Resources

Staff have access to a range of tools and resources to help formulate their thinking when approaching new social media accounts.

'Setting up an MSD social media account' is a collection of web pages and resources on Doogle. It includes:

- This document

- A New Social Media Profile Overview Checklist

- Contact details for the Communications and Engagement Social Media Team

For more on this, visit Doogle.

Further guidance on social media usage:

Guidance for use of social media from the Public Service Commission

Standards of Integrity and Conduct

Political Neutrality Guidance

Privacy Act

Public Records Act 2005

Home » Resources & Tools » Helping Staff » Policies and Standards » **Social Media use in the workplace**

Social Media use in the workplace

If you have been granted Internet access you can access social media sites such as Facebook, Twitter and YouTube through the Ministry's network, for work-related resources and for reasonable personal use.

Your responsibilities

Social media is a dynamic and fun way to communicate but must not interfere with the work you are here to do. As with all internet access - usage is monitored and excessive use may be escalated to your manager resulting in disciplinary action.

[http://doogle/resources/helping-staff/policies-standards/business-security/computer-use/using-internet.html]
Internet usage policy [http://doogle/resources/helping-staff/policies-standards/business-security/computer-use/using-internet.html]
The Business Security Policy outlines what MSD staff's obligations are

Your obligations as a public servant

As an employee of the Ministry you must adhere to the Code of Conduct, Business Security and Computer Usage Policy. A number of resources are available to guide you.

Te Kawa Mataaho Public Service Commission's social media guidance [https://www.publicservice.govt.nz/resources/social-media-guidance/]

The MSD Code of Conduct [http://doogle/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/msd-code-of-conduct.html]

Staying safe online

When using social media the easiest way to stay safe personally and professionally is to be careful about what you say (and post), how you say it and where you say it.

Staying safe online [http://doogle/resources/helping-staff/policies-standards/communications/social-media/staying-safe.html]

Guidance for managers

As a manager it is your responsibility to ensure your staff are using Ministry resources in a safe and responsible manner.

Guidance for managers [http://doogle/resources/helping-staff/policies-standards/communications/social-media/for-managers.html]

Content owner: Human Resources **Last updated:** 14 December 2020

Participating in Social Media on behalf of the Ministry

Only people who are authorised by the Chief Executive or who have permission as part of their job can make public statements on behalf of the Ministry.

It is inappropriate for you to use a personal social media profile to communicate with clients.

If you are thinking about using social media to post on behalf of the Ministry speak to your Manager first about whether the purpose you propose is approriate. Then contact the Manager Media and Social Media for sign-off as there are several steps you will need to complete first to ensure you have mitigated any risks.

A Social Media Policy and framework has been developed that outlines the requirements and process for set up of a Ministry social media account. You will be expected to produce a detailed guidelines document to ensure resourcing, content planning and escalation paths are clear for those responsible for managing the account.

Social media guidance [http://doogle/helping-you/communications-advice/web-digital/social-media/index.html]

Social Media Policy (Word 102.71KB) [http://doogle/documents/helping-you/communications-advice/web-online/social-media/msd-social-media-policy.docx]

Work related social media resources

Links to some things that might be deemed useful for work purposes to guide staff on what they should be using. Not just watching cat videos!

Using the internet

Internet access is available to approved users only. It is a business tool that supports work activities. When using the internet you must not participate in any activity that violates the Ministry's Code of Conduct and/or the Ministry's computer use or business security policies. Users must comply with this policy.

On this Page:

Permitted internet use

Only authorised people may access the internet. Any other private connection to a global network from an MSD PC/laptop is not allowed. Users must ensure they have the appropriate delegated financial authority before accessing user-pays internet services.

If you are an authorised user, you may use the internet:

to conduct research and investigation as part of your job

to retrieve news stories and other information of interest and relevance to the Ministry and/or the performance of your duties

for professional development activities, such as maintaining currency with issues in a field of knowledge. This includes personal development activity, such as university associations and professional societies.

Contact IT Operations if you need an executable file installed. Executable files may also be supplied from authorised vendors as ZIP files, which must be scanned for viruses and loaded by IT Operations.

You may access the World Wide Web for reasonable personal purposes providing you do not use it inappropriately. Keep the amount of personal time spent on the internet to a minimum.

Applying for internet access [http://doogle/resources/helping-staff/forms-templates/msd-service-desk/access-requests.html#WirelessInternetAccessRequest15]

Inappropriate internet use

You may not download, send, forward or store large quantities (several megabytes) of software, graphical and other forms of information from the internet for personal or inappropriate use. Downloading commercial software in violation of its copyright is prohibited. This includes executable files, movie files and screen savers.

You may not use the internet to:

sell or otherwise disclose client information for personal gain

engage in newsgroup postings or chat groups for private purposes

visit sites that contain material that any reasonable person would consider obscene, objectionable, or offensive

subscribe to any website for personal use without permission from your manager

register Ministry addresses on any website as a forwarding address for any inappropriate material

engage in any form of gambling.

