

POL.012 Code of Conduct

1. Purpose and Scope

The DAA Group, through the services we deliver, shall ensure consumers of Healthcare services receive safe and reasonable services in a manner that is respectful of their rights, minimizes harm and acknowledges their cultural and individual values and beliefs. This Code of Conduct applies to our auditors and surveyors, including our Client Managers who fulfil this role. An Employee Code of Conduct is contained within the Human Resources Policy.

2. Background

The DAA Group is committed to upholding the Code of Health and Disability Services Consumers' Rights 1996 for all consumers within the services that engage with our organization. We shall ensure our personnel deliver services in a non-judgmental and non-discriminatory manner. Our organization celebrates diversity and our personnel are aware of and have an understanding of the cultural values and beliefs held by our clients.

The DAA Group acknowledges the Treaty of Waitangi as the founding document of New Zealand and recognizes and respects the principles of the Treaty. Our personnel shall identify and respond to the cultural values and beliefs of Maori people.

3. Code of Conduct

The DAA Group auditors shall ensure the rights of our clients, and in turn the consumers of their healthcare services are upheld by adhering to effective procedures that enforce our Code of Conduct:

- To act professionally, accurately and in an unbiased manner
- To undertake audits in accordance with specified requirements
- To strive to increase the competence and prestige of their profession
- To assist those in their employ or under their supervision in developing their professional competencies
- To not undertake any assignments that they are not competent to perform
- To not represent conflicting or competing interests and will disclose to any client or employer any relationships that may influence their judgment
- To not discuss or disclose any information relating to any assignment unless required by law or authorized in writing by the client and/or their employing organization
- To not accept any inducement, commission, gift or any other benefit from client organizations, their employees or any interested party or knowingly allow colleagues to do so
- To not intentionally communicate false or misleading information that may compromise the integrity of any assignment or the personnel certification process
- To not act in any way that would prejudice the reputation of the DAA Group or it's stakeholders and to cooperate fully with an enquiry in the event of any alleged breach of this code
- To adhere to the requirement of the Health and Disability Services (Safety) Act 2001, the Privacy Act 1993 and the HDC Code of Consumers' Rights and all other relevant legislation, regulations, guidelines, codes and best practice standards
- To not promote or represent any business interests or any entity with which they have an interest or may have an interest while conducting audits

- To cooperate fully with any inquiry in the event of a complaint about their performance as an auditor, or any alleged breach of this code
- To refrain from making any comments on any auditors or DAA, including Ministry or DHB auditors
- To respect consumers' rights during any interaction especially when assessing vulnerable populations such as those in disability or mental health services
- To make fair presentations of audit findings based upon verifiable audit evidence and not intentionally communicate false or misleading information that may compromise the integrity of any audit or the auditor credentialing process
- When conducting Ministry of Health certification audits, to be aware and adhere to the requirements of the DAA Handbook and the requirements of the Auditor Code of Conduct contained in the DAA Handbook.

4. Management of Breach of Code of Conduct

Should a breach of the Code of Conduct be identified, it will be managed in the following way:

1. For employed staff members, performance management shall occur in line with New Zealand employment law.
2. For contracted auditors and surveyors, the breach shall be managed in line with our values of partnership, integrity and professionalism. The breach shall be formally notified to the auditor and their opinion and perception gained. The Managing Director, Operations shall investigate fully and arrive at a conclusion as to the degree of breach. Depending on the outcome of the investigation and the seriousness of the breach, the following actions may be implemented:
 - The auditor may be counselled and required to reflect on the breach and measures that need to be taken to remedy the breach and prevent recurrence
 - The auditor may be officially censured and a monitoring process put in place
 - The auditor contract may be suspended or cancelled