

# Code of Conduct Policy

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## State Services Commission Standards of Integrity & Conduct

NZALS complies with the s57 of the State Sector Act 1988 and observes the standards

**STATE SERVICES COMMISSION**  
Te Kaitiaki a Mātāwhiri



# STANDARDS OF INTEGRITY & CONDUCT

A code of conduct issued by the State Services Commissioner under the State Sector Act 1988, section 57



## WE MUST BE FAIR, IMPARTIAL, RESPONSIBLE & TRUSTWORTHY

The State Services is made up of many organisations with powers to carry out the work of New Zealand's democratically elected governments.

Whether we work in a department or in a Crown entity, we must act with a spirit of service to the community and meet the same high standards of integrity and conduct in everything we do.

We must comply with the standards of integrity and conduct set out in this code. As part of complying with this code, our organisations must maintain policies and procedures that are consistent with it.

For further information see [www.ssc.govt.nz/code](http://www.ssc.govt.nz/code)



### FAIR

We must:

- treat everyone fairly and with respect
- be professional and responsive
- work to make government services accessible and effective
- strive to make a difference to the well-being of New Zealand and all its people.

### IMPARTIAL

We must:

- maintain the political neutrality required to enable us to work with current and future governments
- carry out the functions of our organisation, unaffected by our personal beliefs
- support our organisation to provide robust and unbiased advice
- respect the authority of the government of the day.

### RESPONSIBLE

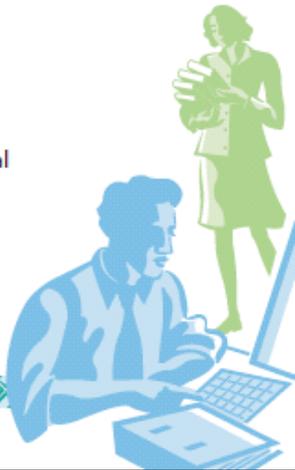
We must:

- act lawfully and objectively
- use our organisation's resources carefully and only for intended purposes
- treat information with care and use it only for proper purposes
- work to improve the performance and efficiency of our organisation.

### TRUSTWORTHY

We must:

- be honest
- work to the best of our abilities
- ensure our actions are not affected by our personal interests or relationships
- never misuse our position for personal gain
- decline gifts or benefits that place us under any obligation or perceived influence
- avoid any activities, work or non-work, that may harm the reputation of our organisation or of the State Services.



[newzealand.govt.nz](http://newzealand.govt.nz) Published June 2007 ISBN: 978-0-478-30309-4

## 1. Background

1.1 The New Zealand Artificial Limb Service (NZALS) is a Crown entity, constituted under the Social Welfare (Transitional Provisions) Act 1990.

1.2 The functions of NZALS, as defined by the legislation, are to:

- manufacture, import, export, market, distribute, supply, fit, repair and maintain, artificial limbs and similar devices
- provide rehabilitation and other services to persons in connection with artificial limbs and similar devices
- carry out research and development in relation to artificial limbs and similar devices
- advise the [Minister of Social Welfare](#) on matters relating to artificial limbs and similar devices.

### Professional Competency

1.3 Most NZALS employees are already subject to professional and ethical standards set by the professional organisations to which they belong. These include:

- The New Zealand Association of Orthopaedic Prosthetists
- The Royal Australasian College of Surgeons
- New Zealand Orthopaedic Association
- New Zealand Society of Physiotherapists Inc.
- New Zealand Occupational Therapy Board.

1.4 NZALS' Code of Conduct is a complementary document that provides guidelines for all NZALS employees, and is not intended to replace the standards set in the list above. If, on a rare occasion a conflict arises between an NZALS policy or procedure and a standard outlined above, it can be resolved through discussion with a Regional Manager, the HR & Workforce Planning Manager or the Chief Executive. NZALS guidelines are not definitive and are subject to regular review.

## 2. Purpose

2.1 This Code of Conduct (Code) details the minimum standards of conduct that NZALS requires of all employees. The principles and behaviours set out in this policy act as a guide for:

- the public to assess minimum standards of practice of NZALS
- all employees when monitoring their own conduct or contributing to that of their colleagues
- NZALS to apply its judgment in determining professional misconduct.

- 2.2 The Code also draws NZALS into line with the State Services Commission’s ‘Standards of Integrity and Conduct’.

