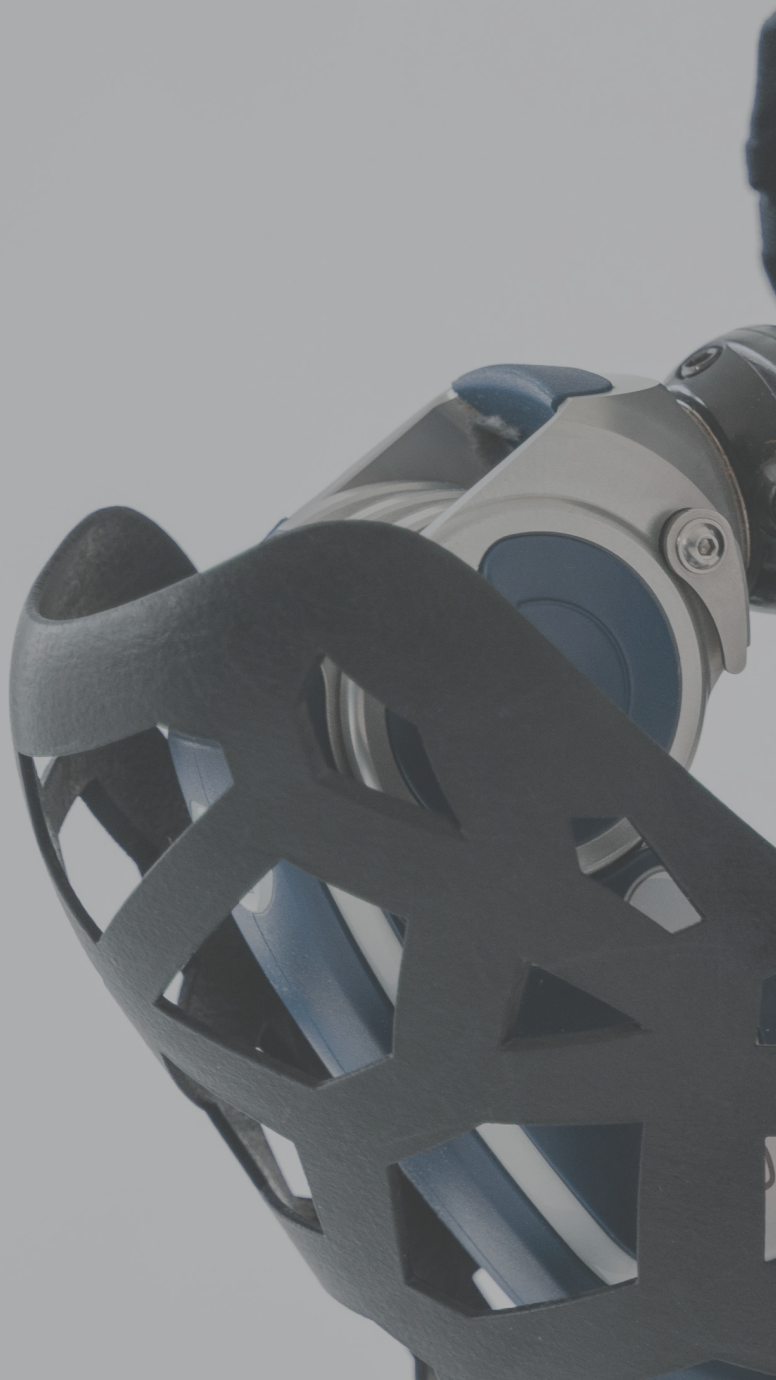


Peke Waihanga  
Artificial Limb Service  
Orthotic Service

# Living our Purpose and Values

Peke Waihanga's Code of Conduct







# Matakitenga Vision

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Kia motuhake me te whaihua ngā oranga  
ō tātou tūroro.

Independent and productive lives for the  
patients we care for.

# Koromakinga Mission

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Kia noho Motuhake te tūroro mā te whakarato I ngā ratonga Peke Waihanga me te whakarauora.

To enable our patients to achieve independence by delivering prosthetic, orthotic and rehabilitation services.



# Message from our Chief Executive Officer

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Peke Waihanga is a company of people. We make, create and innovate to support people who need and use prosthetics and orthotics, but ultimately it is our people who make us great, and who will make us greater. We are an inspirational company with aspirational people and the success of our organisation hinges on us and on our conduct as individuals.

