



Our Code of Conduct

Helping us live our values so that we can fulfil our purpose of creating safe, resilient and connected communities.

Introduction

Our values underpin everything that we do. The purpose of our Code of Conduct is to help us live our values and guide our actions as an organisation.

The Code of Conduct sets out what is expected of us as individuals and as organisations representing the Neighbourhood Support name and brand. It helps to provide assurance to the public, to our partners and to each other.

No code or policy can hope to cover every situation and so this Code of Conduct is focused on articulating a clear set of values and expectations that can guide our decision-making.

Who Does it Apply To?

The Code of Conduct applies to all levels of the organisation:

- Every NSNZ Member Organisation
- The NSNZ Board and Staff
- All employees (including contractors) and volunteers who work in a Neighbourhood Support Office or NZ Police premises
- Members of the governing bodies of NSNZ Member Organisations
- Volunteers who have access to a Neighbourhood Support database or work with children
- Anyone who has a role that requires them to deal with the public on behalf of Neighbourhood Support.

Our Values

Manaaki

- We treat everyone with kindness, empathy and respect.
- We are inclusive and celebrate diversity.
- We nurture positive relationships that foster the well-being of people and communities.

Integrity

- We present Neighbourhood Support in a positive and professional manner.
- We are honest and transparent.
- We are committed to learning and development.
- We are valued and respected partners and collaborate in a respectful and constructive way.

Connectedness

- Our work contributes to communities where everyone is welcome and people have a sense of belonging.
- It is important to us to encourage face to face (kanohi ki te kanohi) communication in order to build relationships based on mana, equity and understanding.

Code of Conduct for NSNZ Member Organisations

NSNZ Purpose

Each NSNZ Member Organisation is committed to fulfilling our purpose of creating safe, resilient and connected communities. We do this by:

- Promoting the importance of connectedness.
- Establishing and setting up Neighbourhood Support groups.
- Maintaining and nurturing Neighbourhood Support groups.

Data and information

Neighbourhood Support databases are an important asset. We manage information with integrity by:

- Maintaining accurate and secure records.
- Ensuring that we comply with the Privacy Act and the NSNZ Privacy and Confidentiality Policy.
- Supplying timely and accurate data and information to NSNZ, as requested.

Learning and Development

We are committed to the development and growth of Neighbourhood Support.

- We keep up to date with new information.
- We are open to new ideas and share and learn with one another.
- We participate in learning opportunities provided by NSNZ.

Relationships and Communication

Our relationships and the way we communicate always reflect our values. This means that we:

- Build and maintain positive and respectful relationships with our colleagues, partners and communities.
- Value and support our staff and volunteers.
- Take a community-led approach, which involves listening to our communities and what works for them.
- Are professional and constructive in all our communications (both written and in person).
- If conflict arises, we deal with it in a constructive and fair manner.

Brand and Reputation

Neighbourhood Support, at a national and local level, has a reputation that reflects our values. We do this by:

- Working to ensure that our organisations are viable and well managed so that we can fulfil our purpose.
- Complying with NSNZ policies and guidelines, including this Code of Conduct, our MoU with NZ Police, our brand guidelines and our Constitution.
- Complying with relevant legislation.
- Being mindful of conflicts of interest and proactively managing these situations when they arise.
- We always endeavour to act in the best interests of Neighbourhood Support and do nothing to bring our organisation into disrepute.

Manaaki

Integrity

Connectedness

Declaration

I have read and agree to comply with the Neighbourhood Support New Zealand Code of Conduct.

I understand that this Code applies to each NSNZ Member Organisation and the people who work and volunteer for them.

Name:

Member
Organisation:

Signature:

Date:

Manaaki

Integrity

Connectedness