



**Presbyterian Support**  
Upper South Island

# Code of Conduct

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Tā Tātou Tikanga

Welcome to Presbyterian Support Upper South Island

This document sets out our overarching expectations of how employees and PSUSI will work together in good faith to have a productive and healthy working relationship.

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# (PSUSI)

Tēnā Koutou

He aha te mea nui o te ao? He tangata! He tangata! He tangata!  
(*What is the most important thing in the world? It is people! It is people! It is people!*)

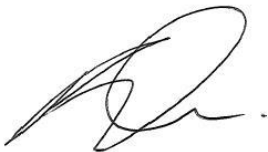
You have joined an organisation that is committed to improving society and working in an ethical, professional and constructive way. Our Strategic Plan Vision, Mission Statement and Kaimana Korowai (values/ways of working), Code of Ethics, Business Plan and this Code of Conduct describe what we do and how we go about our business. Driven by these things PSUSI seeks to operate in a respectful way that affirms the worth and dignity of all clients, employees, contractors and volunteers.

How we behave will be a measure of whether or not we succeed in achieving our vision and mission.

This Code of Conduct sets out the standards of behaviour expected from you and what you can expect from PSUSI in return.

PSUSI will treat you fairly and properly in all aspects of your contract so that together we can continue to reflect those values which make our many services special.

This Code is part of the contract or employment agreement between us and this copy is yours to keep. I hope you enjoy being part of PSUSI and helping make a difference to achieve positive outcomes for the vulnerable in our community.



Barry Helem  
Tūmu Whakarae Tauwi (CEO)



Kim Manahi  
Tūmu Whakarae Māori (CEO)  
Ngāi Tūāhūriri/Ngāi Tahu

## Who are we & why are we here?

### Ngā Moemoeā (our Vision):

An equitable compassionate and inclusive society

*Kei te tae ana ki te ngākau - Achieving a heart of love.*

### Ngā Aronga Matua (Our Mission):

Enhancing the mana of whānau to be safe, resilient and connected.

*Whiria ki te tangata – Weave the people together.*

## Kaimana Korowai (Our Values: Ways of Working):

### Aroha

#### *Unconditional, Love, Kindness*

Respect, compassion, empathy, acceptance, and kindness are shown to all people. We offer a welcoming environment for everyone. We do not judge; our hearts and minds are open. We listen, affirm, encourage and support all through challenging times. We celebrate diverse abilities and achievements.

### Whakawhanaungatanga

#### *Connections, Heritage, Relationships*

We strengthen connections and relationships with our clients, our whānui hauora and each other. We collaborate with and embrace the strengths of others that complement our own. We are aware of expectations, values, beliefs, perspectives and cultures and we connect to them in appropriate ways to provide a sense of belonging for all. We acknowledge and thank those who work alongside us and support our mahi. We respect the legacy of our past, learn from our shared experience and strive to continuously grow and improve to better connect with our community.

### Tikanga

#### *Custom, Values, Protocol*

We consult, create and follow policy and processes that are safe, honest, helpful and respectful. We are culturally aware, seek guidance when required and respect and follow cultural protocols where appropriate. We uphold high standards of professionalism, competency, integrity and ethics. We bring a holistic approach to our mahi and contractual obligations. We uphold the rights and responsibilities of Te Tiriti o Waitangi by actively aligning our professional values with our Treaty responsibilities and embedding these into our everyday mahi.

### Kaitiakitanga

#### *Guardianship, Protection, Conservation*

We care for and uphold the mana of our clients, te whānui hauora and colleagues. We are inclusive of all people. We maintain professional boundaries, protect our information, are respectful of client confidentiality and are strong advocates for our client's wellbeing. We validate and respect our client's abilities and will provide support and tools to help them grow and become independent through our strength and values-based practice. We are serious about environmental sustainability and actively seek ways to lessen our environmental impact. We make decisions with our mission and the future in mind.

