

# Code of Conduct Policy (New Zealand)

## 1. Purpose

HOME in PLACE Code of Conduct Policy (the **Code**) which applies to all workers, directors, and members of governance committees and advisory panels of the HOME in PLACE is adopted in its entirety by HOME in PLACE (New Zealand) Limited (HOME in PLACE NZ). The Code as outlined in this Policy reflects the HOME in PLACE Code of Conduct with the following exceptions:

- References to HOME in PLACE policies have been amended to HOME in PLACE NZ Policies;
- Legislation is added or amended to New Zealand legislation;
- References to NDIS legislation has been deleted or replaced for applicability to New Zealand; and
- References to NRAS legislation has been deleted or replaced for applicability to New Zealand.

The object of the Code is to provide a framework for conducting business and interacting with clients, customers, colleagues, stakeholders, and others which is to:

- Ensure all child safeguarding practices are consistent with the Children’s Act 2014 and the Oranga Tamariki Act 1989, reflecting HOME in PLACE NZ’s commitment to New Zealand’s legal framework for child protection;
- Act with the utmost integrity, honesty, transparency, and professionalism and be scrupulous in the proper use of HOME in PLACE information, funds, equipment and facilities;
- Exercise objectivity, fairness, equality, proper courtesy, consideration, and sensitivity in dealing with clients, colleagues, and other stakeholders;
- Identify and manage any conflicts of interest appropriately;
- Promote the safety and well-being of all children accessing its services and programs, to minimise the risk of abuse of children; and Respect individual rights to freedom of expression, self-determination and decision-making to exercise choice and control over their own lives: and
- Prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of people with disability and vulnerable people.

All workers, directors, and members of governance committees and advisory panels of the HOME in PLACE are required to:

- Represent the HOME in PLACE best interests and value the HOME in PLACE reputation, the HOME in PLACE NZ Constitution expressly permits a director to act in the best interests of HOME in PLACE in accordance with S131(2) of the *Companies Act 1993* (NZ);
- Demonstrate conduct and behaviour that reflects the HOME in PLACE values honesty and integrity;
- To treat others with respect and value individual differences;
- Use appropriate language which does not discriminate, upset or offend others;
- Perform their duties with skill, care and diligence;
- Maintain a safe working environment and report anything which could be unsafe;
- Report any instance where the Code may be breached;
- To take all reasonable precautions to ensure a child safe environment is maintained and protect children from harms and abuses in performing their role for HOME in PLACE NZ; Act to prevent

- violence, neglect, exploitation or abuse of vulnerable persons including children and people with a disability;
- Respect and maintain privacy and confidentiality; and
- Use any delegated authority in fair and equitable manner.

The Code may apply when a worker, director, or member of a governance committee or advisory panel is performing duties or engaging in behaviour outside of the usual workplace location or their usual working hours for example whilst attending meetings and conferences or engaging with the community as a representative of HOME in PLACE.

## 2. Scope

This Policy applies to HOME in PLACE (New Zealand) Limited (HOME in PLACE NZ) and its directors, Governance Committee and Advisory members and Employees (or Workers) engaged to carry out business activities on behalf of HOME in PLACE NZ.

## 3. Policy Statement

### Guiding Principles

#### *The interests of HOME in PLACE*

Each worker, director, or member of a governance committee or advisory panel has the ability, through their conduct and behaviour, to either enhance and maintain or harm and undermine the trusted and respected reputation of HOME in PLACE.

The expectation is that each worker, director, or member of a governance committee or advisory panel:

- Acts professionally and ethically;
- Undertakes his or her duties with diligence and care;
- Is accountable for the decisions he or she makes and the actions he or she takes;
- Deals fairly and equitably with others;
- Provides advice which is within the delegation of his or her role and for which he or she is authorised to provide;
- Helps protect clients and other stakeholders against potential fraud, theft, discrimination, violence, exploitation, neglect and abuse including child abuse;
- Never entertains clients or stakeholders or participates in activities or functions in a way which may damage HOME in PLACE NZ's reputation; and
- Uses organisational equipment and systems of work appropriately, for their proper purpose and in accordance with the relevant policies and procedures.

Further, in providing supports or services to people with disability, each worker, director, or member of a governance committee or advisory panel must:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions;

- Respect the privacy of people with disability;
- Provide supports and services in a safe and competent manner, with care and skill;
- Act with integrity, honesty and transparency;
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability;
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and
- Take all reasonable steps to prevent and respond to sexual misconduct.

