



DEPARTMENT OF
CORRECTIONS
ARA POUTAMA AOTEAROA

DEPARTMENT OF CORRECTIONS
CODE OF CONDUCT

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982



CHIEF EXECUTIVE'S FOREWORD

Every week, 8,000 people get up and come to work at the Department of Corrections, in an environment of high risk and high reward. We are privileged to have the opportunity to make a positive difference for offenders, prisoners and the New Zealand public.

This Code of Conduct describes the principles we operate by – the principles that enable us to make that positive difference. These principles are based on Our Way, and are supported by examples of the behaviours that we all must demonstrate if we want to succeed at reducing re-offending and maintaining public safety.

Working at Corrections can be a challenge, but it is also incredibly rewarding to create lasting change by having a positive impact on the lives of offenders. This Code of Conduct will help you contribute to our success.

Ray Smith

*Kia kaha, kia maia, kia ū
Be strong, be brave, be steadfast.*

Not just when it is easy, but also when it is a challenge to do so.

THE PURPOSE OF OUR CODE OF CONDUCT

Our Code of Conduct outlines the high standards of behaviour we expect of all people who work at Corrections.

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 Corrections 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 Corrections.

This Code applies to you if you are a Corrections employee or if you are accepting employment with Corrections. It also applies to you if you are a contractor, consultant or volunteer who works on our premises or is involved in our business. For the purpose of this Code only, all such persons are referred to as 'employees'. You will also need to take Corrections' 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. You can also seek advice from your manager or another manager.

Managers, leaders and senior staff should use this Code to help employees understand and apply the principles to their work.

Corrections 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 CORRECTIONS, 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 CORRECTIONS, WE EXPECT OUR MANAGERS 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.

STATE SERVICES STANDARDS AND PRINCIPLES

The State Services Commissioner has issued a set of 'Standards of Integrity and Conduct'.

These set out the principles and minimum standards of behaviour the Commissioner expects of all people working within the State Sector. The standards apply to Corrections employees, contractors and volunteers.

Like all employees within the State Services, we are expected to act with a spirit of service to the community – making a difference for all New Zealanders. We are also expected to apply high standards of integrity to all that we do and to maintain political neutrality in our work so that we are able to serve the current and future Governments of New Zealand.

The State Services principles require us to be fair, impartial, responsible and trustworthy. Our Code of Conduct incorporates these principles into our culture statements and applies them to our work at Corrections. You can find the State Services *Standards of Integrity and Conduct* on Cornet. Hard copies are available from Human Resources or your manager.

Under the State Sector Act 1988, public servants who act in good faith and are following the standards, principles and processes of their employing Department will be indemnified for any personal liability that may happen because of their actions. If employees act outside these established standards, they may not be indemnified.



KA NOHO HAEPAPA TĀTOU >
WE ARE ACCOUNTABLE

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

Being accountable means we have the confidence of the public and Government. 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 all understand how our role contributes to achieving our priorities – improving public safety, reducing re-offending, providing better public value and demonstrating leadership.

We constantly strive to meet or exceed the standards of performance for our work – particularly where this relates to our safety and the safety of our colleagues, the public and offenders.

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.

Te toka tū moana

As the boulder standing in the ocean

As the rock is seen to remain steadfast amidst the forces of nature, we too will have the public's confidence when we hold ourselves accountable for delivering what is expected of us, each and every time.

TO BE ACCOUNTABLE, AT CORRECTIONS YOU MUST:

- > comply with the law at all times
- > uphold the policies, procedures and standards of Corrections
- > use public funds 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
- > uphold and implement Corrections and Government policy, whether you agree with it or not
- > perform the duties and obligations of your position to the best of your ability
- > act with political neutrality in your work, or where you are identified as a Corrections employee
- > 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 offenders
- > avoid situations and behaviour that may be considered a conflict of interest, or that conflicts with this Code or with Corrections' 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 your manager as soon as possible if you are unable to report for work or to complete work assigned to you
- > advise your manager of any criminal charge laid against you under any law, statute or regulation.



KA WHAI HUA Ā TĀTOU MAHI >
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 offenders and our community. We make changes that last – encouraging lawful choices that support public safety and reduce re-offending.

When we interact with offenders and our colleagues, we model behaviour that helps offenders 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 offenders to follow.

Ma te hua o te maara, te mana ka tupu

It is only the fruits of the harvest that give rise to prestige

Our success is measured by the positive difference that we make.

AT CORRECTIONS, 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 Corrections, 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 offenders
- > use our policies, practices and principles to deliver the best outcome
- > support people to make lawful choices
- > use Corrections' resources lawfully, responsibly, appropriately, effectively and efficiently to provide better public value
- > 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.



