



Employee Handbook

Interconnected Care NZ

Version 2.1 · Part of the Interconnected NZ Group

Nau mai, haere mai ki Interconnected Care NZ

Contents — Ngā Ihirangi

Chapter 1 — Introduction	3
Chapter 2 — Joining The Organisation	7
Chapter 3 — Salaries and Wages	12
Chapter 4 — Annual Leave	14
Chapter 5 — Sick Leave	15
Chapter 6 — Other leave	17
Chapter 7 — General Terms and Procedures	22
Chapter 8 — Professional Development Policy	27
Chapter 9 — Safeguards	28
Chapter 10 — Kiritaki/Care Partner Confidentiality	32
Chapter 11 — Kiritaki/Care Partner complaints	33
Chapter 12 — Kiritaki/Care Partner Complaint Procedure	34
Chapter 13 — Motor Vehicles	36
Chapter 14 — Personal Relationships At Work	38
Chapter 15 — Working From Home	40
Chapter 16 — Private Motor Vehicle Use	42
Chapter 17 — Wisdom Wellbeing - Employee Assistance Program (EAP)	44
Chapter 18 — Bullying and Harassment	46
Chapter 19 — Drugs and Alcohol	49
Chapter 20 — Whistle-Blowers	51
Chapter 21 — Capability Procedure	52
Chapter 22 — Disciplinary Procedure	54
Chapter 23 — Grievance Procedure	57
Chapter 24 — Staff Privacy Policy	59
Chapter 25 — Equal Opportunities Policy and Anti-Discrimination	61
Chapter 26 — Equal Pay and Pay Equity	62
Chapter 27 — Termination of Employment	63
Chapter 28 — Acknowledgement Form	65
Chapter 29 — Employee handbook digital acknowledgement	66

Chapter 1 — Introduction

(1) WELCOME — NAU MAI, HAERE MAI KI INTERCONNECTED CARE NZ

Nau mai, haere mai. Welcome to Interconnected Care NZ. We are pleased to have you as part of our whānau and our kaupapa. Whether you are joining us for the first time or continuing your journey with us, we want you to feel connected, supported, and clear about the way we work together.

Our mahi is grounded in care, connection, and accountability. We believe every person carries mana, and every interaction is an opportunity to uphold dignity, strengthen trust, and support wellbeing for tangata, whānau, kaimahi, and the wider community.

This handbook is more than a set of workplace rules. It is a guide to the standards, behaviours, and shared values that help us protect our kaupapa, care for one another, and deliver services in a way that reflects who we are.

1.2 ABOUT INTERCONNECTED CARE NZ

Whānau-centred support — care that honours the whole person.

Interconnected Care NZ provides holistic, whānau-centred support grounded in Te Whare Tapa Whā, recognising that wellbeing is strengthened through tinana (physical wellbeing), hinengaro (mental and emotional wellbeing), wairua (spiritual wellbeing), and whānau (family and connection).

Interconnected Care NZ Limited is a subsidiary of the Interconnected NZ Group. As part of the wider Group, our mahi sits within a broader kaupapa of connected, whānau-centred services that support care, employment, learning, and community wellbeing across Aotearoa.

Our Kawa -- The Way We Do Things Here.

Our kawa is shaped by manaakitanga, whanaungatanga, rangatiratanga, kotahitanga, and pono. These values guide how we show up, how we communicate, how we make decisions, and how we care for people. We aim to work in a way that is respectful, relational, strengths-based, and accountable. We also use every day kupu such as kōrero (communication or discussion), mahi (work), kaupapa (purpose or shared direction), tangata (people or the person receiving support), kaimahi (worker or employee), whānau (family and wider support network), mana (dignity, authority, and inherent value), and tamariki (children). These kupu help keep our language connected to who we are and how we practise.

Te Reo Māori English Meaning How This Shows Up in Our Mahi

Manaakitanga Care, respect, hospitality, and uplifting mana We treat people with dignity, compassion, and kindness in every interaction.

Whanaungatanga Relationships, belonging, and connection We build trust with tangata, whānau, kaimahi, and partners through open communication and genuine connection.

Rangatiratanga Self-determination, leadership, and choice We support people to have voice, choice, and control over decisions that affect them.

Kotahitanga Unity and working together We work as one team, sharing responsibility and supporting each other to achieve good outcomes.

Pono Honesty, integrity, and truthfulness We act with transparency, keep our commitments, and do what is right even when it is difficult.

Aroha Compassion, empathy, and care We lead with empathy and recognise lived experience, strengths, and aspirations.

Hauora Wellbeing We consider physical, mental, emotional, spiritual, and whānau wellbeing in our decisions.

Tiakitanga Protection, guardianship, and care We protect people, information, resources, relationships, and the integrity of our kaupapa.

Āta Moving with care, thought, and intention We pause, listen, consider impact, and respond carefully rather than rushing important decisions.

Mātauranga Knowledge, learning, and wisdom We value learning, lived experience, professional knowledge, and continuous improvement.

Tuakana-teina Reciprocal learning and support We support one another through mentoring, guidance, shared learning, and respectful teamwork.

Wairuatanga Spiritual connection, meaning, and identity We respect what gives people identity, purpose, belonging, and meaning.

1.3 Whakamana Tātau — We uplift each other

Whakamana Tātau means we uplift, strengthen, and honour one another. At Interconnected Care NZ, this is more than a phrase — it is part of our kawa. It reminds us that every person carries mana, and our responsibility is to protect and grow that mana through the way we speak, listen, lead, support, challenge, and care.

In practice, Whakamana Tātau means we give clear kōrero, recognise strengths, support growth, address concerns fairly, and create space for kaimahi, tangata, and whānau to have voice, dignity, and choice. We do not use power to diminish people. We use our roles to uphold safety, accountability, learning, and collective wellbeing.

This value guides performance conversations, leadership, supervision, feedback, complaints, discipline, development, and everyday teamwork. We aim to be honest without being harmful, firm without being degrading, and supportive without avoiding accountability.

1.4 Te Whare Tapa Whā — Whole-person wellbeing

Te Whare Tapa Whā is one of the foundations for how we understand wellbeing at Interconnected Care NZ. It reminds us that people are whole, connected, and shaped by many parts of life. Good care does not focus on one area only; it looks at the whole person, their whānau, their environment, and what helps them stand strong.

Pou English meaning What this means in our mahi

Taha tinana Physical wellbeing We support safety, health, daily needs, rest, movement, and practical care.

Taha hinengaro Mental and emotional wellbeing We listen, communicate clearly, reduce harm, and support emotional safety.

Taha wairua Spiritual wellbeing We respect identity, culture, beliefs, purpose, whakapapa, and what gives meaning to a person's life.

Taha whānau Family, relationships, and connection We recognise the importance of whānau, trusted relationships, belonging, and support networks.

For kaimahi, Te Whare Tapa Whā also reminds us to care for our own wellbeing and the wellbeing of each other. When one wall of the whare is under pressure, the whole whare can feel it. Our kawa asks us to notice, support, and respond early, with manaakitanga and clear kōrero.

1.5 Purpose of the Employee Handbook

This Employee Handbook is here to guide our shared mahi. It explains the policies, procedures, expectations, and support available to you as part of Interconnected Care NZ. It should be read as a practical guide to how we work together with manaakitanga, whanaungatanga, rangatiratanga, kotahitanga, pono, and aroha.

We ask every kaimahi to take time to read and understand the policies in this handbook. These expectations help us protect tangata, whānau, kaimahi, and the integrity of our kaupapa. If something goes wrong, we will look at the circumstances fairly, reset expectations where appropriate, and provide guidance before moving to formal action unless the matter requires a stronger response.

Some of the key policies that we encourage everyone to be mindful of include:

- Absenteeism and lateness notification
- Annual leave notification
- Sickness notification
- Misconduct and serious misconduct

These policies support fairness, consistency, clear kōrero (Communication), and shared accountability across our workplace. If you are unsure about a process, please speak with your manager or contact us on 0800 007 709.

These policies support fairness, consistency, clear kōrero (Communication), and shared accountability across our workplace. If you are unsure about a process, please speak with your manager or contact us on 0800 007 709.

1.6 Principle of Equality

We are committed to a workplace where every person is treated with mana, fairness, dignity, and respect. This reflects our kawa and our responsibility to uphold manaakitanga, whanaungatanga, and pono in the way we work with one another, tangata, whānau, partners, suppliers, contractors, and the wider community.

Discrimination, harassment, victimisation, or any behaviour that diminishes another person's mana has no place at Interconnected Care NZ. We expect all kaimahi to act with aroha, respect, and accountability. Concerns will be taken seriously and may lead to formal action where required.

1.7 RECOGNITION OF WHĀNAU THROUGH TŌKU IHO

He taonga nā te whānau o Jacob Crown, he mea tuku ki tō tātou rōpū — our Mihi Whakataki and ngā uara matua that guide every relationship we hold.

1.8 GENERAL

This handbook may be updated from time to time as our mahi, legal obligations, services, and organisational needs change. When changes are made, we will aim to communicate them clearly so kaimahi understand what has changed and what is expected.

This handbook does not form part of your employment agreement unless this is clearly stated. It is, however, an important guide to our shared expectations, kawa, policies, and ways of working. It may be referred to when understanding the rights, responsibilities, and obligations that apply during your employment.

Chapter 2 — Joining The Organisation

2.1 Trial Period

If you are new to Interconnected Care NZ, you may be employed under a trial period. Any trial period will be clearly set out in your employment agreement. During this time, we will work alongside you to understand your performance, suitability for the role, and how well the role aligns with your strengths, responsibilities, and our kaupapa. We will approach this process with fairness, clear kōrero (communication), and pono.

If your employment is ended during a valid trial period, you may not be able to raise a personal grievance about the dismissal. We will still aim to deal with any concerns respectfully and in line with your employment agreement and our legal obligations.

During a trial period, the full capability or disciplinary processes in this handbook may not apply in the same way. Where concerns arise, we will still seek to communicate clearly, act fairly, and protect the mana of everyone involved.

2.2 Hours of Work

Our services operate across a 24-hour, seven-day environment, so you may be asked to work from Monday through to Sunday depending on the needs of tangata, whānau, and the organisation. Your hours will be set through your employment agreement, roster, or as otherwise agreed with your manager. These arrangements may change from time to time to support safe, consistent, and responsive care.

If you are rostered on a shift and need to request a shift swap, please speak with management first. This helps us protect continuity of care, meet staffing requirements, and ensure any changes are safe, fair, and approved before they happen.

2.3 Rostering

Rostering is guided by manaakitanga, safety, fairness, and the needs of the people we support. Staffing levels and routine rosters will be planned by considering operational needs, role requirements, responsibilities, experience, capability, and the wellbeing of kaimahi and tangata receiving support.

You are responsible for checking your roster and attending work as rostered. If you cannot attend a rostered shift, you must notify the Employer in line with the leave and absence procedures in this handbook. Any proposed change to a rostered shift must be approved by management before the shift. Not attending work as rostered may result in disciplinary action.

If you have personal commitments that may affect your availability, please let management know as early as possible. We will consider this information where we can, while balancing service needs, fairness across the team, and our duty to provide reliable support.

At times, extra cover may be needed because of absence, service demand, or unexpected changes. Where this happens, we will work in a way that protects continuity of care, supports kaimahi wellbeing, and keeps communication clear. The Employer may:

- Contact casual kaimahi to see whether they are available to work
- Ask kaimahi who are not rostered that day whether they are available to support

- Ask kaimahi already on duty whether they are able and willing to extend their shift, finish early, or adjust hours to help cover the gap
- Ask one shift to extend and the next shift to start earlier where this is safe, reasonable, and agreed

2.4 Rest and Meal Breaks

Rest and meal breaks support the hauora (wellbeing) of kaimahi and help us provide safe, consistent care. Breaks will be provided in line with the Employment Relations Act 2000. Your entitlement will depend on the length of your shift. Unless something different is confirmed in writing, the following break entitlements apply:

_____ + _____ = _____

_____ + _____ = _____

| Duration of shift | Break entitlement |

+:=====

=====

=====

=====

=====

| Between 2 and 4 hours | 10-minute paid rest break. |

+

+

| Between 4 and 6 hours | One 10-minute paid rest break and 30-minute unpaid meal break |

+

+

| Between 6 and 8 hours | Two 10-minute paid rest breaks and 30-minute unpaid meal break |

+

+

| If you work more than 8 hours, additional breaks will be provided in line with the entitlements above; for example, if you work an extra 2 hours (10 hours total) you will get an additional 10-minute paid rest break. |

+

+

We will aim to provide breaks at reasonably spaced times. Because our mahi involves care and service continuity, there may be times when flexibility is needed. Any changes should still support safety, fairness, and the wellbeing of both kaimahi and tangata receiving support.