## Kotahitanga

### *Together, Sharing, Support*

Everyone is an equal contributor to the team. We value appropriate, transparent and regular communication, storytelling and connection in our region, including client’s whānau/families where appropriate. We welcome new staff with mihi whakatau and embrace Te Reo me ōna tikanga Māori. We have awareness of diversity and are inclusive. We build social connections with events in the workplace and community. We reflect, refine and share our experiences for professional development and wellbeing. We believe in working together and supporting each other, reflecting the rāanga that imbues and strengthens our organisational aspirations to be on the same “waka”.

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## What is a Code of Conduct

A code of conduct is a set of guiding principles to communicate what is expected of you as an employee, volunteer or contractor. It also indicates how you can raise concerns, who you can talk to and what will happen if you fail to meet the expectations in this document.

At PSUSI, we want to ensure that a high level of mana enhancing behaviour, courtesy, professionalism and integrity are promoted in our workplace. This will allow us to ensure we can deliver high quality work to all who use our services and that a pleasant, trusting, healthy and safe working environment exists for all employees, volunteers and contractors.

While the code of conduct cannot answer every question or cover every situation or behaviour, it sets the general expectations and indicates where to go for guidance when the answer is not clear.

## Who does it help?

### **This document enables you to...**

- Conduct yourself honestly, legally and ethically.
- Uphold our values, provide excellent service and protect our reputation.
- Understand what PSUSI expects from you.
- Understand what you can expect from PSUSI.
- Understand where to go for assistance or guidance if you have questions.

### **This document enables PSUSI to...**

- Create a safe and healthy workplace culture .
- Be a better employer and supplier (ACC).
- Ensure consistency in our services.
- Protect our reputation and improve our sustainability.
- Address concerns raised in a fair and reasonable manner.
- Operate in a mana enhancing way and within the principles of Te Tiriti ō Waitangi.

## Who is covered by it?

It does not matter what area, site or service you work in or what you do for the organisation; you have a responsibility to use good judgment and follow the organisation's Values, Code of Conduct and other guiding policies and procedures.

This Code of Conduct applies to all PSUSI people: employees, volunteers and contractors who give their time to support our services. It states who we are and how we conduct ourselves in our work on behalf of PSUSI and in situations where we are recognised as a spokesperson or representative of PSUSI . It describes the way we behave towards each other, our clients, volunteers, donors, partners, communities and other supporters and stakeholders.

This includes every full-time, part-time, casual or fixed-term employee, volunteer or contractor at every level of the organisation. All PSUSI people must read, understand and agree to uphold the Code of Conduct.

## Shared Expectations

The employment/contracted relationship that you are part of provides both you and PSUSI with a set of rights. It also places on both parties a number of responsibilities.

You can expect PSUSI to honour all the employment, volunteer or contractor rights you have and to meet its responsibilities to act in good faith and to be a fair and reasonable employer. In turn we will expect you to meet all your employment responsibilities.

When you accept your position or contract to provide service with us, we start a relationship that works both ways. Like any relationship we all need to work collaboratively to ensure it is sustained.

What PSUSI can Expect of You	What You can Expect of PSUSI
1. To act within the values of PSUSI	1. To act within the values of PSUSI
2. Performance of duties with diligence and to the best of your ability.	2. Fair remuneration for work performed with clear and fair conditions of employment.
3. Understand and work safely within the relevant law, PSUSI Code of Conduct and organisational policies and procedures.	3. Clear support and guidance on how to carry out your work within the organisation.
4. Compliance with reasonable instructions in a timely manner. Contribute constructively to problem solving any issues that arise.	4. Management that is accessible and fair. The right to make suggestions and be listened to without fear of unfair repercussion.
5. Proactive approach to professional development and willingness to participate in relevant training.	5. Adequate training and professional support to ensure you have the tools and knowledge to do your job to the required standards.
6. The willingness to meet and sustain agreed performance standards.	6. A job description or contractor agreement, duties assigned within it and the power to get the job done. Known performance standards, and regular feedback about performance.
7. Help to maintain the good reputation of PSUSI. Before you act, use good judgement, being honest and ethical in every decision you make.	7. Protection from liability for any act done or committed in good faith on behalf of the organisation.
8. Behaviour that is mana enhancing, professional, caring and respectful to others in the workplace i.e. to care for other people's mana is integral	8. Freedom from harassment, bullying and unlawful discrimination. Behaviour that is mana enhancing, professional, caring and respectful to others in the workplace i.e. to care for other people's mana is integral.
9. Commitment to contribute to a psychologically and physically safe, healthy and well workplace.	9. A safe and healthy working environment that takes your health, safety & wellbeing seriously.

