



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development

9 June 2025

HUD2025-007164

s 9(2)(a)

Tēnā koe s 9(2)(a)

On 22 May 2025 Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development (the Ministry) received your request for the following information under the Official Information Act 1982 (the Act):

...a copy of ŌCHT's Code of Conduct for staff, please?

This document is attached and released to you in full.

You also asked if we have a PO Box. Our mailing address is:

Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development
PO Box 82
Wellington 6140

You have the right to seek an investigation and review of my response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website at: www.ombudsman.parliament.nz.

As part of our ongoing commitment to openness and transparency, the Ministry proactively releases information and documents that may be of interest to the public. As such, this response, with your personal details removed, may be published on our website.

Nāku noa, nā

Fiona Fitzgerald
Head of Community Housing Regulatory Authority
Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development

 Ōtautahi community housing trust	MGT05 - Employee Code of Conduct Policy	Document Number: GO- POL-8235	Revision: 3.0
---	--	-------------------------------------	----------------------

1.0 Purpose

ŌCHT is committed to creating an environment where every employee is treated with respect and dignity. The purpose of this policy is to clearly set out the behavioural expectations ŌCHT has of its employees.

2.0 Scope

The policy covers professional ethics, such as integrity, honesty, respect, diversity, confidentiality, compliance, and accountability. The policy outlines the or concerns.

3.0 Definitions

N/A

4.0 Responsibilities

All ŌCHT employees are responsible for adherence to this policy.

5.0 Detail

Policy Statement

The reputation and credibility of the Ōtautahi Community Housing Trust (ŌCHT) is based upon its employees' commitment to ethical business practices. ŌCHT expects its employees to act ethically at all times. Employees are expected to act honestly, conscientiously, reasonably and in good faith at all times.

Employees have an obligation to:

- a. Always act in a way that is consistent with the role and values of ŌCHT
- b. Behave professionally. This includes being punctual, meeting deadlines, and communicating effectively.
- c. Act with integrity and fairness.
- d. Carry out their duties competently, efficiently and in accordance with all applicable laws, regulations, policies and service performance standards.
- e. Discrimination, harassment, or any other form of disrespectful behavior is strictly prohibited.
- f. Comply with lawful and reasonable employer instructions and policies and work as directed;
- g. Be present at work as required, only being absent with proper authorisation;
- h. Neither use, or allow the use of, information, ŌCHT property, resources or funds for other than authorised purposes;
- i. Respect the privacy of individuals and use confidential information only for the purposes for which it was intended;
- j. Ensure that all communications, whether in person, over the phone, or by electronic means are professional, sensitive and consistent.

Prepared by: Olivia Daly	UNCONTROLLED WHEN PRINTED	Date Approved:	Page 1 of 3
Approved by: Cate Kearney, Chief Executive		30/04/2024	

 Ōtautahi community housing trust	MGT05 - Employee Code of Conduct Policy	Document Number: GO- POL-8235	Revision: 3.0
---	--	-------------------------------------	----------------------

- k. Use technology responsibly. This includes respecting digital copyrights, maintaining the security of digital systems and data, and using social media and other digital platforms in a respectful and professional manner.
- l. Incur no liability on the part of ŌCHT without proper authorisation.
- m. Not demand, claim or accept any fee, gratuity, commission or benefit from any person or persons other than ŌCHT in payment for any matter or thing.

Breaches of the Code of Conduct

Breaches of this Code of Conduct by employees may result in disciplinary action.

Examples of misconduct and serious misconduct which are considered breaches of this Code of Conduct are:

Misconduct – involves a breach of the above obligations. If established, misconduct may lead to a warning.

Serious Misconduct – is behaviour which undermines the contractual relationship between employee and employer and/or threatens the reputation of ŌCHT, its employees or stakeholders.

Serious misconduct includes, but is not confined to, the examples outlined below:


- a. Refusing to perform specified duties or to carry out lawful and reasonable instructions of managers or team leaders;
- b. Violent, dangerous or intimidating behaviour (whether in person, via electronic communication, or otherwise) including sexual, racial or other harassment; bullying; assaulting or threatening to assault any employee, customer or member of the public;
- c. Behaving in a manner causing safety risks to the employee, other employees, and any other people in the workplace;
- d. Being affected by alcohol or non-prescription drugs while at work;
- e. Possession, custody or control of illegal drugs on ŌCHT premises, or when representing ŌCHT professionally;
- f. Having unauthorised possession of, or removing property belonging to ŌCHT, another employee, stakeholder or visitor;
- g. Any fraudulent behaviour, including but not limited to: wilfully submitting a false claim for expenses or any other deliberate falsification of records;
- h. Deliberately or recklessly acting or failing to act in a manner resulting in serious damage to ŌCHT property;
- i. Unauthorised financial expenditure;
- j. Gross negligence or persistent failure to meet performance targets;
- k. Acting in a way which, in the view of ŌCHT, brings the employee or ŌCHT into disrepute, whether or not such an act is directly related to the affairs of ŌCHT
- l. Breach of confidentiality;
- m. Conviction of a criminal offence (other than a road traffic offence for which a non-custodial penalty is imposed);
- n. Abuse of sick leave or bereavement leave;
- o. Inappropriate use of ŌCHT's systems;
- p. Repeatedly contravening the Code of Conduct or other instances of misconduct;
- q. Failure to observe ŌCHT policies and procedures.

If any employee becomes aware of any alleged breach of the standards outlined above, the employee is responsible for reporting it to a manager. If this is not appropriate, the breach should be reported on a one up basis.

Compliance

Compliance with this policy is expected from all employees. Failure by an employee to comply with any aspects of this policy may amount to misconduct, or serious misconduct, by the employee which may result in ŌCHT taking disciplinary action.

Prepared by: Olivia Daly	UNCONTROLLED WHEN PRINTED	Date Approved:	Page 2 of 3
Approved by: Cate Kearney, Chief Executive		30/04/2024	

 Ōtautahi community housing trust	MGT05 - Employee Code of Conduct Policy	Document Number: GO-POL-8235	Revision: 3.0
---	--	------------------------------	----------------------

6.0 References

This policy is written with regard to the following ŌCHT policies and legislation:

- GOV15 General Procurement Policy
- FIN03 Delegated Authorities Policy
- MGT11 Koha, Gifts and Donations Policy
- MGT20 Functions Alcohol Policy
- GOV21 Media and Communications Policy
- Employment Relations Act 2000
- Protected Disclosures Act 2000
- Privacy Act 2020
- Human Rights Act 1993

7.0 Associated Forms and Registers

N/A

8.0 Record information

N/A

9.0 Revision history

Date	Revision	CR #	Changed by	Description	Approved by
10/04/2024	3.0	CR554	Olivia Daly, EA, Board Secretary	2024 Policy review. Transferred into new template and minor edits.	Chief Executive 30/04/2024
18/11/2020	2.0	N/A	Cate Kearney, Chief Executive	Scheduled review. Minor amendments to wording and formatting.	Chief Executive (18/11/2020)
10/01/2018	1.1	N/A	Olivia Daly, EA, Board Secretary	Minor changes to formatting	Chief Executive (10/01/2018)
20/05/2016	1.0	N/A	Kevin Roche, Board Secretary	Policy created for CHRA registration	Board of Trustees (20/05/2016)

Prepared by: Olivia Daly	UNCONTROLLED WHEN PRINTED	Date Approved:	Page 3 of 3
Approved by: Cate Kearney, Chief Executive		30/04/2024	