If you are unable to take your break for any reason, please notify management as soon as possible so we can review the situation and put the right support or arrangements in place.

If you would like to request a specific arrangement for break timing, please make the request in writing, such as by email. We will consider the request fairly and confirm the outcome in writing.

2.5 Attendance, Punctuality and Lateness

At Interconnected Care NZ, being reliable and on time is part of how we show manaakitanga to tangata, whānau, and each other. We ask all kaimahi to attend work as agreed in your employment agreement, roster, or as otherwise confirmed with your manager, so our services remain safe, settled, and dependable.

Please follow all time-recording procedures accurately and return from authorised breaks at the agreed time. This supports fairness, correct pay, smooth operations, and trust across the team.

If you know you may be late for work or late returning from a break, please contact your manager as early as possible, ideally as soon as you become aware and no later than your scheduled start time. Clear kōrero helps us protect care continuity and support the team. If no notice is given and you arrive more than one hour late, your shift may already be covered, and you may be asked to return home without pay.

If you become unwell or cannot safely remain at work during your shift, please speak directly with your manager before leaving. Your manager will confirm whether supporting information, such as a medical certificate, is required. If your manager is not available, please notify administration or the appropriate on-call contact so your duties can be safely reassigned, then follow up with your manager as soon as you can.

All illness-related absences must be reported using the sickness notification process in this handbook, so we can plan safely and support you appropriately.

Consistent attendance and punctuality are important to the wellbeing of the whole team and the people we support. Repeated lateness or unauthorised absence may result in loss of pay and/or disciplinary action.

2.6 INDUction

When you begin your employment, you may be required to complete an induction programme. This is part of welcoming you properly into our kaupapa and ensuring you understand our policies, procedures, systems, expectations, values, and the support available to you.

You will receive a registration email for BrightHR, our people management system. BrightHR allows you to request holidays, view your roster where applicable, give praise to colleagues, complete learning, and access key employment information. Please use the BrightHR link already provided in this handbook to get started.

2.7 EMPLOYEE TRAINING

We are committed to high-quality care and service, and that starts with confident, capable, and well-supported kaimahi. From the beginning of your employment, you will receive training that helps you understand your role, practise safely, and carry out your mahi in a way that reflects our kawa.

As your role grows or new opportunities arise, you may be asked to complete further training or professional development. This supports your rangatiratanga as a practitioner, strengthens our collective capability, and helps us meet the standards expected by tangata, whānau, funders, regulators, and our organisation.

We see training as both a responsibility and an investment in your success, our shared kaupapa, and the quality of care we provide.

Additional training may be provided through BrightHR on topics such as equality, diversity, inclusion, health and safety, cyber security, and other areas relevant to your role. Please complete any required training within the expected timeframe.

We will let you know when additional e-learning or role-specific training is required, and we expect kaimahi to engage with this learning in good faith.

2.8 Job Description

Your job description may change from time to time as our services, systems, and organisational needs evolve. Any change should support clarity, accountability, and good service delivery, while recognising your growing skills, experience, and contribution to the kaupapa.

2.9 Performance and Review

We will support your performance through regular kōrero, feedback, and guidance. Our aim is to recognise your strengths, identify areas for growth, and help you succeed in your role. Whakamana Tātau guides this process by strengthening rangatiratanga, accountability, and the quality of care we provide to tangata and whānau.

2.10 Job Flexibility

To support safe and responsive services, you may be asked to assist with alternative duties within the business when needed. This may include helping other kaimahi, covering tasks during leave periods, or supporting new priorities. We value flexibility as part of kotahitanga — working together so our services continue to run well and our people are supported.

2.11 Mobility

For community-based roles, travel between sites, homes, or Kiritaki/Care Partner locations may be an important part of your mahi. This mobility helps us provide timely, connected, and responsive support. Any travel expectations should be reasonable, role-related, and managed with consideration for safety, communication, and service continuity.

2.12 Convictions and Offences

Pono means acting with honesty and transparency. If you are charged with or convicted of any offence during your employment, you must notify us promptly. This allows us to understand any impact on your role, support the safety and integrity of our services, and respond fairly in line with our obligations.

2.13 Police Vet Checks

Because our mahi involves supporting vulnerable people, tamariki, whānau, and environments where children may be present, police vetting is an important safeguarding requirement. Police vet checks will be completed in line with the Children's Act 2014 and any other relevant obligations. These checks may be completed before employment is confirmed, every three years after employment starts, and at other times where required for new Kiritaki/Care Partners, contracts, or service needs.

Police vet checks will be arranged and paid for by the Employer. Results will be treated confidentially and shared only with those who need the information for lawful employment, safeguarding, or operational reasons. You may request access to your result.

If a police vet result raises concerns that may affect your ability to safely perform your role, we will consider the information carefully, discuss it with you where appropriate, and assess the impact on the role, tangata, whānau, and the organisation. In some circumstances, this may result in changes to duties or the termination of employment.

2.14 Employee Assistance Programme

We recognise that sometimes you may face certain challenges in your work and home life that are difficult to deal with. We subscribe to a confidential and professional life management service which provides you with a qualified counsellor who can offer personal support for any practical or emotional challenges you may be facing. The service is initially provided via telephone and online advice but face to face meetings will be arranged where this is felt clinically appropriate. This service is totally confidential. More details of this service are available from your manager.

As part of our Employee Assistance Programme, you also have access to an online wellbeing tool, Wisdom AI, which you can use to find fast answers to any wellbeing questions you have. You can access Wisdom AI at any time via the Health Assured portal. The link in the menu bar will take you directly to the Wisdom AI homepage, where you can ask your question. More details of this service are available from the Manager.

Chapter 3 — Salaries and Wages

3.1 Administration

Payment

Pay is processed weekly on Friday and will usually arrive in your bank account by Friday, depending on your bank. We aim to process pay accurately and on time as part of our commitment to pono, fairness, and looking after our kaimahi.

You will receive a payslip showing how your pay has been calculated, including any deductions and the reasons for them, such as tax, KiwiSaver, or other authorised deductions. This helps keep pay records transparent and easy to understand.

If you have a question about your pay, please raise it with management as soon as possible so it can be checked and resolved. You can also contact us on 0800 007 709 if you are unsure who to speak with.

Overpayments

If you are overpaid for any reason, we will let you know and discuss how the overpayment will be corrected. The overpayment may normally be deducted from your next payment. If this would cause hardship, please speak with management so a reasonable repayment arrangement can be considered.

III. Overtime

For waged kaimahi, any hours above your ordinary agreed hours must be approved by management before they are worked. Extra hours will not be treated as overtime unless this approval has been given.

Salaried kaimahi will receive appropriate compensation for any and all work completed outside their usual working hours where that work has been approved or allocated by management. Compensation may be paid as additional hours in the kaimahi's pay or taken as time in lieu by agreement. Any additional hours should be discussed and approved in advance wherever practicable so that expectations, wellbeing, and service needs are clear.

Pay Reviews

Pay is reviewed annually. A review does not automatically mean an increase will be made, but any review will be considered fairly and in line with the organisation's circumstances, role requirements, and relevant obligations.

3.2 Time Recording

Accurate time recording helps ensure kaimahi are paid correctly and on time. Please follow the time-recording process given by management and make sure your records are complete, honest, and submitted within the required timeframe. If records are not completed properly, pay may be delayed until the next pay period.

Pono is central to how we work. Falsifying time records, completing time entries for another kaimahi, or allowing someone else to complete your time records is not acceptable. This may lead to disciplinary action, up to and including termination of employment.

3.3 Shortage of Work

If there is a temporary shortage of work, we will aim to work with you in a fair, respectful, and transparent way. Where possible, we will discuss options that support employment continuity and the needs of the organisation, such as reduced hours or temporary leave by agreement.

If reduced hours are agreed, your pay will reflect the actual hours worked. If temporary leave is needed, this will generally be unpaid unless you choose to use available leave entitlements and this is agreed.

Our approach will be guided by manaakitanga, clear kōrero, and shared responsibility while balancing care continuity, service needs, and the wellbeing of kaimahi.

3.4 Stand Down

There may be times when circumstances outside our control mean suitable work is not available. This may include events such as power outages, natural disasters, emergencies, government-directed closures, or other disruptions. In these situations, the Employer may need to stand kaimahi down temporarily.

Where this happens, we will consult with you where practicable, explain the situation, and discuss available options. Stand-down periods are generally unpaid, although by agreement you may be able to use accrued leave. We will manage these situations with as much clarity, respect, and care as possible.

Chapter 4 — Annual Leave

4.1 Annual Holidays

Annual leave supports hauora, rest, whānau time, and the ability for kaimahi to return to mahi well. You are entitled to accrue annual leave in accordance with the Holidays Act 2003, unless something different is stated in your employment agreement.

To request annual leave, please complete the Annual Leave Request Form and have it approved by management before making firm holiday or travel arrangements. This gives us time for clear kōrero, fair planning, and safe service coverage.

Please give at least two weeks' notice when requesting annual leave. Early notice helps us balance your wellbeing, the needs of tangata and whānau, and fairness across the wider team.

Annual leave will normally be considered on a "first come, first served" basis while ensuring safe staffing levels and operational continuity. During school holidays and festive periods, requests will be reviewed equally across the team so decisions are fair, transparent, and guided by kotahitanga.

Unless otherwise agreed, annual holiday pay will be paid in the normal pay cycle that relates to the period of leave taken.

Because our mahi must continue safely and reliably, only a limited number of kaimahi can usually be on annual leave at the same time. We will consider requests carefully and communicate decisions as clearly as possible.

Due to high service demand, annual leave will not generally be approved from December through to February inclusive, unless management confirms otherwise.

All leave requests for 10 December to 10 February will be managed by ballot. Requests must be submitted by 10 October. Consultation and responses will be issued by 20 October. This process supports fairness, transparency, and shared responsibility across the team.

Acute leave or unexpected absence

If you need urgent or acute leave before a rostered shift, you must notify the Pou Ārahi or on-call Pou with at least two hours' notice before the shift starts wherever possible. You must also submit the required leave form before the payroll processing cut-off. Prompt kōrero helps us protect tangata, whānau, kaimahi, and safe service continuity.

4.2 Public Holidays

Public holiday entitlements are provided in accordance with the Holidays Act 2003, unless your individual employment agreement states otherwise. Because our mahi involves ongoing support and care, you may be reasonably required to work on a public holiday. Where this is needed, we will give advance notice and manage arrangements with fairness, clear kōrero, and respect for service needs.

Chapter 5 — Sick Leave

5.1 Entitlements

Sick leave supports hauora and gives kaimahi time to recover when illness or injury affects their ability to work safely. You are entitled to paid sick leave in accordance with the Holidays Act 2003, unless your employment agreement provides otherwise.

Permanent kaimahi accrue up to ten days of paid sick leave for each year of continuous service and may carry over up to ten days of unused sick leave into the next year, up to a maximum of 20 days. This entitlement becomes available after six months of continuous service. Fixed term and casual kaimahi may also be entitled to sick leave where they meet the minimum working requirements under the Holidays Act 2003.

You may take sick leave when:

- because you are not fit for work due to a personal illness or personal injury affecting you
- to provide care or support to your spouse or partner due to illness or injury
- to provide care or support to a dependent in your care due to illness or injury

5.2 Notification of Sick Leave

You must notify the Employer by telephone on the first day of incapacity or at the earliest possible opportunity and, in any case, by no later than two hours before your usual start time.

Text messages and other forms of electronic messaging are not an acceptable method of notification. Other than in exceptional circumstances, notification should be made personally to your manager.

You should try to give an indication of your expected return date and notify the Employer as soon as possible if this date changes. The notification procedures should be followed on each day of absence, unless you are covered by a medical certificate.

If your incapacity extends to more than seven days, you are required to notify us of your continued incapacity and provide us progress on your health once a week thereafter, unless otherwise agreed.

5.3 Evidence of Incapacity

A medical certificate from a registered health practitioner or, if not reasonably practical, a statutory declaration is required for any sick leave absence that extends for three consecutive days, unless otherwise agreed by the Employer in specific circumstances. This will be at your cost.

If you have no entitlement to paid sick leave or have you have used up your entitlement to paid sick leave, then you may be asked to provide a medical certificate at your cost.