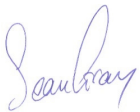
With over 150 of us working across six city centres and 17 regional clinics, we each have a role to play in making a real difference to our patients, our teams, and our communities. We have a responsibility to understand why we do the things we do through our statement of intent, what we focus on through our strategy, and how we work together through our values, behaviours, and conduct.

The trust that our patients, communities and our people place in Peke Waihanga, and our high standards of ethical behaviour, are fundamental to everything we do. As we go about our work it is important for us to have a frame of reference for the decisions we make every day. This document, our Code of Conduct (Code), aims to guide your decision-making process and to help you to do the right thing. It is how we provide services and do business.

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The Code reinforces the importance of providing services within the framework of professional standards, laws, and regulations, together with our own policies, values, and standards. It outlines the values and behaviours that define how we provide services. It holds us accountable to be open-minded and responsive and to give our best.

What we achieve as an organisation is entirely dependent on how we all individually put our purpose / intent and our values at the centre of everything we do—every day, in every action. So, let's work together to build trust and get even better outcomes for our patients. Let's encourage collaboration, cultivate curiosity and innovation, act with integrity and foster a sense of care and empathy in everything we do.

A handwritten signature in blue ink that reads "Sean Gray". The signature is fluid and cursive, with the first letter 'S' being particularly large and stylized.

**Sean Gray**

Chief Executive

# Introduction

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The *Code of Conduct* is based on the Peke Waihanga's statement of intent / purpose and a core set of shared values. It sets out a common framework around how we are expected to behave and emphasises doing the right thing.

Knowing, understanding, and living the Code, is a fundamental part of who we are as Peke Waihanga professionals, and what we stand for. Whether we are working with patients, colleagues, suppliers or other healthcare professionals, we depend on each other to be mindful of our professional and ethical responsibilities.

## Living our Purpose and Values

When working with our clients and colleagues, we:

### **Act with Integrity**

- ✓ Speak up for what is right, especially when it feels difficult
- ✓ Expect and deliver the highest quality outcomes
- ✓ Make decisions and act as if our personal reputations were at stake

### **Make a Difference**

- ✓ Stay informed and ask questions about the future of the world we live in
- ✓ Create impact with our colleagues, our clients and society through our actions
- ✓ Respond with agility to the ever changing environment in which we operate

### **Care**

- ✓ Make the effort to understand every individual and what matters to them
- ✓ Recognise the value that each person contributes
- ✓ Support others to grow and work in the way that brings out their best



## iii Work Together

- ✓ Collaborate and share relationships, ideas and knowledge beyond boundaries
- ✓ Seek and integrate a diverse range of perspectives, people and ideas
- ✓ Give and ask for feedback to improve ourselves and others

## iv Reimagine the possible

- ✓ Dare to challenge the status quo and try new things
- ✓ Innovate, test and learn from failure
- ✓ Have an open mind to the possibilities in every area



# Our Strategic Objectives

## Peke Waihanga Te to-keke | Equity

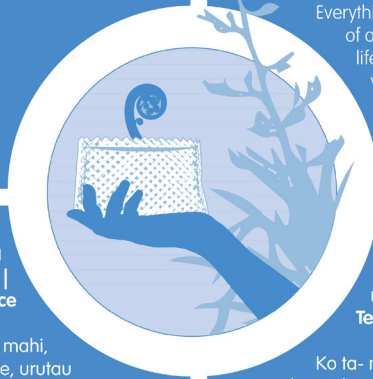
Ka tautoko a Peke Waihanga i te a-heinga tokeke o te tu-roro ki nga- hangarau me nga- ratonga e ai ki o- ra-tou hiahia.

Peke Waihanga supports equitable patient access to technology and services based on need.

## Manaaki Te ratonga | Service

Ko a- ma-tou tu-roro te pu-take o a- ma-tou mahi katoa, a-, ka whiwhi i a Peke Waihanga nga- ratonga tu-roa tonu, tino pai rawa e whakarato ana i ta- ra-tou e hiahia ai i nga- wa-hanga katoa o to- ra-tou ara hauora.