**NB. Mana** is the force that binds us together: the human (he tangata), natural (tea o turoa) and the ideological (wairuatanga) dimensions of a Māori world view. It is central to enhancing wellbeing. Mana enhancing communication is a process where we can close the space between different understandings while building trust and mutual respect.

### **If you are a Manager, Supervisor or Team Leader, you have additional responsibilities...**

- To ensure your team members are aware of and understand PSUSI values and how these affect their work and conduct.
- Discuss the Code of Conduct and other important PSUSI policies and procedures regularly with team members.
- Model appropriate and mana enhancing behaviours and our organisational values.
- Promote a culture of integrity by making ethical decisions and showing honesty and integrity in your actions and words.
- Never encourage or direct any employee to achieve an organisational result at the expense of violating our Code of Conduct, their Health & Safety or the law.
- Create a “speak up” culture to ensure our workplace is a safe environment by encouraging employees to come to you with questions or concerns.
- Listen carefully and offer guidance, including identifying available resources.
- Recognise that you may not always have the answers and be unafraid to ask for help or seek further information.
- Ensure you have regular, at least monthly, catch ups with your direct reports to give them a dedicated time to raise any concerns or questions with you privately.
- Support employees by providing regular performance feedback and addressing any issues early.
- Assume the best possible intent in employee behaviours and approach issues in a clear, transparent and non-judgemental manner.
- Seek support from your Manager and the People, Culture & Wellbeing Manager to ensure timely, fair and transparent resolution of performance or disciplinary issues.

### **Asking for guidance & voicing concerns**

PSUSI is dedicated to providing a safe and healthy workplace. As such, it is important that every employee, volunteer or contractor feels empowered to raise concerns, ask questions and address issues when they arise.

- **You Are Empowered**  
PSUSI supports you to deliver excellent services to support the community or organisation, working with autonomy and with trust that you are doing the right thing and conducting your work practices with integrity.
- **You Have Responsibility**  
You play a critical role in ensuring that PSUSI is not only a great service provider but also has a great work environment. You have a responsibility to your workplace and colleagues to bring your best self to work to protect our culture and our reputation.

- **You Have Help**

If you are unsure of what to do in a situation, you have support from your line manager and People, Culture & Wellbeing Manager as well as a suite of policies and procedures to help support your work.

- **You Have a Voice**

When you see or suspect that something isn't right, you can speak up and share your concerns, knowing that PSUSI wants to hear them and will protect you from retaliation. We will not normalise undesirable behaviour.

## Asking for guidance

If you come across a situation you are unsure of – ask your manager, a senior colleague, another manager or the People, Culture & Wellbeing Manager. You can use the below points as a guide to good decision making.

Doing what is right is our goal. If the right thing to do is not clear, ask yourself:

- Is it consistent with our Code of Conduct and organisational values?
- Is it mana enhancing and respectful of others?
- Is it legal?
- Does it follow our policies and procedures?
- Does it benefit the organisation?
- Would I be comfortable if my actions were made public?

If you can answer “YES” to all of these questions, the action is probably okay. But any “no” or even “maybe” answers are a signal to stop and get advice or ask questions. After all, it is always better to ask before you act, especially when you are not sure.

If you are in a situation that requires an immediate action and you are unable to consult your manager, use your best judgement and advise your manager of your action/decision as soon as possible to discuss.

## Addressing issues & raising concerns

Maybe you sense that something is not right at work. Maybe you saw something or heard about an act that may violate our Code of Conduct, our policies and procedures or the law. If so, you have a responsibility to share your concerns by reporting or addressing them right away.