The Employer retains the discretion to require a doctor's certificate or statutory declaration for any single day absence. The Employer will notify you of this requirement as appropriate.

5.4 RETURN TO WORK

You should notify your manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.

On return to work after any period of sick leave, you may be required to attend a return-to-work interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

You may be required to provide a certificate from your own doctor stating that you are fit to return to your duties. This will always be required where you have suffered a workplace injury/illness that required medical treatment.

If you have been suffering from an infectious or contagious disease or illness, you must not report for work without clearance from your own doctor.

5.5 General

We understand that illness and injury can affect everyone from time to time, and we encourage you to take the necessary time to recover fully. When you provide a medical certificate, it helps us support you appropriately.

However, continual or repeated absences can impact the smooth running of our organisation and the team as a whole. When reviewing absences, we consider each individual situation thoughtfully, including the reasons and frequency of absences due to sickness or injury.

Our goal is to maintain a healthy, productive workplace while also being mindful of your wellbeing. We appreciate your open communication in managing any ongoing health concerns.

Please note that non-genuine absences cannot be tolerated, and any such cases may lead to disciplinary action.

If necessary, and with your consent, we may ask to contact your healthcare provider or request an independent medical assessment to better understand how we can support you and ensure a safe and effective work environment.

Chapter 6 — Other leave

6.1 PARENTAL LEAVE

We recognise that welcoming a child into your whānau, whether through pregnancy, adoption, or permanent primary care, is a significant and precious time. If you or your partner are expecting a child, have been matched for adoption, or will be taking on permanent care of a child under six, please let us know as early as possible. Early kōrero helps us explain your entitlements, support your planning, and maintain safe service continuity while you are away.

Unless your individual employment agreement says otherwise, parental leave is unpaid. You may also be eligible for government-funded paid parental leave. Inland Revenue can provide the most current information about eligibility and applications, and management can help point you in the right direction if you are unsure where to start.

If you wish to take parental leave for your own pregnancy, your partner's pregnancy, adoption, or permanent primary care, please provide written notice at least three months before the expected birth or placement date. Your notice should include:

- A medical certificate confirming the expected date of birth or, for adoption-related leave, the expected date of placement
- The date you would like your leave to begin
- The total duration of your leave
- Your expected return-to-work date
- Details of any parental leave your partner intends to take

Under the Parental Leave and Employment Protection Act 1987, if you take a continuous period of parental leave of up to 12 months as the first period of leave for the child, your position will be kept open for the duration of that leave, except where a genuine redundancy situation applies.

If your parental leave will be longer than four weeks, we will work with you early to agree practical arrangements for covering your role. This helps support you, protect the continuity of care for tangata and whānau, and meet our obligations under the Act.

6.2 Primary Carer Leave

If you are the primary carer of a child, you may be entitled to primary carer leave under the Parental Leave and Employment Protection Act 1987. To qualify, you must have worked for Interconnected Care NZ for an average of at least 10 hours per week in the immediate six or twelve months before the expected birth or placement date.

Primary carer leave is taken as one continuous period of up to 26 weeks. We will support planning with manaakitanga and clear kōrero so your transition away from work, and later return, is as settled as possible.

A spouse, partner, or another person who is not the biological parent may sometimes be entitled to primary carer leave. If this applies to you, please let us know as soon as possible so we can explain your options and support you through the process.

If you are not eligible for primary carer leave but are eligible for government-funded paid parental leave, you still have the right to request a period of carer's leave under the Act. Please make this request in writing to your manager so we can consider it properly and respond clearly.

6.3 Partner's Leave

We understand the importance of supporting kaimahi during significant whānau moments, including welcoming a child into the family.

Under the Parental Leave and Employment Protection Act 1987, you may be entitled to partner's leave if:

- You are the spouse or partner of someone with primary care of a child
- You assume, or plan to assume, responsibility for the care of that child
- You meet the six or twelve-month employment test

If you would like to take partner's leave, please let us know as early as you can. This allows us to guide you through your entitlements and support you in balancing mahi, whānau responsibilities, and service continuity during this important time.

6.4 Bereavement Leave

We recognise that losing someone close to you is deeply personal. Bereavement leave gives kaimahi time to grieve, attend services, uphold cultural responsibilities, and support whānau and community. Entitlements are provided in accordance with the Holidays Act 2003.

Permanent kaimahi are entitled to three days' paid bereavement leave on the death of a spouse or partner, parent, child, sibling, grandparent, grandchild, or the parent of their spouse or partner. ICCNZ extends this entitlement by up to a minimum of an additional five paid days for the death of an immediate whānau connection, including a spouse or partner, parent, child, or sibling. This means eligible kaimahi will receive a minimum of eight paid days for immediate whānau bereavement, recognising the time needed for grief, whānau responsibilities, travel, and cultural obligations. ICCNZ also increases may also choose to provide koha to whānau pani, which may include fuel cards, flowers, cards, kai support, or a cash donation.

Kaimahi are also entitled to three days' paid bereavement leave when a pregnancy ends by miscarriage or stillbirth, if:

- You were the person who was pregnant
- You are the pregnant person's spouse or partner
- You are a former spouse or partner who would have been a biological parent of the child
- You had planned to be the primary carer of a child born from that pregnancy

Permanent kaimahi may also take up to one day's paid bereavement leave for the death of someone outside the list above if:

- You had a close personal connection with them
- You are responsible for organising or attending significant parts of the funeral or memorial
- You have cultural responsibilities relating to the death

Fixed term and casual kaimahi are eligible for bereavement leave if they meet the minimum hours test under the Holidays Act 2003.

6.5 Tangihanga Leave

ICCNZ recognises tangihanga as a significant tikanga Māori process of mourning, remembrance, whānau support, and collective care following the passing of a loved one. Tangihanga may involve responsibilities beyond attending a funeral, including travel time, marae-based obligations, karakia, manaaki manuhiri, whānau decision-making, kai preparation, burial or cremation arrangements, unveilings, and ongoing support for whānau pani.

ICCNZ is committed to responding to tangihanga leave requests with manaakitanga, aroha, whakawhanaungatanga, and cultural understanding.

Kaimahi may request tangihanga leave where they need time away from work to attend, support, or participate in a tangihanga, funeral, burial, unveiling, or related bereavement responsibility.

Tangihanga leave may apply in relation to:

- immediate whānau members;
- extended whānau, including grandparents, aunties, uncles, cousins, nieces, nephews, and in-laws;
- whāngai relationships;
- kaumātua, kuia, hapū, iwi, or marae connections;
- close personal, cultural, or community relationships where the employee has a meaningful obligation to attend or support.

ICCNZ acknowledges that whakapapa, whānau connection, and cultural responsibilities may not always fit within narrow definitions of "immediate family". Each request will be considered on a case-by-case basis, taking into account the kaimahi's relationship to the person who has passed and their tikanga or whānau responsibilities.

Where possible, kaimahi should notify their manager as soon as practicable if they need tangihanga leave. ICCNZ may ask for general information about the nature of the relationship and expected time required, but will approach these conversations respectfully and sensitively.

Tangihanga leave may be provided as paid bereavement leave where the relationship or responsibility falls within ICCNZ's bereavement and immediate whānau entitlements. Where the circumstances sit outside those entitlements, ICCNZ may approve discretionary paid leave, annual leave, unpaid leave, flexible working arrangements, or another agreed arrangement. ICCNZ will also consider one to two days' paid bereavement leave where a kaimahi needs to attend the tangi of a kaumātua or kuia connected to their marae, hapū, iwi, or community, even where the relationship does not fall within the immediate whānau bereavement entitlement.

ICCNZ will make reasonable efforts to support kaimahi to fulfil their tangihanga responsibilities while also maintaining safe and appropriate service coverage for kiritaki, whānau, and the wider team.

6.6 Family Violence Leave

We are committed to providing a safe and supportive workplace for everyone. If you are affected by family violence, you are entitled to family violence leave under the Holidays Act

2003, and we will handle requests with manaakitanga, confidentiality, and care.

Family violence can affect you directly, or it can impact someone close to you, such as:

- A person against whom another person is inflicting (or has inflicted) family violence
- A person with whom a child (under 18) ordinarily or periodically lives, where the child is experiencing family violence

If you need family violence leave, please reach out as soon as it is safe and practical to do so. We will treat your kōrero with respect and confidentiality and can help connect you with further support services if needed.

We recognise that personal safety and wellbeing are fundamental. If you are affected by family violence, you may be entitled to up to 10 days of family violence leave in each 12-month period of continuous employment (following an initial 6-month qualifying period). This entitlement applies to fixed-term and casual employees who meet the minimum working hours requirements set out in the Holidays Act 2003.

We are committed to supporting you during difficult times and encourage you to talk with us if you need flexibility. You may request short-term flexible working arrangements (for up to two months) at any point during your employment if you are affected by family violence. Requests should be made in writing so we can work with you to explore suitable options.

To ensure this entitlement is used appropriately, we may request reasonable proof that you have been affected by family violence. In such cases, payment for family violence leave or approval for flexible working arrangements may be withheld if proof is requested but not provided.

Employees can access confidential support through our Employee Assistance Program (EAP) -- Wisdom Wellbeing. This service is available 24/7 and includes professional counselling, wellbeing resources, and support for both personal and work-related matters. For further information, please refer to the EAP Policy of this handbook or contact management.

6.7 Jury Service

We value civic responsibility and will support you in fulfilling your obligations if you are summoned for jury service. If you are required to attend, you will be granted unpaid leave for the duration of your service. Please let your manager know as soon as possible once you have received your summons, so we can plan together for your absence.

If you are not selected for a jury, or once your jury service is complete, please contact your manager before returning to work to see if there is work available for you to return to. There may not be if the business has covered your shift and will need to be mutually agreed.

6.8 Time off

We understand that you may occasionally need time away from work for medical, dental, or other personal appointments. Where possible, we ask that you arrange this outside of normal working hours to minimise disruption.

If that is not possible, reasonable time off may be granted at the discretion of the Employer. In most cases, this time off will be unpaid.

6.9 BIRTHDAY LEAVE

Kaimahi are entitled to one paid birthday leave day each year after six months of continuous service. This may be taken on the kaimahi's legal birthday, or on an alternative day within one week before or after the birthday where agreed by the Pou Ārahi. Where the birthday falls on a day the kaimahi would not usually work, the leave day may be transferred to the next working day by agreement.

Birthday leave cannot be backclaimed, cashed out, banked, or carried forward. If the day is not used within the approved timeframe, the entitlement for that year is forfeited.

Where there is a request for Birthday leave the Kaimahi must apply for this in writing with a minimum of two weeks' notice.

6.10 Additional Leave Entitlements

Interconnected Care NZ recognises that kaimahi wellbeing, whanaungatanga, cultural identity, connection to whenua, marae obligations, and collective voice are important parts of a healthy Māori-owned workplace. In addition to statutory leave entitlements and any other leave set out in this handbook, eligible kaimahi may access the following additional paid leave entitlements each year, subject to approval, safe service delivery, and operational coverage requirements.

- Whanaungatanga and cultural connection leave: one paid day per year to support connection with whānau, including family reunions, whakapapa connection, cultural activities, community kaupapa, marae-based commitments, or events that strengthen identity, belonging, and cultural connection.
- Whenua leave: one paid day per year to attend a land hui, trust hui, succession matter relating to Māori land, Māori Land Court matter, or to connect with, survey, maintain, or uphold responsibilities to Māori whenua.
- Marae support day: one paid day per year to contribute to marae, hapū, iwi, or tribal kaupapa. This may include a working bee, marae hui, hapū matters, iwi or tribal events, or travel connected to a marae event. This leave is separate from tangihanga and bereavement leave.
- Workers' rights and Freedom Day: one paid day per year to recognise the rights, dignity, and freedoms of workers. This day may be used to stand in solidarity, participate in relevant kaupapa, or reflect on fairness, voice, and collective responsibility in the workplace.

These additional leave days cannot be back-claimed, cashed out, or carried forward unless agreed by management in exceptional circumstances. Kaimahi must request this leave in writing with at least two weeks' notice where practicable. Approval will be considered fairly, with regard to operational needs, safe service delivery, and the wellbeing of the wider team.

Mental health and wairua wellbeing day: Eligible kaimahi may also access one paid mental health and wairua wellbeing day per year, as set out in the Wisdom Wellbeing - Employee Assistance Program section of this handbook.

Chapter 7 — General Terms and Procedures

7.1 Changes in Personal Details

Keeping your personal details up to date helps us manaaki you properly and respond quickly if support is needed. Please let us know as soon as possible if your name, address, phone number, emergency contact, or other key details change. Accurate records help protect your hauora, keep communication clear, and ensure we can contact the right whānau or support person in an emergency.

