

OIR: 2223/564

15 June 2023

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED]

Request for Information under the Local Government and Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of 26 May 2023 requesting the following information:

In relation to how council staff are to conduct themselves with members of the public, can you please send me by email to this address, a copy of that document?"

The Council has expectations for staff behaviour which is set out in the Staff Code of Conduct and Employment Agreements. Staff behaviour towards colleagues and to members of the public is underpinned by our organisational values of delivering our services in a Caring, Dynamic, and Effective manner. The relevant extracts from those internal staff documents are set out on the following pages.

☰

VALUE	BEHAVIOUR	DESCRIPTOR
<i>Caring</i> <i>We understand our customers' needs, share information and work as a team</i>	<ul style="list-style-type: none"> empathetic responsive collaborative 	<ul style="list-style-type: none"> we listen and understand our customers' <u>needs</u> we communicate, we are timely and <u>respectful</u> we work together to deliver a one team approach
<i>Dynamic</i> <i>We bring a can-do attitude to make it happen</i>	<ul style="list-style-type: none"> adaptive enthusiastic solution focussed 	<ul style="list-style-type: none"> we are open minded and <u>constructive</u> we work with a <u>can do</u> attitude to get the best outcomes we navigate the way for our customers
<i>Effective</i> <i>We get it right and deliver consistent, value for money services</i>	<ul style="list-style-type: none"> get it <u>right</u> ownership & accountability value for money 	<ul style="list-style-type: none"> we do what we say we will, when we say we will, with no <u>surprises</u> we take responsibility for our <u>actions</u> and we are always trying to improve we make the best decisions for our community

☰

The Staff Code of Conduct states:

- Treat your colleagues, customers and any people you have official interactions with, with courtesy and respect. This includes the requirement not to bully, harass or discriminate any person for any reason.
- Maintain the standard of dress and general appearance required in your workplace and in accordance with any applicable Council Workplace Dress policy.
- You should carry out your duties in an efficient and competent manner and comply with all of the Council's policies, procedures, and guidelines.
- In your private, public, or work related activities you must avoid any activity that could reflect badly on the Council or jeopardise its relationship with stakeholders or the general public. This may include, but is not exclusive to, activity on your social media, your activity on social media, your behaviour outside of work, or breaching confidentiality.
- You should fulfil your lawful obligations to the Council with professionalism and integrity.
- You should perform your duties honestly, faithfully and efficiently, respecting the rights of the public, colleagues and customers.
- You should avoid activities (work or non-work related) that may bring the Council into actual or potential disrepute or damage its relationship of trust and confidence with other agencies or the community.
- Contribute to a safe workplace by knowing and carrying out your responsibilities under the Health and Safety at Work Act 2015 (HSWA), including by:
 - taking reasonable care for your own health and safety;
 - taking reasonable care that your acts or omissions do not adversely affect others' health and safety; and
 - complying, so far as reasonably able, with any reasonable instruction by the Council to allow the Council to comply with HSWA or regulations.

The Employment Agreements states:

In discharging your duties and exercising your powers you agree to:

- Comply with all reasonable and lawful directions given to you by the Council;
- Ensure that all functions, duties and powers delegated to you or imposed by any Act, regulation or by-law, are properly carried out;
- Carry out your work effectively, efficiently and economically in line with the Council's policies and administrative directives, standards and goals;

- Comply with applicable Council's employees' Code of Conduct and do your best to ensure your staff (if any) complies with the Code. You will receive a copy of the current Code. The Council will revise the Code from time to time. You must meet the obligations of whatever Code of Conduct is applicable and current; and
- Refrain from acting in a manner which brings, or could bring, the Council into disrepute.

Ngā mihi



Dianne Andrew

Organisational Development Manager
Te Kaihautū mo te Hunga Mahi