



MAHI MIHINARE  
ANGLICAN ACTION

# Anglican Action Code of Conduct

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# Code of Conduct

***Our Code of Conduct outlines the high standards of behaviour we expect of all people who work at Anglican Action***

This Code is a tool to help you understand the principles that support our success and to assist you apply them to your job at Anglican Action and to your private life when it may affect your job. We are accountable for our behaviour living up to the expectations that this Code outlines. This Code also provides examples of behaviours that conflict with those principles and are not acceptable at Anglican Action.

This Code applies to you if you are an Anglican Action employee or if you are accepting employment with Anglican Action. It also applies to you if you are a volunteer who works on our premises or is involved in our work. You will also need to take Anglican Action's policies, procedures and operating standards into account when you apply this Code.

You can refer to this Code if you find yourself in a situation where you are not sure what to do, or if you feel under pressure to act in a way that does not meet the expected standards of behaviour.

Anglican Action can be a challenging place to work, particularly for new employees. However, understanding and applying the principles of this Code will help us all rise to meet these challenges and contribute to achieving lasting change.

## **What we expect of our employees**

**To achieve our vision at Anglican Action, we expect our employees to:**

- behave in a way that reflects the principles and behaviours described in this Code
- encourage others to behave in a way that is consistent with this Code
- report behaviour that is inconsistent with this Code

**At Anglican Action, we expect management to:**

- act as a good employer and work with employees in good faith
- model the standards of behaviour described in this Code
- treat all employees fairly and provide a safe work environment
- address any behaviour that is inconsistent with this Code and manage it objectively

## **We are accountable**

**Each of us is accountable for our organisation achieving its goals.**

Being accountable means we have the confidence of the people we work with, the public and funders. We do what is expected of us and act with transparency and integrity. We exercise self-management at work and in our private lives.

We advise our manager of any changes in our personal circumstances that could impact on the safe and efficient completion of our duties, or that may impact on the perception of our integrity and professionalism.

**To be accountable, at Anglican Action you must:**

- comply with the law at all times
- uphold the policies, procedures and standards of Anglican Action
- use resources responsibly and with prudence
- have clear objectives and measures, and monitor your progress in achieving these
- be honest and truthful and do the right thing, even when no-one is looking
- address your behaviour or anyone else's behaviour if it falls below these standards
- perform the duties and obligations of your position to the best of your ability
- remain calm and professional in challenging situations
- own your actions and behaviours and acknowledge your mistakes
- use approved intervention models and standards of practice when required
- maintain appropriate professional boundaries and relationships with the people you work with
- avoid situations and behaviour that may be considered a conflict of interest, or that conflicts with this Code or with Anglican Action's objectives and obligations, or that may be considered unethical
- use resources, equipment, information and IT systems for approved purposes
- make sure you respect privacy, keep secure all information you have contact with, and handle information appropriately
- advise the team leader and Missioner as soon as possible if you are unable to report for work or to complete work assigned to you
- advise the Missioner of any criminal charge laid against you under any law, statute or regulation

A conflict of interest could involve working in a way that counters the interests of the agency or a client. It is something which could impair an employee's ability to perform his or her duties and responsibilities objectively.

An example of a conflict of interest – unauthorised sharing of a client’s information, or sharing information about the agency with another agency who might seek to gain from that information, for example when the two agencies are competing for a provider contract.

## **We make a difference**

### **What each of us does really matters**

To make a genuine difference, our decisions and actions support positive changes in the lives of our people and our community.

When we interact with those we work with and our colleagues, we model behaviour that helps everyone to become better members of society.

We are self disciplined and fair, and use good judgement. The way we communicate sets the standards of acceptable behaviour for all of us working together.

### **At Anglican Action, to make a difference, you must:**

- maintain and role model high standards of integrity, presenting yourself in a way that enhances your credibility and supports our success
- behave in a way that reflects well on your position at Anglican Action, both in and out of the workplace
- challenge behaviour that is inappropriate
- act in a way that has a positive impact on the lives and behaviours of the people we work with
- use our policies, practices and principles to deliver the best outcome
- support people to make lawful choices
- use Anglican Action’s resources lawfully, responsibly, appropriately, effectively and efficiently
- defuse tension or minimise risk using your training and skills
- respond promptly to requests and follow through on commitments you make
- comply with all reasonable instructions, work within your delegated authority and complete tasks and responsibilities on time
- show you are committed to your health and safety and the health and safety of others

## **We achieve more by working together**

### **Acting as one team increases our ability to achieve our objectives**

We are an organisation of many parts, relationships and partnerships. Each part of Anglican Action contributes its particular expertise, perspectives and resources.

We work effectively with our colleagues because we make communication a priority. No matter what our role is, by working well with our colleagues we enhance our efforts and improve our results.