7.2 Secondary Employment

We respect that kaimahi may have interests, responsibilities, or other mahi outside of Interconnected Care NZ. If you are considering secondary employment or your own business activity, please have early kōrero with your manager first. This helps us act with pono and manage anything that could affect your role, your availability, your hauora, or the integrity of our kaupapa, including:

- Working hours and availability
- Workplace reputation and credibility
- Possible conflicts of interest and competition
- Health, safety, and wellbeing considerations

We will consider your request fairly and confirm the outcome in writing. If we are unable to approve secondary employment, we will explain the reasons clearly and respectfully, with attention to manaakitanga, safety, and service continuity.

If approved secondary employment changes, please tell us as soon as possible so we can review any impacts together and keep expectations clear.

You must not undertake duties for another employer during your normal working hours with us, while on company premises, or while engaged in our mahi, unless this has been specifically approved.

7.3 Conflict of Interest

Pono, transparency, and trust are essential to our kaupapa. To protect these values, any real, potential, or perceived conflict of interest must be raised early so it can be managed fairly and openly.

A conflict of interest does not always mean someone has acted wrongly. It means there may be another relationship, responsibility, interest, or benefit that could affect, or appear to affect, impartial decision-making.

A conflict of interest can occur when your ability to make decisions with fairness and rangatiratanga is influenced by another personal or business interest. This may be actual, potential, or perceived. Examples include:

- Actual conflict -- Your interests differ from the company's interests
- Potential conflict -- There is a chance your interests could come into conflict in the future

- Perceived conflict -- Someone could reasonably believe your decisions may be influenced by another interest

Examples include:

- Owning shares in a competitor, Kiritaki/Care Partner, or supplier
- Running or being involved in a business in the same industry
- Personal relationships that could influence your decisions

It is important that we are informed about all conflicts of interest so we can manage them with fairness, confidentiality, and clear kōrero.

If you believe there may be a conflict of interest, please tell us immediately. We will work with you to find a fair and practical way forward, which may include changing reporting lines, reallocating tasks, or putting a management plan in place to protect everyone's mana and the integrity of our mahi.

7.4 Kiritaki/Care Partner Service Expectations

Kiritaki, tangata, and whānau are at the heart of our mahi. Every interaction should reflect manaakitanga, whanaungatanga, respect, professionalism, and care. This means:

- Attending to Kiritaki/Care Partners and tasks promptly
- Introducing yourself by name and acknowledging Kiritaki/Care Partners warmly
- Greeting and thanking Kiritaki/Care Partners courteously
- Listening attentively and responding helpfully
- Always communicating politely and respectfully
- Protecting Kiritaki/Care Partner property and confidentiality

We trust you to act in ways that uphold mana, strengthen relationships, and reflect the reputation and kaupapa of Interconnected Care NZ.

7.5 Friends and Family in the Workplace

We recognise the importance of whānau and connection. Visits from friends or whānau in the workplace may occur during approved times where they do not disrupt operations, kiritaki support, confidentiality, health and safety, or the mana of the workplace. Where kaimahi wish to have their tamariki present in the workplace, this may be approved following a risk assessment and the implementation of appropriate WorkSafe, health and safety, supervision, privacy, and service continuity arrangements.

7.6 Dress and Appearance

Personal presentation is part of how we show respect for ourselves, our team, kiritaki, whānau, and the kaupapa we represent. You are expected to maintain clean, safe, and appropriate dress and hygiene at work. Where uniforms are provided, they should be worn during work hours and kept clean and tidy. - ICCNZ will make some contribution to the purchase of soap powder and may supply a uniform or provide a clothing voucher for staff members experience significant financial hardship and may require support to purchase appropriate attire.

At the end of your employment, you must return any uniform issued to you. If your uniform is not returned within seven days, the cost of the items may be deducted from any money owed to you, in line with your employment agreement and lawful deduction requirements.

If your clothing or appearance does not meet the required standard, your manager may ask you to change before starting work. This will be managed respectfully and with clear kōrero.

If you are unsure whether any part of your appearance or clothing is appropriate for your role, please speak with your manager before your shift where possible.

Personal protective equipment (PPE) and protective clothing may be provided to support safety and tiakitanga in your role. If issued, PPE must be worn and used whenever required. Once provided, you are responsible for looking after it, using it correctly, and reporting any damage or replacement needs promptly.

7.7 Personal Hygiene

Personal hygiene supports hauora, infection prevention, dignity, and manaakitanga for kiritaki, whānau, kaimahi, and visitors. All kaimahi are expected to maintain a high standard of personal hygiene at work. This means:

- Hands are to be kept clean and washed regularly
- Deodorant is to be worn and on a hot day it may be necessary to re-apply during the day
- The use of mouth wash, mint or mouth spray is suggested especially after returning from a break
- Fingernails must always be clean and tidy and no longer than 1cm from the cuticle
- Any cuts and sores should be covered

7.8 Expenses

If you incur reasonable work-related expenses that have been authorised by your manager, we will reimburse you. Please provide GST receipts and any required details so claims can be processed accurately, with pono and transparency.

7.9 Trade Accounts

Access to company trade accounts is a position of trust. Any use must be approved in advance by management, and purchases must be authorised before they are made. Kaimahi Ora are not permitted to use accounts without Senior Management approval. must use trade accounts only for legitimate business purposes and in a way that reflects pono, accountability, and careful stewardship of our resources.

7.10 Employee's Property and Lost Property

We encourage kaimahi not to bring valuable personal items to work unless needed. Please take reasonable care of your own belongings. The organisation cannot accept responsibility for loss or damage to personal belongings brought onto company premises, Kiritaki/Care Partner sites, or other work locations, unless required by law.

7.11 Phones and Other Devices

Employer phones, computers, laptops, and other devices are provided to support our mahi and must be used for business purposes, except where reasonable incidental personal use has been approved.

If you are issued a mobile phone by the Employer, it may only be used for business purposes unless your employment agreement or management confirms otherwise. You must stay within the plan limits provided and use the device responsibly.

Any excessive or unauthorised personal use may be repayable by you and may result in disciplinary action. The Employer reserves the right to deduct the appropriate sums from your pay in the event that repayments are not made. Unless otherwise specified, calls and text messages may only be made to New Zealand phone numbers and plan limits do not include overseas use of the mobile phone plan provided to you.

Limited and reasonable use of personal mobile phones and/or other personal devices is permitted, provided such devices are set to silent and the use does not impact on your output, safety or quality of work. The Employer reserves the right to ask you to switch off any device at any time.

7.12 Media Policy

To ensure consistent and accurate communication, only authorised people may speak to the media on behalf of the company. If contacted, please take the person's details and immediately contact either Jacob Crown - Chief Executive Officer or Jody Mackie Chief Operating Officer.

7.13 Behaviour at Work

We expect all interactions with colleagues, Kiritaki/Care Partners, and the public to be "Above the line" respectful and professional. In alignment with our kaupapa. Rudeness, offensive behaviour, or inappropriate language is not acceptable.

During work hours, please give your full attention and effort to your role. Activities that could be seen as competing with the company are not allowed. You should use your best endeavours to promote the interests of the company.

7.14 Stock management and Equipment Maintenance

Employees are expected to ensure that stock levels are maintained at all times. You are responsible for monitoring inventory and either placing orders or notifying the designated person when stock reaches a reasonably low level to prevent shortages.

Any faults or maintenance issues with equipment must be reported immediately to ensure timely resolution and to maintain a safe and efficient working environment.

7.15 Licences, CERTIFICATES AND Registrations

You may require specific licences and registrations in order to perform your duties. It is your responsibility to hold and maintain all licences, registrations, certifications, or endorsements required for your role at all times. This includes ensuring such credentials remain current, valid, and compliant with applicable laws, regulations, and industry standards.

You must immediately notify management if your licences or registrations are nearing expiration or renewal. You must also immediately notify management in the event that your licence or registration is impacted by way of, but not limited to suspension, cancellation or restriction. Your notification will assist the Employer in minimising any impact on day-to-day operations and compliance.

Failure to maintain required licences or registrations may result in the employee being unable to perform certain duties and may lead to formal action.

The Employer may need to verify your licences and registrations to ensure records are updated. If you are requested to provide proof of your licences and registrations, you must

provide a copy promptly.

Healthcare in New Zealand is regulated by the Health Practitioners Competence Assurance Act 2003 and the relevant authorities who ensure that registered health practitioners are fit and competent in their scope of practice. If you are required to hold an Annual Practising Certificate (APC) in respect of your role, you must ensure that it is current and valid in line with legislation.

You must ensure that:

- You only practise within your authorised scope of practice in which you are registered
- Maintain ongoing competency requirements, including continuing medical education and continuing professional development
- Complete any applications for the renewal process in a timely and efficient manner
- Provide proof of your registrations, APC and renewals upon request.

ICCNZ will support the cost of the annual registration fee and will reimburse staff employed as RHP. This will be processed once a GST receipt has been submitted.

Chapter 8 — Professional Development Policy

8.1 Introduction

The Employer is committed to professional growth, cultural capability, and learning that strengthens our kaupapa. In partnership with Poutama Trust, the Executive pledges an annual allocation of \$3,000 from ICCNZ and \$3,000 from Poutama Trust, creating a combined annual fund of \$6,000 to support focused workshops or training that strengthens kaimahi understanding of Te Ao Māori, Te Tiriti o Waitangi, Te Whare Tapa Whā, tikanga, and/or te reo Māori. The Employer may also pay course costs or reimburse approved professional development activities that support role capability and organisational growth.

All professional development activities for which you wish to be reimbursed must be pre-approved by the Employer as eligible.

The Employer will reimburse any agreed amount for course costs for approved professional development activities, subject to your providing receipts and evidence of your attendance and successful completion.

You should consult the Employer to explore options and to maximise your potential for professional growth with our business.

Chapter 9 — Safeguards

9.1 Wastage

We are committed to running our business efficiently and responsibly. A shared focus on minimising waste helps us work sustainably, reduce costs, and protect resources for the future. By taking a little extra care in your day-to-day work, you can make a real difference. This includes avoiding unnecessary or excessive use of services, time, energy, and materials.

Examples of good practice include:

- Handling equipment and stock with care
- Switching off lights, heating, or other equipment when not in use
- Keeping doors closed where practical to save energy
- Offering to assist with other tasks if your main duties are on hold
- Returning promptly from breaks to keep work flowing smoothly

We trust everyone to take pride in looking after our workplace. However, if damage to property or loss to the company results from carelessness, negligence, deliberate action, or as a result of not following instructions or procedures correctly, you may be responsible for covering part or all of the repair or replacement costs.

You should always be prepared and ready to commence work at the appropriate starting time each day and from meal and rest breaks without delay. Further:

- any damage to vehicles, resources, stock or property that is the result of your carelessness, negligence or deliberate vandalism may render you liable to pay the full or part of the cost of repair or replacement
- any loss to the Employer that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work, may render you liable to reimburse to us the full or part of the cost of the loss
- in the event of an at fault accident whilst driving one of the Employer's vehicles you may be required to pay the cost of the insurance excess

In the event of failure to pay, the Employer has the contractual right to deduct such costs from your pay.

9.2 IT and Computer Policy

i. Use of computer equipment

Our IT equipment is a shared resource that helps us work productively and securely. To keep our systems safe and reliable, we ask everyone to follow these guidelines:

- Only authorised employees may use the Employer's computer equipment
- Only approved business software may be used on Employer devices
- Do not bring software or equipment onto or remove it from Employer premises without permission
- Access to computing facilities is for authorised purposes only
- Do not copy, remove, or share equipment or software without authorisation

ii. Virus Protection

Protecting our systems from viruses and other threats is a shared responsibility. Please:

- Do not install unauthorised software, including downloads from the internet, public-domain programs, or software from unverified sources
- Ensure all software is virus-checked using approved procedures before use
- We provide training on cyber security via BrightHR. Please ensure you have completed this course which you can access [\[\[here\]\]\(https://app.brighthr.co.nz/e-learning/view/all-courses\)](https://app.brighthr.co.nz/e-learning/view/all-courses).

iii. Internet Policy

The internet is an essential tool for our work. We encourage its use for professional purposes that support your role, including research, communication, and accessing relevant resources. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the company's name. Where personal views are expressed, a disclaimer stating that this is the case should be clearly added to all correspondence.