For further information, please refer to the following HOME in PLACE or HOME in PLACE NZ documents:

- POL-003-02 Child Safeguarding Policy
- POL-003-03 People with Disability Safeguarding Policy
- POL-006-01 Social Media Policy
- POL-038 ICT Electronic Messaging Policy
- POL-039 ICT Mobile Device Policy
- POL-041 ICT Use Policy
- POL-8002 Delegations Policy

### *The key values – honesty and integrity*

The values of HOME in PLACE, as noted in the current HOME in PLACE Strategic Plan, underpin operations. It is recognised that the continued success of HOME in PLACE depends on each worker, director, or member of a governance committee or advisory panel demonstrating the values of honesty and integrity and thereby:

- Use HOME in PLACE NZ assets and funds (including corporate credit cards) for proper use in accordance with relevant policies and procedures;
- Keep true and accurate records of all transactions (including receipts) which make use of HOME in PLACE NZ funds;
- Never amend records with the intention of disguising, concealing or misrepresenting the true nature of the transaction or the involvement with a third party;
- Ensure all transactions undertaken during your work are properly recorded;
- Never assist a third party to break or evade the law;
- Avoid any personal, financial, or other interest which may conflict with their employment and duties; and
- Immediately report any suspicions of fraud, theft, or dishonesty.

For further information, please refer to the following HOME in PLACE documents:

Corporate Governance Policies including:

- POL-8047 Conflict of Interest Policy
- POL-8034 Whistleblower Policy
- POL-8013 Fraud and Corruption Policy

Organisational Management Policies including:

- POL-8015 Petty Cash Policy
- POL-8011 Credit Card Policy

- POL-8010 Motor Vehicle Policy
- POL-8009 Corporate Asset Purchase and Procurement Policy
- POL-8002 Delegation of Authority Policy

## *Respect and Dignity*

HOME in PLACE NZ values difference and supports the development of a diverse and inclusive workforce and governance practice where respect and dignity oversee all interactions.

All representatives of HOME in PLACE NZ is expected to contribute to a psychologically safe work environment by promoting inclusion, respect, open communication, and mental well-being, and to report concerns relating to stress, bullying, or mental health risks in the workplace.

Discrimination, bullying, harassment, or offensive behaviour of any kind will not be tolerated.

Each worker, director, or member of a governance committee or advisory panel agrees to:

- Makes decisions that are based on merit, in accordance with policy, procedure and their delegated authority;
- Treat colleagues, clients, customers, stakeholders and other parties with respect and empathy;
- Support people with disability to make informed decisions to exercise choice and control over their lives:
- Report criminal, inappropriate, or offensive behaviour, abuse of children and people with a disability; and
- Respect and support fundamental human rights<sup>1</sup>

For further information, please refer to the following HOME in PLACE documents:

- POL-003-02 Child Safeguarding Policy
- POL-003-03 People with Disability Safeguarding Policy
- POL-8021 Leave and Termination of Employment Policy
- POL-8016 Health and Safety at Work Policy
- POL-8002 Delegation of Authority Policy
- POL-028-14 Sexual Harassment Victimisation Policy

## *Conflicts of Interest*

Acting honestly and with integrity requires each of us to manage conflicts of interest and avoid placing personal interests or the interests of another person before those of HOME in PLACE, our clients or other stakeholders.

The perception of a conflict of interest can do as much damage to the reputation of HOME in PLACE as an actual conflict of interest. All workers, directors, and members of a governance committee or advisory panel must be conscious of when and how a conflict may be perceived by others and take appropriate and immediate action to either avoid or address this risk. Any interest which may constitute a conflict of interest

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<sup>1</sup> As set out in the [UN Universal Declaration of Human Rights](#).

must be promptly disclosed in accordance with the Conflict of Interest Policy and recorded in HOME in PLACE's online Incident, Risk, Compliance and Information platform.

For further information, please refer to the following HOME in PLACE documents:

- POL-8047 Conflict of Interest Policy
- POL-8002 Delegation of Authority Policy

## *Safety*

All workers, directors, and members of a governance committee or advisory panel are:

- Prohibited from possessing or consuming alcohol and/or illegal drugs in the workplace and are prohibited from working under the influence of illegal drugs or alcohol;
- Expected to perform their duties within the guidelines of HOME in PLACE NZ Health and Safety at Work Policy and procedures that support health and safety at work and will do all that is reasonably practicable to ensure their safety and the safety of others; and
- Report any concern about neglect, exploitation, abuse or other concern for the safety or well-being of children and people with a disability.

For further information, please refer to the following HOME in PLACE documents:

- POL-003-02 Child Safeguarding Policy
- POL-003-03 People with Disability Safeguarding Policy
- POL-8016 Health and Safety at Work Policy
- POL-8017 Return to Work Policy

***There are Additional Code of Conduct (Safeguarding of children) commitments which set specific clear behavioural guidelines and expectations for workers and Associates who work directly or indirectly with children, particularly in HOME in PLACE's international development programs. These additional commitments are clearly stated in Appendix I and is an integral part of the HOME in PLACE Code of Conduct Policy.***

***For further information, please refer to Annexure 1 - Additional Code of Conduct (Safeguarding of children) commitments.***

## *Privacy and Confidentiality*

All workers, directors, and members of a governance committee or advisory panel may come across private and confidential information relating to HOME in PLACE NZ, colleagues, clients, suppliers or third parties.