The first step if you have an issue, concern or complaint is to raise this with your line manager or with the People, Culture & Wellbeing Manager. Discussing the issue can help to identify the best path to take moving forward. An allegation or complaint will not always necessarily lead to a formal process.

Sometimes it will be best for the concerned employee, volunteer or contractor to address an issue directly with the person of concern. This allows relationships to remain strong, problems to be resolved directly, miscommunications to be corrected and it supports clear and honest communication.

At other times, issues will be better addressed by management or the People, Culture & Wellbeing Manager in a formal or informal manner to allow informal, formal or structural remedies to be put in place to keep everyone safe. If it is decided that your concern is best addressed through a formal process you may be asked to provide this concern in writing.



When you report concerns, you are supporting a safe workplace culture for yourself and others. You also help us handle issues properly, fix problems before they occur and remedy situations that have already happened.

## What if?

***What if I am witness to a situation where someone (A) says something discriminatory about someone else (B) but I'm not sure if person B was offended or not?***

If you were personally offended by the statement made then you should raise this with your manager even if the comment was not directed at you. You may also take person B aside quietly and check in that they are ok. If they are not then you could remind them of our EAP services and ask if they would like your support to raise this issue with their manager.

## Will my complaint/ concern be confidential?

You may choose to remain anonymous, where permitted by law; however this is not always possible.

You are the eyes and ears of our organisation and we value your help in keeping our workplace a safe, professional and respectful environment. When you raise a concern or complaint, it will be discussed with you regarding what precautions can be taken and whether or not you will be able to remain anonymous.

In many cases, especially those where you are making a direct complaint against someone else's conduct, you will not be able to remain anonymous as law requires a person defending themselves to be able to respond to all of the details of a complaint including who, what and when.

If you are required to give your name or make a statement, we will do all we can to protect you and will not tolerate retaliatory behaviour.

We define retaliatory behaviour as any action that would likely deter someone from reporting a potential breach of the Code of Conduct or participating in an investigation such as bullying, harassment, discrimination and any disadvantaging actions such as job task reassignment, demotion or reduced job support.

It is also expected that the complainant, witnesses and those facing accusations will all behave in a professional and respectful manner before, during and after resolution of concerns. It is expected that concerns will be raised and dealt with via appropriate channels and that all parties will approach issues with a desire to collaborate for a positive outcome for all parties involved. Discussion or gossip about an issue with employees not directly involved in the situation that are not your support person may also be considered a retaliatory behaviour.

## What if?

***What if I see or suspect that my manager or supervisor is breaching the Code of Conduct?***

Everyone works under the Code of Conduct and it is important we are all held accountable to the same set of expectations. If you have concerns about your Manager, please raise these with another Manager or directly with the People, Culture & Wellbeing Manager.

***What if someone makes a complaint about me that isn't true?***

You will always be given the opportunity to respond to an allegation or complaint prior to any decisions being made or actions being taken. If, during the investigation, it is ascertained that you have not breached the Code of Conduct or other policy an outcome could be 'No Further Action'.

## False accusations

If it is discovered that a complaint or accusation has been made falsely or with ill-intent there may be repercussions for the complainant. As much as we encourage honest reporting, we do not tolerate knowingly false reports. Making a false accusation can divert investigatory resources away from credible good-faith concerns and damage morale. Report what you have a reasonable, good-faith belief to be true, but never knowingly make a false accusation, lie or refuse to cooperate in an investigation, as these actions may also violate our Code of Conduct.

## House Rules

Our Values are intended to be the main source of guidance on expected behaviour within the workplace. The following 'house rules' are intended to set out more specific guidance however they are not a complete and exhaustive list of PSUSI's expectations.

Some specific examples of what could be considered Misconduct or Serious Misconduct can be found below in 'Administering the Code of Conduct' that will help the organisation decide where an issue may sit in terms of severity if the Code of Conduct is breached.

## Working within the law and PSUSI policies and procedures

You are expected to carry out your duties with honesty, professionalism and integrity, and in line with all applicable legislation, policies and procedures.