Your internet use must not interfere with the work of your business unit, or cost the Ministry an unacceptable amount of money.

You must not knowingly:

interfere with or disrupt any network or information service, any equipment or anyone using that equipment

propagate a virus, Trojan Horse, trap-door, back-door or any other malicious program code

print and/or forward material that is obscene, objectionable, or likely to be offensive

make or post indecent remarks and proposals

post any users' personal details for non-business purposes to any internet site, including their email address

use the internet at work for the purpose of private trading purposes

engage in any activity that violates New Zealand law or the Ministry's policies.

These lists are not exhaustive. If you require further clarification discuss your intended use with your manager. If you use the internet inappropriately, disciplinary action may be taken.

State Services Code of Conduct [http://www.ssc.govt.nz/display/document.asp?docid=7193]

The Ministry's Code of Conduct [http://doogle/working-here/working-for-us/standards-of-behaviour/index.html]

Objectionable material is as defined in Section 3 of the Films, Videos and Publications Classification Act 1993.

All of the conditions set out under permitted and inappropriate email use also apply to internet use.

Films, Videos and Publications Classification Act 1993 [http://www.legislation.co.nz/act/public/1993/0094/latest/DLM312895.html?search=ts_act_Films%2BVideos&sr=1]

Information about Email use [http://doogle/resources/helping-staff/policies-standards/business-security/computer-use/using-email.html]

Posting information

Users may not participate in any email forum or post information onto any newsgroup without the prior permission of their immediate manager. Any material posted on the internet, including email forums and newsgroups, that identifies the Ministry as the originating site must:

be approved by the user's manager

be factually correct

not be defamatory or contain anything that is offensive, abusive, threatening, or objectionable.

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Staying safe online

When using social media the easiest way to stay safe personally and professionally is to be careful about what you say (and post), how you say it and where you say it. Social media is the term for internet based tools used for publishing, sharing and discussing information, and includes blogs, wikis and social networking sites such as Facebook or LinkedIn.

On this Page:

The benefits from using social media in both our personal and professional lives are growing by the day, but with any new technology there are always going to be risks.

As Ministry employees and Public Servants we have the same rights of free speech as other New Zealanders, but with some additional obligations which are detailed in the Code of Conduct. It is important that you understand how these obligations apply to your use of social media – both personally and professionally.

We want to do our best to keep you safe. This guidance brings together some useful tips for keeping yourself safe online, a toolkit for using social media on behalf of the Ministry, with specific guidance for practitioners, and information on what to do if you feel you have been inappropriately identified or targeted on the internet. It also contains useful reminders about the standards of integrity and conduct expected of us when using social media in both our personal and professional lives.

Useful tips for staying safe

When using social media the easiest way to stay safe is to be careful about what you say (and post), how you say it and where you say it. **Be smart** - use your judgment and common sense.

Here are some useful tips for protecting yourself while using social media:

Next time you're online, remember to check your privacy and security settings and give careful consideration to what is made public.

Use your common sense and think before you say or post anything online – don't post anything you wouldn't be happy for everyone (including your manager) to see.

Remember that conversations online are not private. They will be around for a long time and can be easily shared by others - you can not always control what your 'friends' do with the information.

Be careful about accepting friend requests from people you don't know or trust.

Protect your personal information - never publish personal details or sensitive information like your birthday, home address or phone number.

Think carefully before you identify yourself as an employee of the Ministry. Put yourself in the shoes of an identity thief, would they find the information useful?

NetSafe

NetSafe is an independent non-profit organisation that promotes confident, safe, and responsible use of online technologies.

NetSafe is an advice and information service and can be contacted confidentially and anonymously with questions about online issues including a simple and secure way to report online incidents which may be in breach of the law. It is not a counselling service, but gives practical advice and information on pretty much any online issue.

Visit the Netsafe website [http://www.netsafe.org.nz/]

Using social media at work and on behalf of the Ministry

Only people who are authorised by the Chief Executive or who have permission as part of their job can make public statements on behalf of the Ministry.

Always talk to your manager first and then the National Communications Team if you want to establish a social media presence for the Ministry, as there are several steps you will need to complete first to ensure you have mitigated any risks. National Communications have put together an easy to use toolkit which provides an overview of popular social media tools and guidelines for their use.

Social media on behalf of MSD - Social Media guidance [http://doogle/helping-you/communications-advice/web-digital/social-media/index.html]

Accessing social media sites at work

Internet access is provided as a business tool to those staff who need it to support their work activities, including access to certain social media sites.

You may use the internet for reasonable personal purposes provided this is kept to a minimum and does not expose the Ministry to any liability or put the reputation of the Ministry at risk. As with all Ministry resources it is important that the internet is used safely, sensibly and professionally.