### 3. Policy

- 3.1 The Code of Conduct is made up of three distinct over-arching principles which provide the framework for the standard of conduct expected of NZALS employees and Board members. These are for the employee to:

- act ethically and maintain professional and clinical standards of practice (see [Quality Assurance Policy](#)), including the adherence to NZALS prescription guidelines, ensuring the effective and efficient use of resources, and uniformity of service.
- respect the rights and dignity of patients
- justify public trust and confidence.

#### Principles

##### Principle One

Employees must act ethically and maintain standards of practice by:

- upholding and being guided by recognised professional codes of ethics where applicable
- being responsible for maintaining their professional standards
- using knowledge and skills and demonstrating expected competencies for the benefit of patients
- being accountable for practising safely within their scope of practice
- maintaining and updating their professional knowledge and skills
- participating in peer support and review
- accurately maintaining up-to-date and comprehensive records related to prosthetic and rehabilitation services.

##### Principle Two

NZALS employees must respect the rights and dignity of patients by:

- acknowledging and allowing for individuality and different cultures
- providing information to enable the patient to exercise [informed choice](#) and consent regarding their treatment plan and prosthetic services. This is a procedure to ensure patients understand their rights and acknowledge their responsibilities
- safeguarding the confidentiality and privacy of information obtained within the professional relationship, and in doing so, respecting a patient’s personal [privacy](#).

### Principle Three

Prosthetic and rehabilitation services will be delivered in a way that justifies public trust and confidence by:

- providing and maintaining valid professional qualifications
- using professional knowledge and skills to promote patient, employee and visitor safety and wellbeing. This includes following Health and Safety requirements in New Zealand legislation
- taking responsibility for being familiar and compliant with legislative requirements, regulations and codes of patients' rights
- complying with NZALS' Ministry of Health, ACC and War Veterans contracts
- complying with internal policies and procedures
- ensuring there are clean and safe facilities and equipment
- act in ways that contribute to the good-standing of NZALS. This includes having up-to-date paperwork, paying invoices and bills on time and accurately.

### Employee and Board Expectations of NZALS

3.2 In order to provide a framework where employees can confidently act in ways consistent with the principles of the Code, a commitment between NZALS and individual employees/Board members is required. To enable the employee or Board member to commit to the high standards of professionalism expected of them, NZALS maintains that all employees and Board members can expect that NZALS will:

- provide clear leadership and direction for employees
- maintain open communication and sharing with employees. A discussion of any topic or subject which concerns an employee or Board member is welcomed and available
- create a working environment where ideas, creativity and contributions of the employee/Board member are fostered and valued. There will always be an open invitation for input into decision-making processes when appropriate
- commit to continuous improvement of employee and the Service's performance
- provide a support network where the employee can feel comfortable seeking advice or assistance.

## Behaviour Inconsistent with the Code of Conduct

### Intoxication

- 3.3 Employees and Board members have a responsibility to carry out their duties as efficiently and safely as possible. Consequently they are not allowed to work while intoxicated by alcohol, drugs or any other substance. Work includes being present on NZALS premises, driving NZALS vehicles and travelling as a representative of NZALS.
- 3.4 If an employee/Board member is taking medication which could potentially effect or impair their performance they should advise their Manager/the Chair to ensure any complications which may arise can be dealt with promptly and efficiently.

### Conflicts of interest

- 3.5 Employees and Board members must perform their duties honestly and impartially, avoiding any situations that may compromise, or be seen to compromise, their or NZALS' integrity.
- 3.6 If an employee/Board member becomes aware of an actual, perceived or potential conflict of interest they must disclose it to their Manager/the Chair as soon as possible. Failure to do this may be perceived as an attempt to conceal the conflict, and therefore potentially bringing the employee/Board member's integrity into question.

### Misuse of information and information systems

- 3.7 NZALS holds private and confidential information. Any sharing of this information which is deliberately outside the authorisation provided by the [Data Protection Policy](#) is misconduct.
- 3.8 To maintain the integrity of NZALS' computer network an employee/Board member cannot undertake any inappropriate activity on NZALS email or computer system. Activity that is inappropriate is outlined in the [Internet and Email Use Policy](#).

## Breaches of the Code

- 3.9 If conduct of an employee member breaches the standards set out in this Code or is considered unacceptable by NZALS, disciplinary action can be taken. Any disciplinary action must be compliant with all New Zealand Employment Legislation.
- 3.10 If a NZALS employee is aware of a breach/potential breach of this Code they have a responsibility to inform their Manager. If an employee does not feel they can approach their Manager another Senior NZALS employee should be sought.

