Orange, Jock Phillips, Kate Potter, and Piripi Walker)
- "Introducing Te Tiriti o Waitangi" by Jared Davidson and Claudia Orange
- "Imagining Decolonisation" by Bianca Elkington, Moana Jackson, Rebecca Kiddle, Ocean Ripeka Mercier, Mike Ross, Jennie Smeaton, Amanda Thomas
- "Colonising Myths, Māori Realities | He Rukuruku Whakaaro" by Ani Mikaere
- "Ka Whawhai Tonu Mātou | Struggle Without End" by Dr Ranginui Walker
- "Healing our History: The Challenge of the Treaty of Waitangi" by Robert and Joanna Consedine
- "Leave your Big White Boots at the Door: Pākehā confronting racism against Māori" edited by Lorraine McLeod