KA MAHI TAHI KIA TUTUKI Ā TĀTOU MAHI NUI >

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 Corrections 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 Māori, community groups, private sector partners and the state sector are successful. Our partners support us and we benefit from this.

*He rakau tawhito, e mau ana te taitea i waho ra, e tū te kohiwi
For it is certain in a very old tree the sapwood is on the outside
and the heartwood stands firm*

*With each of us playing our parts; solid advice and support from the centre, and the energy
and contribution of front line staff, we can really make a difference with offenders.*

TO WORK AS PART OF THE CORRECTIONS TEAM, YOU MUST:

- > recognise that you are part of one team working for the whole of Corrections
- > behave in a way that supports your colleagues and contributes to Corrections 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 Corrections' objectives
- > identify the strengths of individuals and ways they can maximise their contribution to the success of the organisation
- > support the Crown's commitments under the Treaty of Waitangi, the Human Rights Act 1993 and the State Sector Act 1988.



KA PARA HUARAHI HOU TĀTOU, KIA PAI AKE NGĀ PUTANGA >

WE TAKE 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.

Ki nga whakaeke haumi

Join those who join the sections of a canoe

As a canoe can be modified into a better canoe by adding and rearranging sections, we too can achieve better outcomes by taking new approaches and by learning from what has and has not worked in what we are currently doing.



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 Corrections, 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 Corrections team, there are some activities and behaviours that are unacceptable.

On the next page are examples of behaviour or conduct that do not meet Corrections' 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, Corrections 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, the cancellation of a contract, or the removal of authority to be on Corrections' sites.

EXAMPLES OF CONDUCT THAT FALLS BELOW OUR EXPECTATIONS.

- > **Corruption.** Accepting a bribe, inducement, reward or gift, or complying with a request or threat to use your position to provide a benefit to any person or third party, or allowing inappropriate activity or compromising the impartial performance of your duties. *Examples include turning a blind eye to someone bringing contraband into a prison; giving preferential treatment to any person; accepting a gift in return for a favourable report on an offender or in return for a supplier being engaged, or trading hours of community work in return for benefits.*
- > **Contraband.** Bringing, carrying or allowing prohibited items within a prison or Corrections' worksite for your own use or for that of an offender. *Examples include allowing a gift of food or an undeclared item for a prisoner; or bringing drugs, alcohol or cigarettes into a prison site.*
- > **Inappropriate behaviour or relationships (internal or external).** Failing to maintain professional boundaries with prisoners or offenders. Failing to respect the basic rights, privacy and dignity of any other person. *Examples include having financial, personal or sexual relationships with an offender, a prisoner, or an ex offender or prisoner with whom you have had contact in the course of your duties; intimidation, sexual or racial harassment, bullying, abusive or demeaning behaviour; or using or threatening force or violence.*
- > **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), or breaching your or Corrections' responsibilities under the Corrections Act 2004 and other legislation. *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.*

CONTINUED OVERLEAF



- > **Conflicts of interest.** Entering into, or failing to declare to your manager, any other employment or business involvement or personal relationships that could appear to undermine your credibility, fairness or impartiality as an employee, or the reputation of Corrections. This includes any behaviour that could appear to influence the impartial performance of your duties. *Examples include not advising your manager that you are related to an offender you may have contact with; or starting secondary employment without approval.*
- > **Misuse of information and information systems.** Accessing, using or passing on information held in Corrections' systems inappropriately or without authority (to others inside or outside Corrections), or failing to maintain the security of Corrections' systems and information. *Examples include viewing the records of an offender for whom you do not have a work responsibility; sharing, releasing or discussing offender details with a third party; using Corrections email or internet to send, or receiving or viewing offensive or pornographic materials.*
- > **Misuse of property.** Theft or inappropriate or unauthorised use or possession of Corrections property/resources or the property of others. *Examples include taking supplies for your personal use; making unauthorised personal journeys in Corrections' vehicles.*
- > **Careless or unsafe behaviour.** Any behaviour resulting in a potential or actual threat to the health and safety of any individual or to security or professional/performance standards. *Examples of such behaviour include failing to secure a cell; 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 Corrections into disrepute or negatively affect the public perception of Corrections or the Government. *Examples include publicly criticising Corrections or Government; 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 Corrections or other employees.*

DEPARTMENT OF CORRECTIONS CODE OF CONDUCT >
ACKNOWLEDGEMENT OF RECEIPT

I,

(name & position)

acknowledge that I have received, read and understood the Code of Conduct.

I understand that if, at any time, I am unclear about any of the content, or I am at risk of breaching the Code, I can discuss this with my manager, or any other Department representative.

I understand that if I breach the Code, this may lead to disciplinary action, including dismissal.

Signed:

Date

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