It is important that you have a general understanding of the legislation that surrounds your role and feel comfortable to ask if there is something you aren't clear on. Applicable legislation can be found in document [Legislative Requirements](#) and may vary depending on your role. Employees and contractors that are members of a recognised profession must abide by any code of ethics or code of practice that governs that profession.

PSUSI will make sure you have ready access to the policies and procedures that affect your work. It is your responsibility to make sure you understand them. It is the responsibility of your supervisor/ Team Leader or Suppliers representative (ACC) to answer any questions you might have.

You have a responsibility to observe health & safety procedures and use any health & safety equipment (PPE) required. You also have a responsibility to report any hazard (including the activities of others) that might risk the safety or health of others in the workplace; including physical or psychological hazards to yourself, other employees, visitors, volunteers and other clients.

It is expected that you will respond willingly to all reasonable instructions from your line manager or Suppliers representative (ACC) and that you will actively seek to maintain a healthy working relationship with your manager and colleagues.

## Work to the best of your ability

All employees, volunteers and contractors are expected to carry out their duties in an efficient and competent manner including arriving at work on time, ready and able to work. They are required to keep up to date with best practice methods, proactively seek out professional development and are expected to be actively working to the best of their abilities at all times.

This includes ensuring all meal and rest breaks are taken and a significant portion of the annual entitlement of annual leave is taken (if applicable) within each entitlement period to ensure wellbeing is maintained.

If employees, volunteers and contractors are unable to meet the expectations of their role for any reason, it is expected that this will be raised immediately with their line manager or Supplier representative (ACC) to ensure adequate support and resources can be put in place including extra training, EAP services (as applicable), temporary flexible working conditions etc.

### **Performance Management**

PSUSI will provide you with an induction to your job and offer training to help you meet the required standards of performance set out in your position description or in other PSUSI policies and procedures. In return, you are expected to attend training opportunities and show a genuine willingness to learn and an ability to improve.

Cases of poor performance will be dealt with in a constructive and helpful way. However, if a performance problem persists after PSUSI has provided reasonable help to overcome it, there may come a time when it may become a formal disciplinary matter or your contract with PSUSI is terminated.

## **Respect the rights of others.**

All employees, volunteers, contractors and clients of PSUSI have rights that need to be protected. This can include general rights such as under the Human Rights Act 1993, employment rights under the Employment Relations Act 2000 and privacy rights under the Privacy Act 2020 as well as others.

You have a duty to treat your colleagues, clients and visitors in a mana enhancing way, with courtesy and respect and to avoid behaviour which might cause distress to others or disruption in the workplace.

PSUSI is required to protect you from sexual and other harassment in the workplace, and to make sure you are not unlawfully discriminated against. Likewise, you are not permitted to harass, bully or discriminate against colleagues or clients. You are also not allowed to treat people less favourably than others just because of their sex, marital status, religious belief, ethical belief, colour, race, ethnic or national origin, disability, age, political opinion, employment status, family status or sexual orientation. (Further details in Section 21 of the Human Rights Act 1993).

At PSUSI, we celebrate diversity. We aim to listen and be receptive to other points of view and seek to understand without judgement. It is expected that when faced with conflict, you will approach the issue with the intention to resolve it amicably and with a willingness to listen openly and take responsibility for your own actions.

It is important to speak up if you believe that your or someone else's rights are being breached so that this can be addressed and resolved as soon as possible.

All PSUSI employees, volunteers and contractors in client facing roles will have recurring police and Children Worker safety (if applicable) checks every 3 years. If you are convicted of an offence that is incompatible with your work responsibilities, you could be dismissed or allocated different duties.

## **Retain professional boundaries and avoid conflicts of interest.**

You must ensure that your workplace relationships and conduct do not have a negative effect on your work, or on the work of others. You must ensure that your conduct does not cross professional boundaries nor does it create unnecessary conflicts of interest.

If you are likely to become involved in a situation, which could result in a conflict of interest, you should discuss the matter with your team leader, manager or supplier representative (ACC) before making any final commitment.