Please ensure that all online activity:

- Relates to appropriate and legitimate work purposes
- Respects copyright, intellectual property, and privacy
- Avoids material that is offensive, discriminatory, or illegal
- Uses social media according to the company's social media policy
- Does not compromise security by accessing risky websites or downloading unsafe files

The availability and variety of information on the internet means that it can be used to obtain material reasonably considered to be offensive. The use of the internet to access and/or distribute any kind of offensive material, or material that is not work-related may result in disciplinary action.

Examples of prohibited activities include:

- Using Employer devices for inappropriate or illegal purposes
- Accessing personal email accounts or personal devices for work-related data
- Engaging in hacking, attempting to disable systems, or bypassing security measures

Some of these activities may be criminal offences.

iv. Email

The use of the work email system (work email) is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to the company. However, inappropriate use causes several problems, including distractions, time wasting and legal claims.

Work email is available for communication and matters directly concerned with the business of the company. If you use work email in the course of your duties, you need to:

- Communicate in line with our professional standards
- Send emails only to relevant recipients

- Use email as a complement to, not a replacement for, personal conversations when appropriate
- Avoid sending inflammatory, offensive, or abusive messages
- Keep messages clear to avoid misunderstandings
- Take extra care with confidential information
- be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding
- be aware that offers or contracts transmitted by email are as legally binding on the company as those sent on paper

The work email must not be used for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment
- personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters)
- on-line gambling
- accessing or transmitting pornography or other offensive material
- social media activity
- transmitting copyright information and/or any software available to the user
- posting confidential information about other employees, the Employer or its customers or suppliers

v. Monitoring

ICCNZ has repealed and removed any policy that permits routine video or audio recording of kaimahi in the work setting or through the use of work devices. Monitoring is limited to reasonable system, internet history, device usage, access, and activity records where this is necessary to protect the organisation, manage security risks, meet legal or regulatory obligations, investigate serious misuse, or respond to conduct that may create risk to ICCNZ, kiritaki, whānau, kaimahi, or company systems.

The company needs to protect its business interests and confidentiality.

The company may monitor all internet and email activity by you for the purposes of ensuring the fulfilment of the company's policies and procedures and for ensuring compliance with the relevant regulatory requirements and you consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

9.3 Social Media

We respect that social media is part of modern communication. However, work-related matters that could identify a customer, Kiritaki/Care Partner, or colleague, or that could harm our business relationships, must not be posted online without authorisation. This applies during and outside working hours and includes access via any device.

Social media must not be used for personal purposes during working time, whether on Employer or personal devices. Breaches of this policy may lead to disciplinary action as it may affect personal wellbeing or business productivity.

You may be granted access to the Employer's social media in order to complete your duties as directed by the Employer. Any access to the Employer's social media must be approved

prior to any work performed. During this access, you must not bring the Employer, its Kiritaki/Care Partners, suppliers, contractors or any other associated parties into disrepute through the content of your usage. While representing the Employer on social media, it is expected that you will exhibit a professional and courteous attitude with customers, your colleagues, suppliers and other members of the public and ensure that you act in the Employer's best interests at all times.

9.4 Surveillance

To protect the safety and security of employees, visitors, and property, workplace surveillance may be carried out. This Surveillance may be conducted in the workplace, which includes third party Kiritaki/Care Partner sites. Surveillance may be conducted using:

- Internet usage recording devices, such as data capture, web browsing and email history captured on servers, and keystroke recognition
- location tracking software contained within Employer-provided mobile phones or computer equipment

ICCNZ does not authorise hidden or routine audio/video recording of kaimahi in the workplace. Any recording or monitoring must have a lawful and clearly communicated purpose, be proportionate to the risk being managed, and be handled in accordance with privacy, employment, health and safety, and confidentiality obligations.

The purpose of the surveillance is to ensure the safety and security of employees, visitors and property. Surveillance may also be conducted for operational requirements such as the accurate billing of our customers. The Employer reserves the right to review and use the CCTV in disciplinary proceedings. Any other recording in the workplace where it has not been made clear to the person on the day (each day)

Chapter 10 — Kiritaki/Care Partner Confidentiality

10.1 Purpose

This policy outlines the practice's commitment to safeguarding kiritaki confidentiality and protecting all personal and health information in accordance with relevant privacy legislation and professional standards. It ensures that all staff understand their responsibilities in handling sensitive information with integrity and discretion.

10.2 Scope

This policy applies to all individuals who may access or handle Kiritaki/Care Partner information within the practice, including but not limited to:

- Kaimahi -- Support Worker
- Kaimahi Tautoko - reception and administrative staff
- Rangatira/Ngā Pou - management
- IT providers and Office support staff
- other healthcare professionals working with the practice, and
- contractors, work experience students, and third-party service providers.

Kiritaki information refers to any personal, medical, or financial data relating to a Kiritaki This includes, but is not limited to:

- names
- contact details
- medical records
- x-rays
- treatment plans, and
- payment information.

10.3 Collection of Kiritaki Information

Kiritaki information must only be collected for lawful and legitimate purposes, such as the provision of treatment, processing of payments, or the delivery of healthcare services. Collection must be limited to what is necessary and conducted in accordance with applicable privacy laws and professional obligations.

Chapter 11 — Kiritaki/Care Partner complaints

11.1 Introduction

Complaints serve as a valuable mechanism for accountability and continuous improvement. They provide insight into the Company's overall performance and employee conduct, while also reflecting the expectations of the wider public.

This policy has been established to safeguard the Employer's interests and reputation and applies to all employees.

11.2 Purpose

The purpose of this policy is to ensure patients have a clear and accessible process for lodging complaints, and to equip employees with the tools and guidance needed to manage and resolve complaints effectively.

It also establishes a framework for collecting, analysing, and reviewing complaint data to support continuous improvement across the organisation.

Failure by any employee to comply with either the *Kiritaki/Care Partner Complaints Policy* or the *Kiritaki/Care Partner Complaint Procedure* may result in disciplinary action, up to and including termination of employment.

11.3 complaints management framework

To ensure effective handling of Kiritaki/Care Partner complaints, the Company maintains a structured and responsive complaints management system. This includes:

- implementing a system that manages complaints efficiently and consistently
- administering the complaints process in a timely and transparent manner
- ensuring all employees receive appropriate training in complaints handling
- developing and maintaining the complaints management policy and procedure
- conducting internal reviews following investigations into complaints
- actioning recommendations arising from investigation reports and internal reviews
- referring matters to external agencies when appropriate
- maintaining accurate and comprehensive complaint records, and
- determining appropriate responses to escalated complaints.

11.4 employee (Kaimahi/Rangatira) responsibilities

Employees are expected to:

- handle complaints in accordance with the Company's Kiritaki/Care Partner Complaint Procedure, and
- maintain accurate and complete records of all complaints received, and actions taken.

Chapter 12 — Kiritaki/Care Partner Complaint Procedure

12.1 listening to Kiritaki/Care Partner complaints

When a Kiritaki/Care Partner raises a complaint, whether in person, by phone, or via email, listen attentively and without interruption. Remain calm, composed, and avoid defensive responses. Maintain a respectful and empathetic tone, and remember the complaint is not personal. Focus on being helpful and supportive.

12.2 Acknowledge and respond with empathy

Acknowledge the Kiritaki/Care Partner's concerns and the impact the issue may have had. Thank them for raising the matter and express a genuine apology where appropriate. Demonstrating empathy and a willingness to resolve the issue helps build trust and shows commitment to quality care.

12.3 ASK QUESTIONS AND CONFIRM UNDERSTANDING

When responding to a complaint, seek permission to ask questions especially if the Kiritaki/Care Partner is upset. This helps gather the necessary facts to understand the issue and identify appropriate solutions.

Use a mix of open questions (e.g. *what*, *how*, *who*, *why*, *where*, *when*) and closed questions (e.g. *did you*, *is he*) to clarify details.

Ensure to summarise your understanding back to the Kiritaki/Care Partner to confirm accuracy and invite them to share any additional information that may have been missed.

12.4 COMMUNICATE NEXT STEPS

Clearly explain the actions you will take in response to the complaint, ensuring you only commit to steps within your authority.

Outline what you will personally do to assist, including when the Kiritaki/Care Partner can expect an update. Be realistic with timeframes and avoid overpromising.

Take ownership of the complaint. If escalation is required, inform the Kiritaki/Care Partner who will be handling the matter, including their name and role.

12.5 seek feedback and confirm satisfaction

Ask the Kiritaki/Care Partner what outcome they are seeking. Confirm that they are satisfied with the proposed actions, and where appropriate, ask if there is anything further you can do to assist at this stage.

12.6 Record the complaint

Document the complaint immediately including any recommended preventative measures to avoid recurrence.

Maintaining accurate records enables the Company to identify trends, assess service quality, and implement improvements. It also provides a reference for how similar complaints have been resolved in the past, helping streamline future responses.

12.7 aCTION and follow-up

If the complaint is not resolved immediately, follow up with the Kiritaki/Care Partner and document each attempt and outcome. Complaints must be addressed promptly and handled objectively. Ensure all agreed actions are completed and commitments to the Kiritaki/Care Partner are fulfilled.

Once resolved, confirm with the Kiritaki/Care Partner and mark the complaint as closed on the *Complaint Report Form.*

All complaints must be reported to the Practice Manager, and any directions provided must be followed.

Chapter 13 — Motor Vehicles

13.1 GENERAL REQUIREMENTS

You may be required to use a motor vehicle to enable you to efficiently perform your duties. Where travelling in the course of duties, the motor vehicle is considered to be a workplace, and the Employer recognises it has health and safety obligations in respect of this. The Employer will ensure that Employer-provided motor vehicles are registered and insured in accordance with the relevant legislation.

If you are driving a motor vehicle with Employer branding on display, you are representing the Employer at any time whilst driving or on the road. You must therefore drive in a manner that is considerate of other road users. Any complaint about a driver will be investigated and disciplinary action may result.

13.2 Use of Mobile Phone While Operating a Motor Vehicle

You must operate mobile phones in compliance with all road rules and in particular ensure:

- you do not use a mobile phone whilst driving unless via an approved hands free or cradle device;
- you limit your usage whilst using an approved device to short conversations only;
- you do not use SMS, video and/or email whilst driving; and
- you do not hold or touch a phone at any time whilst driving unless the motor vehicle is legally parked (even if you are just passing it to a passenger).

13.3 Fixtures, Fittings and Modifications

No fixtures such as aerials, roof racks, towing apparatus, or stickers may be attached to any Employer vehicles without prior written permission.

No changes or alterations may be made to the manufacturer's mechanical or structural specification of the vehicle.

13.4 Cleaning and Maintenance

If you are allocated a company vehicle, you are responsible for ensuring that the oil and water levels, battery and brake fluid and tyre pressures are maintained and that the tread of all tyres conforms to the minimum legal requirements before and after use.

Before driving any work vehicle, you are also responsible for checking the general roadworthiness and legal certification of the vehicle. This includes checking vehicle registrations, WOFs, COFs, RUCs, or any other legally or otherwise required roadworthiness requirements. Failure to check the above and report any defects to the Employer in a timely manner will result in you being held liable for any associated fines or penalties which may arise. Disciplinary action may also be taken.

You must notify the Employer of any maintenance or repair work, or replacement of parts, including tyres, as soon as you are aware. Any repair must be approved in advance by the Employer. When requested by the Employer you must ensure servicing and repair is carried out.

When you drive one of the Employer's vehicles, it is your responsibility to ensure that it is kept clean and tidy and free from rubbish and personal items at all times and that it is returned to the Employer in that condition after use.

Failure to adequately clean the vehicle may mean you are subject to the cost of the cleaning being deducted from your pay.

13.5 Fines

The Employer will not be held responsible for any fines (e.g. parking, speeding, tolls etc) incurred by you. If the Employer receives the fine on your behalf, we may pay the fine and deduct the cost from any money or wages owing to you.

13.6 Tolls

Unless contrary arrangements exist in writing, the Employer will only reimburse you for road tolls used on Employer business. Any use of a toll road outside of work may result in the amount of the toll being deducted from your wage.

13.7 Accident Procedure

If you are involved in an accident, you must follow emergency procedures and notify management as soon as possible.

13.8 Loss

In the case of theft of one of the Employer's vehicles, the police and the Employer must be informed immediately. Full details of the contents of the vehicle must also be given. If any contents are stolen from the vehicle, the police and the Employer should be notified immediately.

Please note that only Employer property is insured by the Employer and you should make your own arrangements to cover your personal effects.