Everything we do is to improve the lives of our patients, receiving whole-of-life, world-class services that deliver what they need at each stage of their journey.



## Pūmanawa Te Hunga Mahi Ma-tanga | Expert Workforce

He urupare to- ma-tou hunga mahi, a-, ka taea te whakawhanake, urutau me te whakatinana i nga- mea hou me te hangarau ki te whakapai tonu i te ratonga me nga- putanga ki nga- tu-roro.

Our expert workforce is responsive and able to develop, adapt and adopt innovation and technology to continually improve the service and outcomes for patients.

## Ringa Te Hangarau, te Rangahau me te Whakawhanaketanga | Tech/R&D

Ko ta- ma-tou he urutau me te whakarite ake i te hangarau hei panoni i nga- oranga o nga- tu-roro. Ko to- ma-tou takohanga tonutanga ki nga- tu-roro ko te ma-tou haere ki nga- rongoa- me nga- hangarau e tino pai rawa ma- ra-tou, te whai wa-hi me te whakarato i e-nei i runga a-no i nga- herenga o te pu-tea a Peke Waihanga.

We adapt and customise technology and service models to change the lives of patients. We are responsible for understanding and accessing the best solutions and initiatives that budgets allow for our patients.

# The Code in context

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Our purpose and values are the foundation of our success. We exist to provide services to our patients, a 'whole of life' service for many of them, and our values help us deliver on that purpose.

This Code underpins our ability to behave in a manner consistent with our values.

Our Code is not meant to provide specific guidance on every situation where we might need to answer the question, "What is the right thing to do?" Instead, it is principle-based guidance that helps us think about difficult questions, promotes consultation, and encourages us to speak up if we have concerns.

## Who does the Code apply to and when?

This Code applies to anyone who is employed or engaged by Peke Waihanga. This includes employees who are permanent, temporary or casual, contractors and consultants, volunteers, Board members and any other groups or individuals we have advised this Code applies to.

The Code should be read in conjunction with your employment agreement and Peke Waihanga's policies and procedures.

## How can we be sure our conduct complies with the Code and policies?

The Code provides general guidance and minimum expectations of the behaviour Peke Waihanga expects from us. No code or policy can cover every situation, so we need to consider our values, apply our common sense and act with self-respect, and consider the reputation of Peke Waihanga in our decision-making.

# Our Code

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## Our Patients

We act ethically and maintain professional and clinical standards of practice, including adherence to Peke Waihanga prescription guidelines, ensuring the effective and efficient use of resources, and uniformity of service.

This means we uphold and are guided by our recognised professional codes of ethics and are responsible for maintaining our professional qualifications and standards. We are accountable for practising safely within the scope of our practice; we maintain and keep current our professional knowledge and skills; and participate in peer support and review.

We respect the rights and dignity of our patients by providing information to enable our patients to exercise informed choice and consent regarding their treatment plan and prosthetic, orthotic and rehabilitation services. We ensure our patients understand their rights and acknowledge their responsibilities by following the Health and Disability Commissioner's Code of Rights.



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## **Our Reputation**

We act professionally, exercise good judgement and are accountable for our behaviour. We must not do anything that may bring Peke Waihanga into disrepute. We consider the impact of our behaviour on Peke Waihanga at all times, including when we are using online or social media, and when we are outside of work.

We protect Peke Waihanga's integrity and reputation by speaking up about any inappropriate behaviour we see and hear. By addressing inappropriate behaviour either directly or through People Leaders, we make Peke Waihanga a safer and happier workplace.

## **Our Safety**

Regardless of our role, we all have responsibility for promoting and maintaining a safe working environment. This includes ensuring we are fit and not impaired (for example by alcohol or other drugs) to safely perform our roles. We keep ourselves, each other and our patients safe, by appropriately managing and reporting any safety issues as soon as we are aware of them.

## **Our Cultural Awareness**

In line with our value of commitment to Māori and the Treaty we are responsive to Iwi, specifically as tangata whenua.

## **Our diversity**

Peke Waihanga is strengthened by diversity. Our differences equip us to provide better outcomes for our patients across a wide range of communities. We are committed to having a diverse workforce that is inclusive and respectful of each other's differences. This means we treat all people respectfully, with empathy and dignity. We do so whether they are patients, colleagues or other healthcare professionals and regardless of the circumstances.