## 4. Decision-making framework

4.1 The following provides a framework to analyse your own conduct and whether it complies with NZALS' Code of Conduct.

- Is my activity/conduct lawful – how do I know?
- What would this issue/action look like if it was published on the front page of the newspaper or a prominent blog?
- Would I take this action or decision if the Chief Executive was next to me?
- Is it likely to be misconstrued? Consider the public's perception of your proposed actions. Could it affect their confidence in NZALS or the wider State Sector? Could this bring NZALS into disrepute?
- How does this reflect NZALS principles and behaviours?
- Would I do this if it was my own business?
- Are there any NZALS policies, procedures or guidelines which could help model my conduct?
- Is the conduct sensible and consistent with related decisions?

4.2 If you are unsure or wish to discuss the decision or action further, you should speak to your Manager. Similarly, if you think others may be behaving inappropriately, discuss this with your Manager.

## 5. Summary of NZALS' Expected Conduct

5.1 NZALS expects all conduct to be:

- Fair
- Impartial
- Responsible
- Trustworthy
- Understanding of others
- Professional

## 6. Specific responsibilities

Party	Responsibilities
All Employees	<ul style="list-style-type: none"><li>• Follow the Code's guidelines regarding expected conduct.</li><li>• Seek clarification or guidance from management if in doubt.</li><li>• Pass on any information to management regarding breaches of the Code.</li></ul>
Chief Executive and Managers	<ul style="list-style-type: none"><li>• Provide clear leadership and direction for employees when adhering to the Code.</li><li>• Act as a role model for all employees</li><li>• Maintain an open, reciprocal communication with employees and provide a supportive environment for any employee seeking assistance.</li><li>• Commit to continuous improvement for employee and the services' performance.</li></ul>
Board	<ul style="list-style-type: none"><li>• Adopt policy and endorse guidelines for this Code.</li></ul>

## 7. Legal compliance

7.1 Some of the acts and regulations which influence the operation of NZALS services:

### Acts

- [Social Welfare \(Transitional Provisions\) Amendment Act 2013](#)
- [Accident Compensation Act 2001](#)
- [Children, Young Persons and Their Families Act 1989](#)
- [Consumer Guarantees Act 1993](#)
- [Health Act 1956](#)
- [Health and Disability Commissioner Act 1994](#)
- [Health and Disability Services \(Safety\) Act 2001](#)
- [Health and Safety in Employment Act 1992](#)
- [Human Rights Act 1993](#)
- [New Zealand Bill of Rights Act 1990](#)
- [Official Information Act 1982](#)
- [Privacy Act 1993](#)
- [Public Health and Disability Act 2000](#)
- [Social Security Act 1964](#)
- [State Sector Act 1988](#)
- [Treaty of Waitangi Act 1975](#)

## Regulations

- [Health and Disability Commissioner \(Code of Health and Disability Services Consumers' Rights\) Regulations 1996](#)
- [Standards for Needs Assessment for People with Disabilities 2007](#)

## Strategies

- New Zealand Health Strategy
- New Zealand Disability Strategy
- New Zealand Positive Ageing Strategy
- New Zealand Maori Health Strategy
- New Zealand Health and Disability Action Plan

## 8. Related Policies, Procedures and Forms

- [Clinical Governance Policy](#)
- [Communications Policy](#)
- [Data Protection Policy](#)
- [Discipline Policy](#)
- [Financial Delegation Policy](#)
- [Fraud Prevention Policy](#)
- [Internet and Email Use Policy](#)
- [Protected Disclosures Policy](#)
- [Quality Assurance Policy](#)

## 9. Revision History

Author	Version number	Version date	Description of changes
Compliance Advisor	2.4	September 2017	References changed to encompass patients & growing scope of the organisation
External Contractor	2.3	January 2016	Rebranding
Compliance Advisor	2.2	June 2015	Minor reword and addition of a personal copy of the acknowledgment page
Communications & Reporting	2.1	December 2013	Review adopted by Board and policy released in February 2014
External Contractor	1.1	November 2013	Reformatted original policy and made revisions

## Declaration: Code of Conduct (Personal copy)

Please retain this copy to confirm you have read and understood the NZALS **Code of Conduct** Policy.

I have read and understood the NZALS Code of Conduct Policy, and agree to abide by this Policy.

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Name

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Signed

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Date

Placeholder page only

## Declaration: Code of Conduct (File copy)

Please return this signed page to your Manager to confirm you have read and understood the NZALS **Code of Conduct** Policy.

I have read and understood the NZALS Code of Conduct Policy, and agree to abide by this Policy.

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Name

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Signed

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Date