You must always secure the vehicle and its contents and turn on any alarm system that is fitted to the vehicle. The contents should be stored out of sight, preferably in the boot or rear. If a vehicle is stolen, we are required to prove to the insurance company that there has been no negligence and, therefore, the Employer may hold you responsible in the event of such negligence.

Subject to the restrictions already stipulated, Employer vehicles may only be used for authorised business, unless previous arrangements for private domestic or social use have been agreed in advance. They may not be used for the carriage of passengers for hire or reward, nor may they be used for any type of motoring sport, including racing, rallying or pace making, whether on the public road or on private land.

13.9 Personal Liability

In the event of an at fault accident whilst driving one of the Employer's vehicles or where any damage to an Employer vehicle is due to your negligence or lack of care, the Employer reserves the right to insist that you rectify the damage at your own expense or pay the excess part of any claim.

Your involvement in an at fault incident may result in disciplinary action/and or the use of Employer vehicles being withdrawn.

Chapter 14 — Personal Relationships At Work

14.1 INTRODUCTION

It is the expectation of the Employer that you will carry out your duties with integrity and avoid conflicts between any private interests, specifically personal relationships, and workplace responsibilities.

14.2 Policy Statement

This policy provides guidelines for family members, domestic partners, significant others, and/or similar personal and consensual relationships, in the workplace.

Personal relationships should not interfere with, be seen to interfere with, or influence practices in the workplace. The Employer expects you to avoid and minimise the likelihood of conflicts arising due to personal relationships.

14.3 Personal Relationships and the Workplace

Personal relationships can include:

family relationships (including spouse, children, siblings, cousins, relations by marriage, parents or other close relatives)

emotional relationships (including sexual relationships and friendships), financial relationships (including commercial relationships where pecuniary interest is present), and/or

personal relationships may involve you, Kiritaki/Care Partners, potential Kiritaki/Care Partners, business associates and work colleagues.

Personal relationships must not interfere with decisions or processes associated with the following:

selection and promotion of staff

confirmation of appointment

performance review, and

staff development opportunities.

14.4 Conflicting Employment Relationships

The Employer permits the employment of qualified family members, domestic partners, significant others and/or similar personal relationship of employees provided that such employment does not create a conflict of interest.

In accordance with the Employer's standard employment policies, the basic criteria for employee selection or promotion shall be appropriate qualifications in terms of education,

experience, training and performance, consistent with organisational needs.

Relationships by family, marriage, domestic partnership and/or similar personal relationship shall constitute neither an advantage nor a disadvantage to selection, promotion, salary, or other conditions of employment.

14.5 Declaring Relationship Status and/or potential Conflict of Interest

The Employer values an environment of inclusion, trust and respect as beneficial for the working and learning environments for all. The Employer acknowledges that romantic or sexual, business and other intimate relationships may develop and/or exist in a work environment. All relationships must be consensual but, even though the relationship is consensual, it can raise serious concerns about the validity of the consent, conflicts of interest, and favouritism.

If you become involved in a situation where a personal relationship may be a source of conflict, you should declare any such possible conflict of interest to management. A source of conflict can include where you engage in a relationship with another employee who is in either a direct or indirect supervisory role.

If you are involved in a personal relationship and you are in a supervisory position to the other employee, it is your responsibility to advise management. A management plan must be formulated to address the supervisory relationship.

14.6 Unavoidable Circumstances

If you are unavoidably assigned to a position that creates a co-worker or supervisor-subordinate relationship, the Employer will use its discretion and sound judgement in order to avoid creating a conflict of interest.

14.7 Relationships with Kiritaki/Care Partners

When you interact with Kiritaki/Care Partners, you are frequently in a position of trust and influence. These relationships must not jeopardise the effective functioning the Employer or by the appearance of either favouritism or unfairness in the exercise of professional judgment, boundaries, confidentiality and decision making.

14.8 Allegations and Investigations

If you, whether or not involved in a personal relationship, believe you have been, or are being, adversely affected you are to raise concerns with management. If you are in a relationship that may be viewed as harassment or discrimination you should refer to the Grievance and Bullying and Harassment policies and/or consult management.

Chapter 15 — Working From Home

15.1 Introduction

We value flexibility and understand that, in some circumstances, working from home can help you perform at your best while balancing personal commitments. This policy outlines how we can work together to make working from home arrangements effective, safe, and secure.

ICCNZ supports flexible working arrangements where they can be managed safely and effectively. Requests to work from home should be submitted in writing to your manager and will be considered fairly, with attention to role requirements, service needs, confidentiality, health and safety, and kaimahi wellbeing. When a working-from-home arrangement is approved, we will provide the necessary information, equipment, and guidance so you can work productively and safely from your home.

When you are working from home, your home is considered a workplace, and our health and safety obligations still apply. This means the same high standards of professionalism, confidentiality, accessing company documents, absence notification and communication that apply in the office also apply when working remotely.

Before approving work-from-home arrangements, we will work with you to:

- Define the tasks to be performed
- Agree on working hours
- Identify the specific location in your home where work will be carried out
- Confirm the furniture, equipment, and resources needed to perform your work

Based on the above information, risks associated with working at home will be addressed via a risk management approach.

ICCNZ also recognises the needs of kaimahi who parents or caregivers are. Where the role allows and service needs can still be met, kaimahi who are parents may request one full week working from home during school term breaks and up to three full weeks during the Christmas period, with the timing and split to be negotiated with management. ICCNZ may also explore partnership options, including MSD and OSCAR subsidy pathways, to support in-house holiday activities for tamariki or contribute toward suitable school holiday programme costs where practicable.

15.2 Provision of Company Equipment

We will work with you to identify the equipment you need to work effectively from home — this may include items such as a laptop, PC, printer, mobile phone, internet connection, or telephone line.

All equipment provided for homeworking remains company property and must be returned when requested or when employment ends. Items should be returned promptly (within seven days unless otherwise agreed) to avoid any costs being deducted from your final pay.

We ask that you take good care of any equipment provided, keeping it in good condition and using it only for approved work purposes. If damage occurs due to negligence, misuse, or personal use, we may recover the cost of repair or replacement. Similarly, any damage to

your home arising from the installation or use of company equipment will be your responsibility.

15.3 Confidentiality

We take confidentiality seriously, whether you are in the office or at home. Company information, including Kiritaki/Care Partner details, must be kept secure and protected against loss, unauthorised access, alteration, or destruction.

You are required to take special care to secure all records and to prevent unauthorised disclosure of any company or other business information. Kiritaki/Care Partner or Kiritaki/Care Partner contact information is particularly sensitive as Kiritaki/Care Partners have a legal right to expect personal information held about them to be held in utmost confidence.

To help safeguard information:

- Keep confidential materials out of sight and secure when not in use
- Ensure family members, visitors, or others do not access work materials
- Lock away sensitive documents when unattended
- Dispose of confidential paperwork securely (shredding or returning to the office)
- Immediately report any loss, alteration, or unauthorised access to your manager

Please note that company equipment, software, and data are for your use only and for work use only. Personal files should not be stored on company devices, and only company-approved peripherals may be connected.

Peripheral equipment such as printers and modems may not be connected to any of the company's computers other than those issued to you by the Employer. Information personal to you should not be stored on the computer.

15.4 Employee Responsibilities

When working from home, employees are expected to:

- Remain contactable during agreed working hours
- Communicate regularly with their manager and attend virtual team meetings
- Keep their work calendar up to date and accurate
- Submit a weekly summary of tasks completed, if requested by your manager
- Meet agreed targets and key performance indicators
- Follow all company policies (e.g., absence reporting, health and safety, anti-bullying, and harassment)
- Keep records secure and protect all confidential information
- Take care of company property and report any damage promptly
- Return company property at the end of the working-from-home arrangement or employment
- Notify the Employer of any changes that may affect the arrangement (address, occupancy, phone number, etc.)

Chapter 16 — Private Motor Vehicle Use

16.1 General Requirements

From time to time, your role may require you to use a private motor vehicle for work purposes. When this occurs, your vehicle is considered a workplace, and our health and safety obligations still apply.

16.2 Using a Private Vehicle for Employer Purposes

If you use your own vehicle for work duties, it must be:

- Roadworthy, insured, registered, and serviced
- Clean, tidy, and in safe working order
- Equipped with sufficient fuel, oil, water, and correctly inflated tyres

You are responsible for maintaining the vehicle and covering the costs of registration, insurance, servicing, and repairs.

16.3 Fuel

Unless contrary arrangements exist in writing, we will only reimburse you for fuel and oil used on Employer business. Claims must be submitted and accompanied by receipts. All receipts should be itemised, and a deduction shown for that part of the fuel attributable to private use.

16.4 Fines

The company will not be responsible for any fines (e.g. parking, speeding, tolls etc) incurred by you.

16.5 Tolls

Unless contrary arrangements exist in writing, the Employer will only reimburse you for road tolls used on Employer business. Any use of a toll road outside of work may result in the amount of the toll being deducted from your wage.

16.6 ACCIDENT PROCEDURE

If you are involved in an accident while using your vehicle for work, please follow emergency procedures, prioritise safety, and notify your manager as soon as possible.

16.7 Loss

If any Employer property is stolen from your vehicle, the police and the Employer should be notified immediately.

Please note that only Employer property is insured by the Employer and you should make your own arrangements to cover your vehicle and personal effects.

You must always secure the vehicle and its contents and turn on any alarm system that is fitted to the vehicle. Employer property should be stored out of sight, preferably in the boot or rear.

16.8 Mileage

Mileage tracking will be based on either google maps and or Drivers Note as specified in your employment agreement.

Chapter 17 — Wisdom Wellbeing - Employee Assistance Program (EAP)

17.1 INTRODUCTION

The Employer is committed to the provision of a fair, healthy and safe workplace for all employees. As an employee of the Company, you have access to Wisdom Wellbeing -- Employee Assistance Program (EAP). This is an employee benefit program that provides confidential, professional counselling, support, advice, and assistance to all employees who are experiencing work related and/or personal problems.

The health and wellbeing of our employees is of prime importance to the Employer. Wisdom Wellbeing provides short term professional counselling to all employees, as well as their partner/spouse and the employee's dependents from 16 years of age. It recognises staff may need to access professional help to overcome problems on a confidential basis, and the Employer will do everything possible to ensure privacy is respected while staff resolve those problems. Use of Wisdom Wellbeing is voluntary, and it does not jeopardise an employee's employment status, security or entitlements.

In addition to EAP access, eligible kaimahi may take one paid mental health and wairua wellbeing day per year. This day is intended to support rebalancing, rest, reflection, and hauora. It should be requested in writing where practicable and will be considered with manaakitanga, confidentiality, and regard to safe service coverage.

17.2 Principles

Wisdom Wellbeing provides support and/or guidance for issues such as (but not limited to):

- Workplace issue/conflict
- Personal, relationship and family issues
- Concerns about children or other family members/matters
- Physical or emotional abuse
- Organisational change
- Grief and bereavement
- Health and lifestyle issues
- Trauma and critical incidents
- Harassment
- Stress with work
- Performance/Career issues
- Alcohol and substance misuse
- Gambling

All staff are entitled to use the program, and managers and/or supervisors are expected to support and encourage the use of the program by staff where appropriate.

17.3 BENEFITS OF THE EAP SERVICE

Wisdom Wellbeing provides professional advice to employees that guarantees confidentiality and privacy.

All professional counselling is conducted by an independent organisation who uses trained professionals to help people identify and resolve their problems.

17.4 Accessing the EAP service

Employees may access the free and confidential EAP service via the unlimited 24/7 365 days a year counselling helpline. All calls will be answered by fully qualified counsellors, and employees can:

- self-refer by calling the free helpline number: 0800 461 303, and/or
- email <eapww@wisdomwellbeing.nz> for support

Please note, if an employee is referred to another organisation for additional assistance, the employee will be required to bear any applicable costs for that additional service.

17.5 Confidentiality

All employees, inclusive of management, are obliged to ensure the privacy and confidentiality of an employee participating in the Wisdom Wellbeing EAP program.

We provide additional training on mental health awareness and health and safety awareness and responsibilities to promote overall wellbeing via our BrightHR e-learning modules which you can access [here](<https://app.brighthr.co.nz/e-learning>). Please ensure you have completed this course, which you can access [here](<https://app.brighthr.com/e-learning/view/all-courses>), and receive a certificate of completion.

Chapter 18 — Bullying and Harassment

18.1 INTRODUCTION

Interconnected Care NZ Limited is committed to creating a workplace where everyone is treated with dignity, fairness, and respect. Bullying, harassment, or intimidation of any kind is not tolerated here.