Our partnerships with Maori, other community groups, funders and statutory organisations are greatly valued. Our partners support us and we benefit from this.

### **To work as part of the Anglican Action team, you must:**

- recognise that you are part of one team working for the whole of Anglican Action
- behave in a way that supports your colleagues and contributes to Anglican Action creating lasting change
- work effectively and respectfully with a range of people and groups across the community
- communicate appropriately and effectively with your colleagues, the community and offenders
- respect people's rights, including their culture and perspectives, even if they are different from yours
- act fairly and without prejudice by having an impartial view of people and situations and by making judgements based on facts
- share your knowledge and experience in a way that supports people to succeed
- involve other people so you make informed decisions that achieve positive outcomes and meet Anglican Action's objectives
- identify the strengths of individuals and ways they can maximise their contribution to the success of the organisation
- support Anglican Action's commitment under the Treaty of Waitangi, and the Human Rights Act 1993

## **We try new approaches to get better outcomes**

### **To get better outcomes, we find better ways of doing things**

We continuously improve our performance and we are open to change and innovation.

We take considered risks and try new approaches to old problems within our delegated authority.

We learn what works by reflecting on our actions and their outcomes and by honestly examining what has not worked. We are open to the lessons we can learn from our mistakes.

### **To take new approaches and deliver better outcomes, you must:**

- commit to personal and professional learning to develop and improve your own performance and the performance of your colleagues
- listen to feedback and act on it
- reconsider the ways 'we have always done things' and explore other ways with an open mind
- suggest new ways of doing things, while following established process and policy until change is approved
- seek advice from managers or specialists to test your ideas and help make the right decisions
- maintain the training, certification, registration and security requirements of your role
- accept opportunities to change or improve processes to deliver better results

## **CONDUCT OR BEHAVIOUR THAT FALLS BELOW OUR EXPECTATIONS**

### **At Anglican Action, we expect a very high standard of professional and personal behaviour**

Most of the time, we uphold the standards of this Code of Conduct without difficulty. Given the nature of the work we need to perform and the unique status we have as part of the Anglican Action team, there are some activities and behaviours that are unacceptable.

On the next page are examples of behaviour or conduct that do not meet Anglican Action's expectations. This type of behaviour could result in disciplinary action. These examples are intended to help clarify behaviour or conduct that is definitely unacceptable – it is not a comprehensive list.

## **Following a fair and reasonable process**

If an activity, behaviour or conduct is identified as potentially unacceptable or of concern, Anglican Action will follow a fair and reasonable process, appropriate to the alleged actions.

We will judge every situation on its own merits and circumstances.

## **Managing breaches of this Code**

There will be a consequence if we find an employee's behaviour is inconsistent with this Code. This may involve further development or support to bring the behaviour up to the standard required. For more serious misconduct, disciplinary action may result, which could include warnings or the termination of employment.

## **Examples of conduct that falls below our expectations**

**Dishonesty (including by omission):** Lying, failing to declare or otherwise withholding information. Examples include 'covering up' a failure by yourself or someone else; knowingly providing incomplete, inaccurate or misleading information; falsely claiming to have experience or to have completed qualifications or work; or submitting or approving an incorrect timesheet or expense claim.

**Actions that are unlawful:** Undertaking any form of unlawful behaviour or involvement (whether in the workplace or off duty). Examples include admitting or being convicted of an offence; failing to follow procedures relating to the use of force; or concealing, enabling or allowing an offence to occur.

**Misuse of information and information systems:** Accessing, using or passing on information held in Anglican Action's systems inappropriately or without authority, or failing to maintain the security of Anglican Action's systems and information. Examples include releasing or discussing client details with a third party; using Anglican Action's email or internet to send, or receiving or viewing offensive or pornographic materials.

**Misuse of property:** Theft or inappropriate or unauthorised use of possession of Corrections property/resources or the property of others. Examples include taking supplies for your personal use; making unauthorised personal journeys in Anglican Action's vehicles.

**Careless or unsafe behaviour:** Any behaviour resulting in a potential or actual threat to the health and safety of any individual or to the security or professional/performance standards. Examples of such behaviour include mislaying confidential information where it could be accessed by unauthorised individuals or the public; or being at work under the influence of drugs or alcohol.

**Sustained poor performance:** Continued or repeated failure to meet the standards or requirements of your role. Examples include repeated failure to complete assigned tasks; or inability to meet competencies required in your role.

**Reputational issues:** Actions that bring Anglican Action into disrepute or negatively affect the public perception of Anglican Action. Examples include publicly criticising Anglican Action; making media comments without delegation; or statements made in any electronic form or forum, such as a social network or website that reflect poorly on Anglican Action or other employees.