All workers, directors, and members of a governance committee or advisory panel must use any private or confidential information provided to them in line with the relevant Privacy and Confidentiality laws. Misuse of confidential and private information can have severe commercial and reputational consequences for the HOME in PLACE Group and can also negatively impact those whose information is misused.

Each worker, director, and member of a governance committee or advisory panel must:

- Ensure information is secure and not share private or confidential information with colleagues unless they need it to perform their duties and their delegation allows them access to this information;
- Only release information to third parties if the client (or person affected by the release of the information) has agreed in writing to the information being release or if required under the law;
- Follow privacy procedures and requirement to protect information whenever personal details are supplied over the phone, by email or fax;
- Follow all IT protocols and procedures for the maintenance of passwords and user profile setup;
- Collect, use, store, handle, update and destroy information, particularly personally identifiable information, in line with applicable policies and processes;
- Never disclose any information about HOME in PLACE or any individual which is not already in the public domain without the proper authority to do so;
- Never post inappropriate, false, or malicious comments or materials online relating to the HOME in PLACE.

For further information, please refer to the following HOME in PLACE documents:

- POL-006-01 Social Media Policy
- POL-041 ICT Use Policy
- POL-8019 Privacy Policy
- Privacy and Confidentiality Statement in HOME in PLACE NZ Employment Agreements

### *Standards of dress*

All workers, directors, and members of a governance committee or advisory panel must dress in a manner that upholds the professional image of HOME in PLACE and, where required, in an appropriate manner to ensure their work health and safety.

For further information, please refer to the following HOME in PLACE documents:

- POL-028-13 Corporate Uniform Policy

## **How the HOME in PLACE ensures Compliance with the Code**

This Code sets the minimum expectations regarding the conduct and behaviour of each worker, director, and member of a governance committee or advisory panel with the understanding that no policy can cover every conceivable circumstance.

If a worker, director, and member of a governance committee or advisory panel has doubts about any aspect of this Code, including whether his or her conduct or the conduct of someone else is consistent with the Code, her or she may seek clarification from:

- a. Their manager or a human resource representative if he or she is a worker of HOME in PLACE; or
- b. The Company Secretary or the Chair of the Parent Board if her or she is a director, or member of a governance committee and advisory panel of HOME in PLACE.

## Breaches of the Code

All workers, directors, and members of a governance committee or advisory panel have a duty to observe the Code and ensure that no breaches occur. Any breach of the Code requires immediate attention. All workers, directors, and members of a governance committee or advisory panel have a duty to report known or suspected breaches of the Code.

A complaint or disclosure about an alleged breach of the Code should be in writing and contain details about the date, time and nature of the alleged breach and include any available support material. All reports are to be lodged via the Incident, Risk, Compliance, and Information platform using the Misconduct – HOME in PLACE Worker or Suspected Fraud category and reports will be treated sensitively and impartially. The principles of procedural fairness and natural justice will be observed in any action taken in relation to the complaint or disclosure.

HOME in PLACE will protect any “whistle-blower” who reports a violation in good faith and on reasonable grounds and will comply with laws relating to “whistle-blower protection”.

The allegation should be made to:

- The worker’s manager or a human resource representative if he or she is a worker of HOME in PLACE; or
- The Company Secretary or the Chair of the Parent Board if her or she is a director, or member of a governance committee and advisory panel of HOME in PLACE.

The complainant will be informed of the procedure for and outcome of the investigation. All workers, directors, and members of a governance committee or advisory panel are provided access to EAP services free of charge.

Any worker, director, and member of a governance committee or advisory panel may at any time discuss a matter or seek advice on how to proceed with a matter from a human resources representative, any other senior executive, the Chair of the Parent Board or the Company Secretary

For further information, please refer to the following HOME in PLACE documents:

- POL-8013 Fraud and Corruption Policy
- POL-8021 Leave and Termination Policy
- POL-8034 Whistleblower Policy

## How Does HOME in PLACE NZ Ensure the Code Remains Effective?

The Human Resources department is responsible for the ongoing review and development of the Code. On the commencement of employment, contractual service, or appointment and then annually thereafter, each worker, director, and member of a governance committee or advisory panel must review the Code and declare that they:

- Understand the principles of the Code;
- Have complied with the principles of the Code in the previous 12 months; and

- agree to continue to comply with them.

It is a requirement that any breach of the Code will be recorded and reported in line with HOME in PLACE NZ policies and procedures.

## Declaration

I ..... have read, understood, and will comply with HOME in PLACE NZ and HOME in PLACE Group Code of Conduct Policy.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Position: \_\_\_\_\_

## 4. Definitions and Acronyms Glossary

For clarification of any definitions or acronyms contained within this document, please click on the [Glossary](#) for information.

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