Our aim is to:

- Ensure all team members feel safe, supported, and valued.
- Provide clear guidance on unacceptable behaviour.
- Foster a culture of respect, kindness, and accountability.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect team member's working lives by detracting from a productive working environment. This can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

18.2 Harassment

Harassment is any unwanted physical, verbal or non-verbal conduct based on personal characteristics (such as age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, political opinion, family status, race, religion or belief, sex or sexual orientation) which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching
- abusive, threatening or insulting words or behaviour

These examples are not exhaustive and action at the appropriate level will be taken against team members committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the company's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the business.

18.3 BULLYING

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours
- blocking access to information, supervision or resources such that it has a detrimental impact on the individual or group

These examples are not exhaustive and action at the appropriate level will be taken against workers committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the business.

18.4 Bullying and Harassment Complaint Procedures

i. Informal complaint

The company recognises that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii. Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of the company as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred
- the names of any witnesses
- any action already taken by you to stop the alleged bullying or harassment

On receiving any formal complaint, we may take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at the meeting by your confidential helper and/or a support person or representative. You must take all reasonable steps to attend the meeting. Those involved in the investigation will be expected to act in confidence and any breach of confidence may be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and any decision will be sent, in writing, to you and to the alleged bully or harasser.

18.5 General Notes

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the company's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the business.

We understand that bullying and harassment is a serious concern that can impact an individual's wellbeing. Employees can access confidential support through our Employee Assistance Program (EAP) -- Wisdom Wellbeing. This service is available 24/7 and includes professional counselling, wellbeing resources, and support for both personal and work-related matters. For further information, please refer to the EAP Policy of this handbook or contact management.

Chapter 19 — Drugs and Alcohol

19.1 Zero Tolerance Policy

We are committed to providing a safe, respectful, and productive environment for everyone.

To help us achieve this, it's important that all workers are free from the influence of drugs or alcohol while at work or representing the organisation.

If a worker is impaired at work, it can put themselves and others at risk. For this reason, working under the influence of drugs or alcohol is not permitted.

We recognise that alcohol or drug dependency is a health matter and encourage anyone needing support to seek assistance from appropriate health professionals or support services.

Workers and visitors must remain fit to always perform their duties safely, whether in the workplace, at work functions, or when representing the organisation.

Occasionally, alcohol may be served at business functions. When this occurs, we ask everyone to enjoy themselves responsibly and to ensure behaviour remains respectful and safe for all.

19.2 Prescribed/Over-the-Counter Medication

If you are taking prescribed or over-the-counter medication that could affect your ability to perform your work safely, please let your manager know as soon as possible.

You may be asked to provide a medical certificate confirming your fitness for work or noting any necessary work restrictions.

19.3 Screening

To maintain a safe workplace, the organisation may require alcohol or drug screening in situations such as:

- Where there is reasonable suspicion of impairment
- After an incident or accident
- As part of random testing programmes

Examples of situations that may lead to disciplinary action, up to and including termination, include if you:

- Are removed from the workplace due to impairment or reasonable suspicion of impairment
- Return a positive result following testing
- Record a blood alcohol level above zero (or equivalent in urine or breath samples)
- Decline reasonable requests to undertake alcohol or drug screening
- Possess illegal drugs for use or supply in the workplace or during work activities

This list is not exhaustive.

Where required to leave the workplace for testing or due to impairment, you will be asked to return only when fit for duty. A meeting will then be arranged to discuss the matter and any next steps, which may include disciplinary procedures.

If you perform work on a Kiritaki/Care Partner site which conducts regular or random drug and alcohol testing, you will be required to participate.

If you return a non-negative or positive result or refuse to participate in testing, you may be required to cease work immediately and leave the workplace. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident. Management will contact you regarding the date you are expected to return to work and provide you with details of any resulting disciplinary procedure.

19.4 Commitment to a Smoke-Free Environment

To promote health and wellbeing, and to uphold manaakitanga for kiritaki, whānau, kaimahi, and visitors, smoking, vaping, or using any other inhaled product is not permitted inside a kiritaki's home or inside any office building.

If you are working at a kiritaki's home or another Kiritaki/Care Partner site, you must follow our smoke-free policy and any site-specific rules. Smoking must never occur inside the kiritaki's home, inside office buildings, or in any other prohibited area.

Kaimahi who wish to smoke or vape during an authorised break must do so only in an approved outdoor area, away from entrances, windows, vehicles, kiritaki, whānau, and other people, and only where this does not affect safety, dignity, or service delivery.

Definitions

Smoking includes:

- To smoke, hold or otherwise have control over an ignited tobacco product, weed or plant;
- To smoke, hold or otherwise have control over an ignited product or thing whose customary use includes inhaling smoke from it
- To inhale using a vaping device or heated tobacco product.

The workplace includes:

- An internal area within or on a building or structure occupied by the Employer;
- Corridors or lobbies
- Toilets or washrooms
- Internal common areas
- Kiritaki / Care Partner home environments

Chapter 20 — Whistle-Blowers

We are committed to transparency, integrity, and ethical conduct. Everyone is encouraged to speak up if they have reasonable grounds to believe that wrongdoing has occurred, including:

- Criminal activity
- Breaches of legal obligations
- Health and safety risks
- Environmental harm
- Concealment of any of the above

Whenever possible, concerns should first be raised with management, who will treat the matter in confidence. If the matter cannot be resolved internally, you may report it to the appropriate authority (e.g. Police, NZTA, Environment Protection Authority, or WorkSafe NZ).

You will not face any penalty or disadvantage for raising a genuine concern in good faith. However, deliberately making false or malicious reports may result in disciplinary action.

Chapter 21 — Capability Procedure

21.1 INTRODUCTION

We recognise that during your time with us, there may be occasions when you feel less able to carry out your usual duties. This could be due to changes in your role over time, new ways of working, or changes in your own circumstances, such as health or personal reasons.

Our priority is to work with you to understand any challenges you may be facing, and to explore ways to support you so you can continue to succeed in your role.

21.2 Job Changes/General Capability Issues

If we have concerns about your ability to perform your role, or if the nature of your work changes, we will work closely with you to ensure you understand the expectations of your role and have the necessary training, tools, and guidance to succeed.

We will always aim to discuss any concerns informally first, giving you the opportunity to share your perspective and agree on the steps needed to improve performance.

If your performance does not improve to the required standard, we will provide a written reminder of the improvements needed and the support available to you. We will also consider whether adjustments to your role or a transfer to more suitable work could help.

If, after reasonable time and support, improvement is not achieved, and no suitable alternative role is available, your employment may need to end. In such cases, you will receive the appropriate notice.

21.3 Personal Circumstance/Health Issues

We understand that personal circumstances or health issues can sometimes affect your ability to carry out your duties, even if you are still able to attend work. Examples include ongoing illness, recovery from injury, or general health concerns.

In such cases, we may ask for relevant medical information, such as a diagnosis or prognosis, so that we can make informed decisions about how best to support you. This is usually obtained through your own doctor, with your permission, and we will always consult with you before making any requests.

Where health issues or personal circumstances prevent you from working for an extended period or cause frequent absences, we will work with you to understand the likely timescales for your return and the adjustments that may help you.

Once we have all the relevant information, and after full consultation with you, we will agree the best way forward, whether that is continuing in your current role, adjusting your duties, or moving to a more suitable position where possible.

We understand that capability issues can be a difficult experience. Employees can access confidential support through our Employee Assistance Program (EAP) -- Wisdom Wellbeing. This service is available 24/7 and includes professional counselling, wellbeing resources, and support for both personal and work-related matters. For further information, please refer to the EAP Policy of this handbook or contact management.

21.4 Short service Employees

For employees with shorter service, we may adapt the process outlined above to reflect your length of service and the circumstances involved. However, our commitment to fairness, open communication, and support will remain the same.

Chapter 22 — Disciplinary Procedure

22.1 Introduction

This policy sets out the standards of performance and behaviour we expect from all employees, as well as the steps we will follow if there are concerns. Our aim is to promote fairness, consistency, and respect in addressing issues, while encouraging improvement and positive working relationships.

We believe disciplinary procedures should not be viewed purely as a means of punishment, but as an opportunity to address problems constructively and to support employees in meeting the required standards.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case.

We are committed to:

- Following the correct procedure if you are required to attend a disciplinary meeting.
- Ensuring you understand the standards of performance, conduct, and behaviour expected of you.
- Acting promptly and consistently in addressing any concerns.
- Carrying out a careful and fair investigation into the facts before making decisions.
- Giving you the opportunity to present your side of the matter at every stage.
- Allowing you to be accompanied by a support person of your choice at all formal meetings.
- Providing you with a clear explanation of any outcomes or actions taken.

In some situations, it may be necessary to suspend you temporarily so that an investigation can take place. This will not be treated as disciplinary action or a penalty.

22.2 Disciplinary Rules

It is not practical to list every situation that could result in disciplinary action, as circumstances will vary. However, in general, concerns may arise where actions, behaviours, or performance do not meet our expected standards.

22.3 Rules Covering Unsatisfactory Conduct and Misconduct

Examples of misconduct may include, but not limited the following examples:

- Not following health and safety policies and procedures or your general health and safety responsibilities
- Acting in a way that is unprofessional that may impact on the integrity of the business
- Dishonesty of any kind
- actions which could threaten the health and safety or wellbeing of yourself, your colleagues or others
- persistent absenteeism and/or lateness
- unsatisfactory standards or output of work
- rudeness towards customers/Kiritaki/Care Partners, members of the public or your colleagues, objectionable or insulting behaviour, harassment, bullying or bad language

- failure to give your full attention and effort to your duties during working hours
- unauthorised or misuse of email, internet and/or social media
- failure to carry out all reasonable instructions or follow our rules and procedures
- damage to or loss of company property, whether through negligence or unauthorised use
- not reporting damage or incidents involving company property promptly
- loss of driving licence where driving on public roads forms an essential part of your role

This list is not exhaustive.

22.4 Serious Misconduct

Serious misconduct is behaviour or negligence so severe that it may justify dismissal without notice, even for a first offence. It includes actions that cause serious harm to trust, safety, or the company's operations.

It is not possible to provide an exhaustive list of examples of serious misconduct. However, any behaviour or negligence resulting in a fundamental breach of your contractual terms that destroys the trust and confidence needed to continue the employment relationship will be considered serious misconduct. Examples of offences that will normally be considered to be serious misconduct include serious instances of:

- theft or fraud
- physical violence or bullying
- deliberate damage to property
- serious acts of unlawful discrimination or harassment
- possession, or being under the influence, of illegal drugs while at work
- Serious breaches of health and safety policies or actions that endangers the lives of, or may cause serious injury to, employees or any other person
- breach of the Employer's Care Support policies

22.5 DISCIPLINARY PROCEDURE

The steps we may take, depending on the nature and seriousness of the issue, are as follows:

Offence 1st occasion 2nd occasion 3rd occasion

Unsatisfactory conduct Written warning Final written warning Termination of employment

Misconduct Final written warning Termination of employment

Serious misconduct Termination of employment

We will always consider your length of service, the circumstances of the case, and any previous record before deciding on the appropriate action.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a written warning, final written warning, or termination, and full details will be given to you.

There may be occasions where the performance or conduct of an employee is serious enough to by-pass one of the above steps and move immediately to a first and final written warning but not termination. This option might be used in circumstances where the company's policy is breached but it is not so serious as to warrant instant termination.

22.6 Duration of Warnings

i. Written warning

A written warning will normally be disregarded for disciplinary purposes after a 12-month period.

ii. Final written warning

A final written warning will normally be disregarded for disciplinary purposes after an 18-month period.

22.7 GENERAL NOTES

We understand being involved in a disciplinary process can be personally challenging. Employees can access confidential support through our Employee Assistance Program (EAP) -- Wisdom Wellbeing. This service is available 24/7 and includes professional counselling, wellbeing resources, and support for both personal and work-related matters. For further information, please refer to the EAP Policy of this handbook or contact management.

Chapter 23 — Grievance Procedure

23.1 Introduction

We want to provide a safe and respectful workplace where everyone feels heard. This procedure sets out how you can raise and resolve any concerns or grievances, including issues relating to harassment or discrimination. Our aim is to resolve matters promptly, fairly, and in a way that maintains positive working relationships wherever possible.

A personal grievance is a serious concern or dispute that may relate to:

- Dismissal.
- Action taken by the company against you.
- Alleged discrimination.
- Alleged sexual harassment.
- Alleged racial harassment.
- Alleged duress connected to union or employee association membership (or non-membership).