## **Our Acceptance of Others**

We ensure a healthy work environment where discrimination, harassment, bullying, victimisation or any other unacceptable or offensive behaviour is not tolerated.

There is no place in Peke Waihangā for racial or sexual harassment, or discrimination against anyone for any reason including gender, marital status, religious belief, ethical belief, colour, race, ethnicity, nationality, disability, age, political opinion, employment status, family status, or sexual orientation. We are all responsible for ensuring this type of behaviour does not occur.

## **Our Information and Information Systems**

We have access to confidential, sensitive and personal information. Peke Waihangā is trusted by those to whom we provide services to be exemplary in our dealings with this information. We need to consistently practice good judgement and integrity when creating, accessing, modifying and using, securing and disclosing all information. We always need to handle information appropriately, for legitimate work purposes and in line with the law, our policies, processes and systems. We safeguard the confidentiality and privacy of information obtained within the professional relationships we have with our patients, and in doing so, respect a patient's personal privacy.

When we are unsure whether information is confidential or sensitive or how it should be handled, we seek advice from our People Leader.

## **Our Resources**

We have an obligation to properly manage and use resources appropriately and in a way that ensures our working environment is safe.

We take care of the equipment, tools and resources provided to us (including making sure they are fit for use by others) and make sure we use them appropriately, safely and for the designated purpose. This also includes Peke Waihangā systems and technology.



## **Our Influence and Conflicts of Interest**

A conflict of interest is a situation where our personal or professional interests may conflict with our position, obligations or responsibilities as a Peke Waihanga employee. Sometimes the appearance or perception of such a conflict of interest can be just as damaging as an actual conflict.

We must not act in a way that uses our influence, role or position for personal advantage or for the advantage of others we are associated with. This includes ensuring we access information through Peke Waihanga systems for legitimate work purposes only. It also includes never entering into an intimate relationship with someone we have met in a professional capacity if an imbalance of power exists, or if that person is vulnerable.

Instead, we raise potential conflicts of interest with our People Leader. By being open and honest as soon as we see a potential conflict of interest, we can be supported to ensure it does not become a problem.

## **Our Ability to Accept Gifts**

As part of a crown entity, we know not to accept gifts or personal benefits of any value from internal or external parties if it could be perceived as compromising or influencing any decision by Peke Waihanga.

If we do receive a gift, we follow the directions for what to do when receiving gifts in the [Finance and Expenditure Policy](#).

## **We abide by Our Code**

When we choose to work at Peke Waihanga we choose to be responsible for consistently demonstrating our values, working in a manner consistent with this Code, and seeking help when we are unsure.



# What will happen if you breach the Code?

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If your behaviour or decisions fall short of the required standards set out in this Code, your employment agreement or Peke Waihanga policies, we will talk with you and determine the circumstances and actions that have led to the situation. What happens next and any consequences will depend on those circumstances. Peke Waihanga has a [Discipline and Misconduct Policy](#) which outlines the process which would be followed.

If you are found to have breached our Code of Conduct, you may face disciplinary action which could include termination of your employment. Final outcomes will depend on the seriousness of the situation.

Good employer principles and processes, and good faith will be applied in dealing with any breaches of the Code.

If a situation or action seems unethical or improper, or contrary to approved policies and procedures, employees should raise it with their People Leader or human resources manager; if an employee is unsure, they must seek further guidance before they act.

## Support

If you want to talk through the Code of Conduct or any of our employment expectations, please contact your People Leader, Regional Manager or Human Resources.





## Contacts

### Auckland Centre

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Auckland 1024 New Zealand

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✉ auckland@nzals.co.nz

### Hamilton Centre

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### Tauranga Centre

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Tauranga 3112 New Zealand

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✉ tauranga@nzals.co.nz

### Bay of Plenty Orthotics Centre

745 Cameron Road  
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☎ 0508 267 678

✉ boporthenquiries@pw.co.nz

### Wellington Centre

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### Christchurch Centre

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### Dunedin Centre

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## Find Peke Waihangā online

[www.pw.co.nz](http://www.pw.co.nz)

[www.orthoticservice.co.nz](http://www.orthoticservice.co.nz)

[www.peersupport.nz](http://www.peersupport.nz)

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