This may include things such as:

- Accepting secondary employment
- Being in a position where you personally gain from information that belongs to PSUSI, or from information you have gained as a result of working for PSUSI
- Forming romantic relationships at work
- Forming close friendships between managers and direct reports
- Being involved in recruitment of family or friends (see Recruitment Procedures document)
- Accepting gifts from clients. Anything other than small gifts like chocolate or perishable food needs to be discussed with management. You should not accept money or expensive gifts from clients. It can be unethical because vulnerable people may misjudge the best way to reciprocate the help you have given and may make hasty or ill considered decisions to 'reward you.'

Entering a sexual relationship with a client is unacceptable in any circumstances. Entering a sexual or personal relationship with former clients is generally unacceptable and unwise.

If you are in doubt about any situation, you should discuss with your team leader, manager or supplier representative (ACC).

## **Uphold the good reputation of PSUSI.**

The employees and volunteers who, over the years, have worked for or otherwise been involved with PSUSI have built up the reputation we enjoy today. You have a responsibility to make sure our standing in the community is not deliberately damaged.

As an employee, volunteer or contractor of PSUSI, you are a representative of our organisation and brand and your actions, behaviour and presentation reflect on us. While at work, it is expected that you bring your best self to your services, to act with respect, professionalism and care. It is also expected that you adhere to a professional, tidy and appropriate dress for the work being done. If you are unsure of the dress code requirements of your role, your manager, team leader or supplier representative (ACC) will be able to guide you.

Although, in most cases, your conduct outside of work would not affect your employment, a significant breach of the Code of Conduct or PSUSI values outside of work that could bring PSUSI into disrepute could still result in disciplinary action within your employment or termination of contract. Examples of this could include misuse of social wellbeing resources such as lying to access support you do not need - including food or financial assistance, personal use of PSUSI information, using a client's contact information to contact them for an unprofessional or personal reason, posting of offensive content on social media or publicly accessible platforms, publicly criticising PSUSI or relevant stakeholders in any way.

It is expected that you will not publicly criticise PSUSI, the mission and values it stands for, its employees, its services or its policies. Constructive criticism within the team is valuable and welcomed, but attacks on PSUSI in a public environment are not acceptable. If you have a complaint about any aspect of PSUSI or its employees, you are encouraged to follow our complaints procedure. The matter will then be dealt with seriously, promptly and in a way that is fair to all those involved.

## Administering the Code of Conduct

### Suspension

If a complaint or allegation is raised against you, it may be proposed to suspend you from duties if it is believed there is risk to you, others or the investigation if you are to remain in the workplace. Suspension is not a disciplinary action and does not mean any decisions have been made on the outcome of the investigation. Suspension is not an acceptance that the allegation or complaint is true or has been substantiated.

An alternative to suspension may include working from home if appropriate.

### Disciplinary Process

Disciplinary action is about problem-solving. PSUSI is concerned about identifying problems associated with performance or behaviour and making sure that the process for fixing those problems is fair, prompt and consistent. If you breach the Code of Conduct or other PSUSI policies and procedures, you may face disciplinary procedures.

When conducting disciplinary procedures, an investigation will begin, and further evidence or information will be sought to establish the facts of the situation. You will be provided with all of the evidence gathered in the investigation that will be considered when making a decision and will be given an opportunity to respond to the allegation/complaint and investigation materials before any decisions are made. Your feedback, alongside the other components of the investigation will be genuinely considered before an outcome is reached and any further action implemented.

It is expected that if a formal allegation or complaint has been raised against you, you will respond in a professional, communicative and responsive manner with PSUSI to ensure appropriate outcomes can be reached in a timely manner.