We may also deal with less serious complaints through this process, or, where appropriate, through an informal discussion with your manager.

The company reserves the right to deal with any complaints as it sees fit on a case-by-case basis. The company may also, decide that a matter raised by an employee is more properly categorised as a complaint and deal with it as such.

This policy explains what to do if you have a personal grievance. Any personal grievance raised will be treated in confidence and can be made without fear of reprisal.

23.2 Your Entitlements

If you have a grievance, you are entitled to have it addressed in line with this procedure. There are two ways to do this:

- Informal Resolution -- aimed at quickly resolving the issue through discussion, without the need for formal investigation.
- Formal Resolution -- aimed at investigating and determining whether the matter occurred and what action should be taken.

You can choose to use the formal process at any time, even if you first try an informal approach.

Although the company encourages you to attempt to resolve any grievances informally at first instance, it is recognised that this may not always be possible or appropriate in the circumstances.

Your Responsibilities

If you have a grievance, please raise it promptly so we can address it as soon as possible. You are expected to maintain confidentiality, sharing details only with those directly involved in resolving the issue.

We ask that you cooperate fully with any investigations and attend meetings as required, so that we can reach a fair outcome.

23.3 Procedure

The specific procedures for raising and addressing grievances include:

i. Informal Resolution Procedure

If you feel comfortable, you may try to resolve your grievance directly with the person or people involved.

You are encouraged to talk with the manager if at any time you are not sure how to handle the problem yourself, or you just want to talk confidentially for further information and guidance.

You can also ask your manager to informally approach the person complained of. This will involve a supervisor or manager confidentially discussing the matter, reminding the particular employee about our workplace policies and instructing them not to repeat the behaviour again.

Please note that this will not involve any investigation into the complaint but is aimed at resolving the grievance quickly and efficiently. If you would prefer an investigation to be carried out, you can move to the formal procedure at any stage.

ii. Formal Resolution Procedure

If you would like to lodge a formal personal grievance that will be investigated, you will need to submit to the manager the details of your grievance in writing, along with any evidence you may have in respect of your grievance.

The grievance must be raised with management within 12 months of when the matter occurred for a grievance relating to sexual harassment and within 90 days of when the matter occurred for all other types of grievances. Grievances raised after this time may not be considered.

Grievances related to bullying and/or harassment will be dealt with in accordance with the company's bullying and harassment policy.

If your grievance is against your manager, or you are uncomfortable lodging this with your manager, you should submit this to another more senior member of your team.

We will arrange a meeting with you to discuss your grievance in detail. An investigation will then take place, and all relevant facts will be considered before a decision is made. We will inform you in writing once a final decision has been reached.

We treat vexatious or malicious grievances as serious misconduct.

23.4 GENERAL NOTES

We are aware that raising or being involved in a grievance is a difficult experience. Employees can access confidential support through our Employee Assistance Program (EAP) -- Wisdom Wellbeing. This service is available 24/7 and includes professional counselling, wellbeing resources, and support for both personal and work-related matters. For further information, please refer to the EAP Policy of this handbook or contact management.

Chapter 24 — Staff Privacy Policy

Section 24.1 Introduction

We take the protection of your personal information very seriously. Personal information carries mana and, at times, may be tapu because it relates to identity, whānau, health, employment, finances, or personal circumstances. Our aim is to safeguard your privacy with tiakitanga, respect, security, and care, and to handle your information in accordance with relevant legislation.

24.2 Collection of Personal Information

Personal information may be collected during the recruitment process and throughout your employment with the company. We will collect, use, and share this information only for legitimate work-related purposes, with pono, clear kōrero, and respect for your mana. Where information needs to be shared within the business for administration, employment, payroll, safety, compliance, or application purposes, it will be handled carefully and in accordance with relevant legislation.

Personal information may include details about your mahi, your employment journey, and matters connected to your wellbeing, such as:

- Your engagement, training, disciplinary matters, or resignation.
- The end of your employment.
- Your terms and conditions of employment.
- Your personal and emergency contact information.
- Your performance and conduct.
- Your working hours, salary, or wages.
- Your membership of a trade union or professional association.
- Your leave entitlements, including annual, sick, maternity, paternity, or other types of leave.
- Your taxation, banking, or superannuation details.

We will make every reasonable effort to keep your information accurate, up to date, relevant, and protected. Please let us know promptly if any of your personal information changes so we can maintain correct records and support you appropriately.

24.3 Your Responsibilities

Everyone shares responsibility for protecting personal and confidential information. If you have access to kōrero or records about a colleague, tangata, whānau, Kiritaki/Care Partner, or the business, you must treat that information with tiakitanga and use it only for legitimate work purposes. It must never be accessed, discussed, copied, or disclosed inappropriately.

If you believe information has been shared in error, accessed without authority, or placed at risk, please notify your manager immediately. Early kōrero helps us respond quickly, protect the people affected, and uphold our responsibilities.

Confidential information must never be shared outside the organisation or discussed with anyone who is not authorised to receive it, even after your employment ends. This includes

kōrero about your own employment, another kaimahi, tangata, whānau, Kiritaki/Care Partners, funders, partners, suppliers, or the Employer. You must use confidential information only for relevant and authorised company processes during your employment and after your employment has ended.

Any breach of this policy may result in disciplinary action. Protecting personal information is part of our kawa, our commitment to manaakitanga, and our duty to act with pono and care.

Chapter 25 — Equal Opportunities Policy and Anti-Discrimination

25.1 STATEMENT OF THE POLICY

We are committed to creating a workplace where everyone is treated with fairness, dignity, and respect. Discrimination, harassment, or unfair treatment of any kind has no place here.

We provide equal opportunities in all aspects of employment, ensuring that no employee or applicant is disadvantaged — whether directly or indirectly — because of age, disability, gender identity, marital or civil partnership status, pregnancy or maternity, political opinion, family status, race, religion or belief, sex, or sexual orientation.

We will also make sure any third parties we work with understand and uphold these values. Our goal is a workplace where no one feels threatened, excluded, or intimidated.

25.2 Recruitment and Selection

We believe recruitment and selection should be based on merit, fairness, and equal opportunity. All hiring, promotion, and advancement decisions will be based on skills, experience, and potential — free from discrimination or bias.

To support this, we will:

- Use inclusive and non-discriminatory recruitment practices, including advertising in a way that reaches a broad and diverse audience
- Ensure all applicants are considered solely on their ability to do the job
- Review our selection criteria regularly to ensure they are relevant to the role
- Use more than one interviewer where possible to reduce bias
- Ask only role-related interview questions

Base decisions solely on job requirements, not on personal characteristics or perceived differences.

Chapter 26 — Equal Pay and Pay Equity

We are committed to fair pay, pay equity, and upholding the mana of every kaimahi by meeting our obligations under the Equal Pay Act 1972. This means:

Everyone performing the same, or substantially similar, mahi (work) will receive the same terms, benefits, and opportunities for training, promotion, and transfer, regardless of gender or other protected characteristics. This reflects our commitment to fairness, rangatiratanga, and valuing people for the contribution they bring.

There will be no pay differentiation on the basis of a person's sex or sexual preference. Pay decisions must be based on the role, responsibilities, skills, experience, and the value of the mahi being performed — not on personal characteristics.

We will ensure the rates of pay for work predominantly performed by female employees are not undervalued. This is part of acting with pono, protecting equity, and recognising the mana of work that has historically been overlooked or under-recognised.

If you believe your mahi is undervalued, you have the right to raise a pay equity claim. This can be done individually or through your union, and we will respond with fair process, clear kōrero, and respect.

An employee (or union) can raise a pay equity claim:

- if it relates to work that is (or was) predominantly performed by female employees; and
- the employee (or union) believes that the work is currently undervalued or has historically been undervalued
- briefly set out the information that the employee relies on to support of the fact that:
- the work that is (or was) predominantly performed by female employees; and
- the employee believes that the work is currently undervalued or has historically been undervalued

Claims must be made in writing and include:

- That it is a pay equity claim under the Equal Pay Act 1972.
- Your name, contact details, and the date of the claim
- Your role, position, and a brief description of your work
- If relevant, the name and contact details of any authorised representative
- The reasons you believe your work is undervalued

We will respond to you promptly and work through the pay equity claim process in a fair, transparent, and mana-enhancing manner.

Chapter 27 — Termination of Employment

27.1 Resignations

If you decide to resign, we ask that you provide your resignation in writing and include the reason for your decision. This helps us understand your perspective and ensure a smooth transition for both you and the team.

27.3 Ending Your Employment Without Notice

We understand that circumstances can change unexpectedly. However, if you leave without giving or working the required notice period (as outlined in your employment agreement), we may need to deduct an amount equal to any additional costs incurred to cover your duties during the unworked notice period.

27.3 Return of Employer Property

When your employment ends, please return any company property in your possession or under your responsibility. Where possible, this should be on your final working day, and no later than seven days after. This helps us keep our resources in good order and ensures a smooth handover. If items are not returned within this timeframe, the cost of the items may be deducted from any final payments due to you.

All company property should be returned to the appropriate person as advised.

27.4 Return of Vehicles

When your employment ends, please immediately return any Company vehicles in your possession to our premises. This should be done on your final working day. If the vehicle is not returned within this timeframe, the cost of the recovery of the vehicle being deducted from any payment outstanding to you.

27.5 Garden Leave

If either you or the company gives notice to end your employment, we may ask you to take "garden leave" for all or part of your notice period. This means you will continue to receive your full pay and contractual benefits, but you may not be required to attend the workplace.

27.6 Final Pay

Your final pay will be calculated in line with your employment agreement and relevant legal entitlements. This may include wages or salary owed up to your final day, any approved allowances or reimbursements, and any outstanding holiday or leave entitlements that must be paid on termination.

Before final pay is processed, we may need to confirm that all company property has been returned, any authorised deductions have been reviewed, and any outstanding matters have been completed. We will manage this process with pono, fairness, and clear kōrero.

27.7 Exit Handover

Where possible, we ask kaimahi to complete a respectful handover before employment ends. This may include updating records, returning files, sharing key information with management, completing roster or Kiritaki/Care Partner notes, and supporting continuity of care for tangata and whānau.

A good handover is an act of manaakitanga and kotahitanga. It helps protect relationships, reduce stress for the team, and ensure the people we support continue to receive safe, consistent, and connected care.

27.8 Confidentiality After Employment Ends

Your confidentiality obligations continue after your employment ends. You must not use, copy, remove, share, or disclose confidential information belonging to Interconnected Care NZ, tangata, whānau, kaimahi, funders, suppliers, partners, or any other person connected to our mahi, unless legally authorised to do so.

This includes written records, digital files, health information, employment information, commercially sensitive information, access credentials, and any knowledge gained through your role. Protecting this information is part of tiakitanga and helps uphold the mana and safety of the people we serve.

27.9 References and Employment Confirmation

Requests for references, confirmation of employment, or information about your employment should be directed to management. Any reference provided will be accurate, fair, and limited to information the organisation is authorised to share.

Chapter 28 — Acknowledgement Form

I _____ (please print name) acknowledge that I have received access to the Interconnected Care NZ Limited Employee Handbook. I understand that this handbook explains important policies, procedures, standards, and expectations that apply to my employment.

I acknowledge that I have had the opportunity to read the handbook, ask questions, and seek clarification where needed. I understand that I am expected to follow the policies and procedures contained in this handbook, and that a serious or repeated breach may result in disciplinary action, up to and including termination of employment, following a fair process.

I understand that the handbook may be updated from time to time and that I am responsible for keeping myself familiar with the current version. If I am unsure about any policy, process, or expectation, I will raise this with management as soon as possible.

Kaimahi / Office Staff Name Kaimahi / Office Staff Signature Date

Chapter 29 — Employee handbook digital acknowledgement

This Employee Handbook is available to you through [BrightHR](<https://app.brighthr.com/dashboard>), our HR management platform. By accessing it digitally, you confirm that you have had the opportunity to read, understand, and seek clarification on its contents.

Your interaction with the Employee Handbook, including the use of BrightHR's digital read receipt feature, serves as formal confirmation that you have received and reviewed the document. This acknowledgement will be securely recorded within BrightHR.

All employees are expected to familiarise themselves with the policies and procedures outlined in the Employee Handbook. If you have any questions or require further information, please contact Management.

Digital acknowledgement through BrightHR will be treated as confirmation that you have received, accessed, and reviewed the handbook. If you are unable to access BrightHR, please contact Management so alternative arrangements can be made.