



RISE PRISON AND PROBATION SERVICE
FINLAND

Diversity management: developing multicultural competencies in probation - Diversity amongst diversity

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The concept of diversity

- What do we think about when we talk about diversity in probation?
...Gender, Ethnicity, Culture, Age, Minority groups...



Diversity amongst diversity

I did go through the sentence plan with the client. Still he/she does say he/she don't understand it.

My client had an aggressive impulsive argument with the social worker.

My client is late again. This is the fourth time on a road.

Why doesn't my client do the work task as agreed in the community service?

I got a call about my client from our co-partner. They refuse to continue to work with him/her.

My client did not come to the meeting. Did not inform me.

This is the third breach in a short time period.

Could the reason be neuropsychiatric symptoms and disorders?

Clients

- with **neuropsychiatric symptoms**
 - apathy, depression, sleep disorders, hallucinations, delusions, psychosis, agitation, and aggression
- with **neuropsychiatric disorders**
 - such as schizophrenia, bipolar disorder, major depressive disorder and attention deficit hyperactivity disorder, autism, and asberger



A project in the probation Finland

The project:

- Trained the staff about the NP symptoms and the disorders to understand and recognise them in the clients
- Tested first, then took in use a screening tool
- Developed a dedicated treatment and rehabilitation module for clients with NS symptoms and disorders
- Co-work with a NGO, specialised in training and rehabilitating people with neuropsychiatric symptoms and disorders



The results of understanding diversity in this way

The probation officers

- have a better understanding of these kind of behaviours
- they can use appropriate methods that takes these kind of symptoms and disorders in consideration
- plan more thoroughly preventive and supportive measures to enhance the clients' possibilities to comply with the conditions -> less breaches

The clients

- got an experience that they are not seen as odd, difficult or hopeless persons
- felt understood
- felt they were met with respect
- got empowered
- got hope

Dignity

Equality

Human
rights

Autonomy



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THANK YOU

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