There are generally two categories that breaches can fall into: 'Misconduct' and 'Serious Misconduct'. The outcome of disciplinary procedures is relative to the severity of the breach. For example, cases of substantiated serious misconduct may result in termination of your employment or contract. However, in general, disciplinary outcomes would include informal or formal action along the following lines:

#### **Informal Action**

This includes:

- Discussion of the problem
- Assistance to help overcome the problem such as training or counselling.
- Mutually agreed temporary transfer to alternate duties or role if available.
- Informal Performance Improvement Plans

#### **Formal Action**

This includes:

- Formal Performance Improvement Plans
- Written warnings
- Temporary transfer to other duties if available
- Permanent transfer to another position if available
- Dismissal (with or without notice) or termination of contract

Other options may be considered, depending on the circumstances of the case.

There are a number of aspects of procedural fairness that have to be fulfilled when disciplinary action becomes formal. In general, you have the right to representation or to have a support person present during formal meetings, you must be told of the specific behaviour or performance that is causing concern and you must be given an opportunity to explain.

All employees have the right to lodge a personal grievance if they believe they have not been treated properly in the disciplinary process. The process for you to resolve an employment relationship problem (including a grievance or dispute) can be found in Schedule 3 of your employment agreement and can also be found in [Appendix 1](#) of this document.

## Misconduct & Serious Misconduct

The below lists are intended to give examples of what types of behaviours may be considered 'Misconduct' or 'Serious Misconduct'. This is not intended to be an exhaustive list of all situations that may arise in these categories (and some may not apply to contractors) however they aim to set a guideline for assessing new situations within this framework and set clear expectations of conduct.

### Examples of Misconduct

- The possession of any PSUSI property without authorisation, or the taking of PSUSI property from the premises without authorisation
- Wilfully wasting time or material. You must show proper and reasonable care when using PSUSI property, resources and funds. Fax machines, photocopiers and other equipment may be made available for private use in some areas, but you are required to declare your use and to pay for it.
- Disregarding lawful and reasonable instructions from your Team leader, manager or supplier representative (ACC)
- Unauthorised absence from work without a good reason (employees only)
- Failure to contact your supervisor or manager as soon as you reasonably can if you have to be absent from work because of sickness or an emergency (employees only)
- Persistent lateness for work without reason (employees only)
- Minor breach of Code of Conduct or policy rules
- Repeated poor personal presentation
- Excessive personal use of PSUSI computers such as for social media during work hours (employees only)
- Unprofessional or offensive language directed at a colleague, client or visitor
- Minor breach of PSUSI policies
- Breach of Client confidentiality

### Examples of Serious Misconduct

- Retaliation against any colleague who has reported a potential or actual breach of the Code of Conduct or PSUSI policies
- Theft, fraud or other criminal activity
- Intentional or wilful dishonesty

- Intentional misuse of PSUSI resources such as misuse of leave, misuse of flexible working hours, fraudulent overtime claims or falsifying timesheets.
- Offensive behaviour such as harassment, bullying, fighting, aggressive or intimidating behaviour, threats of violence, sexual or emotional abuse etc. This includes, but is not limited to, behaviour towards other employees, clients, volunteers and visitors. Abuse can include the use of offensive, demeaning or threatening language or behaviour which is otherwise not mana enhancing.
- Negligence resulting in financial loss, damage to property or injury to people
- Falsifying of any other document or record.
- Breaching Health & Safety policy or legislation such as persistently refusing to wear appropriate PPE, dangerous driving, etc. Wilfully acting in a way that causes or is likely to cause injury or danger.
- Deliberate or wilful damage to PSUSI property
- Not complying with the law; for example driving a PSUSI vehicle without a current driver's licence. (employees only)
- Possession of another person's property without their permission or consent. This includes the property of other employees, visitors, residents and clients.
- Any action that has the potential to bring PSUSI into disrepute
- Deliberately accessing internet sites containing pornographic or offensive material
- Not respecting the personal privacy of others. In other words, you must maintain confidentiality within the organisation in relation to clients, residents and other employees. Personal information concerning other people is protected by law and in general cannot be shared without the permission of the person concerned.
- Bringing illegal or recreational drugs or intoxicating liquors into premises or consuming such items on the premises without specific PSUSI authorisation.
- Being under the influence of drugs or alcohol during work hours.
- Intentionally behaving in a manner that goes against policy or procedure
- The personal use of and/or sharing of PSUSI intellectual property (IP) with third parties without management approval (i.e. internal documents, policies and procedures)

I \_\_\_\_\_ (full name) agree that I have read, understood and agree to abide by the content of this document.

Date:

Signature:

## Appendix 1.

### Employment Relationship Problems, Grievances and Disputes

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This is the plain language explanation about the services available for resolving employment relationship problems as required by the Employment Relations Act 2000. If the employment relationship is to be as successful as possible, it is important that the parties deal effectively with any problems that may arise.

For the purpose of this document PRESBYTERIAN SUPPORT UPPER SOUTH ISLAND is referred to as “PSUSI”

This procedure sets out information on how problems can be raised and worked through.

#### 1. What is an employment relationship problem?

It can be anything that harms or may harm the employment or contracting relationship, other than problems relating to fixing the terms and conditions of employment or contracted agreement.

#### 2. Clarify the problem.

If either party feels that there may be a problem in the employment or contracting relationship, the first step is to check the facts and make sure there really is a problem, and not simply a misunderstanding.

You might want to discuss a situation with someone else to clarify whether a problem exists, but in doing so you should take care to respect the privacy of other employees and managers, and to protect confidential information belonging to the Employer. For example, you could seek information from:

- Friends and family.
- MBIE-line on 0800 800 863 or on its website at <https://www.employment.govt.nz/>. The Ministry of Business, Innovation and Employment provides mediation services which can assist Employers and Employees in resolving their employment relationship problems.
- Pamphlets/fact sheets from MBIE.
- A union, a lawyer, a community law centre or an employment relations consultant.

Free and confidential Employee Assistance Programme (EAP) advice (may be available for volunteers and suppliers (ACC) for work related incidents)

#### 3. Discuss the problem with the Employer or Supplier (ACC).

The problem should be raised as soon as possible. This can be done in writing or verbally. Provided you feel comfortable doing so, you should ordinarily raise the problem with your direct manager or supplier representative (ACC). Otherwise, the problem can be raised with another appropriate manager or People, Culture & Wellbeing manager. A meeting will usually then be arranged where the problem can be discussed. You should feel free to bring a support person to the meeting if you wish.

The parties will then try to establish the facts of the problem and discuss possible solutions.



#### **4. The next steps**

If the parties are not able to resolve the problem by talking to each other, either party has a number of options:

- Contacting the Ministry of Business, Innovation and Employment (MBIE), who can provide information.
- Seeking mediation from MBIE (or the parties can agree to get a different mediator).
- If the parties reach agreement, a mediator provided by MBIE can sign the agreed settlement, which will be binding on the parties.
- The parties can agree to have the mediator provided by MBIE decide the problem, in which case that decision will be binding on the parties.
- If mediation does not resolve the problem, either party can refer the problem to the Employment Relations Authority for investigation.
- The Authority can direct the parties to mediation or can investigate the problem and issue a determination. It can also make recommendations.
- If one or other of the parties is not happy with the Authority's determination, they can refer the problem to the Employment Court. (employees only)
- In limited cases, there is a right to appeal a decision of the Employment Court to the Court of Appeal and to the Supreme Court of New Zealand.

PSUSI has an Employee Assistance Programme in place. In the event the Employee considers that he/she requires or could benefit from support, the Employee should feel free to contact these Services. Where PSUSI has reasonable grounds for concern regarding the Employee's wellbeing, the Employee accepts it is entitled to suggest that he/she utilises the services of the Employee Assistance Programme. EAP may be available for volunteers and suppliers (ACC) for work related incidents.

#### **5. Personal grievances- employees only**

If the problem is a personal grievance, then the Employee must raise it with the Employer within 90 days of when the facts that give rise to the grievance occur or come to your attention. A personal grievance can only be raised outside this time frame with the agreement of the Employer or in exceptional circumstances. If the Employer does not consent, the Employee must apply to the Employment Relations Authority for leave to raise their grievance out of time. The Employee must then lodge their grievance with the Employment Relations Authority within 3 years of first raising it.