Social Media use in the workplace [http://doogle/resources/helping-staff/policies-standards/communications/social-media.html]

See the IT End User Security policy (Word 74.82KB) [http://doogle/documents/helping-you/information-hub/strategies-policies-and-guidance/it-security/end-user-security-policy.docx]

Support for staff who are identified or targeted on the internet

From time to time, members of the public use websites and blogs to share their views and comments, both personal and professional, about individual staff members. If you or another staff member is identified or targeted on the internet, let your manager know immediately and talk to them about any support that might be required.

Find our more about the support available for staff [http://doogle/helping-you/communications-advice/web-digital/social-media/social-media-support-for-staff.html]

Misuse of social media

Misusing social media and breaching the Code of Conduct could have consequences for your future with the Ministry. It is important to understand that your personal use of social media is subject to the same standards of integrity and conduct that apply when you are participating in any other form of media or public forum.

This includes:

upholding our values, integrity and the reputation of the Ministry

avoiding any activities, work or non-work that could harm the reputation of the Ministry or of the wider State Services

being impartial, politically neutral and not publically commenting on government policies

respecting the rights of other people and avoid acting in a way that could upset people, or cause harm or disruption

dealing appropriately with information, recognising that some information needs to remain confidential and should only be accessible to authorised people, for authorised use

using Ministry resources carefully and only for intended purposes.

What is and isn't acceptable

You should strive to conduct yourself appropriately at all times and ensure that your behaviour online is unlikely to draw negative attention to yourself, your community, the Ministry or wider State Services. If you conduct yourself inappropriately you could face disciplinary action.

While it is not possible to set out all unacceptable behaviours, examples of behaviours that are not acceptable would include:

posting offensive or inappropriate photos, video or other content that could harm the reputation of the Ministry or wider State Services.

commenting on Ministry or other Government policy in a way that has the potential to impact your ability to be politically neutral and carry out your duties with the Ministry.

commenting on work in a way that breaches an individual's privacy

releasing or distributing sensitive or confidential information without proper authority.

Managers should contact their HR Consultant in the first instance to discuss any queries about the misuse of social media.

MSD Code of Conduct [http //doogle/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/msd-code-of-conduct.html]

Information Security Policies [http //doogle/resources/helping-staff/policies-standards/business-security/computer-use/security-of-info.html]

SSC Standards of Integrity and Conduct [http //doogle/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/state-services-code-of-conduct.html]

SSC Principles for interaction with social media [http //www.ssc.govt.nz/guidance-social-media-use]

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MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Ministry of Social Development
Information Security Policies

Acceptable Use of Technology Policy

Audience	This policy is for all Ministry staff including contractors and consultants.
Why this policy is needed	The use of technology is a fundamental part of how the Ministry performs its business. This policy outlines how to use technology responsibly to keep our information and people safe. It covers: • Acceptable use of technology, including your own personal technology, to store, transfer or process Ministry information. • Personal use of Ministry technology for anything other than Ministry work.
Policy Authority	This policy is issued under the Information Security Policy approved by the Information Management Governance Committee on 1 March, 2016. The policy is owned by the Chief Information Security Officer under delegated authority from the Chief Executive, Ministry of Social Development.
Policy	All use of technology to store or transfer Ministry information or conduct Ministry business must comply with our Code of Conduct and all relevant laws, regulations, policies and standards. Staff must take particular care when handling client or classified information to keep it safe from unauthorised access, loss or misuse and includes any technology on which it is held or transferred. (See the guideline on Handling official (classified) information). To safeguard Ministry information and business, staff must: • Only use technology and applications, including personal devices, with Ministry information where the use is approved. This includes using approved media devices (memory sticks, USBs etc.) to transfer Ministry information and approved tools when working outside of Ministry offices. (See the guidelines on Staying in control of Ministry

information which covers keeping Ministry information safe when you need to work away from the office or transfer Ministry information and the IT Guide which covers how to get access to Ministry Tools and Applications or when you need to use other technology or applications.)

- Protect technology and information from loss and misuse by following Ministry standards and guidelines for use and protection of:

    o Ministry passwords and smartcards as they protect access to our information. (See the guidelines on Keeping Passwords Secure and the Managing your Passwords page whenever you need to change a password.)

    o Ministry computers including laptops, tablets and mobiles.

- Report loss of technology when you become aware of it to MSD Service Desk and your Manager and then log the incident in the Incident Reporting System SOSHI.

- Only share Ministry or client information where it is explicitly authorised.

- Only install approved software or technology on Ministry systems where authorised and following related processes. Apps may be downloaded on to Ministry mobile devices from official or approved app stores. (See the MSD Service Desk for the processes covering software, applications and mobility – the mobility link contains the iDevice Guidelines for us of Ministry iDevices).

- Keep safe from malicious attacks (such as suspicious phishing emails, texts or website links) and quickly seek advice from MSD Service Desk for any suspected information loss (for example, if you have been tricked into sharing your password or sent Ministry information to an incorrect recipient). (See the guidelines on Phishing and spam emails and also the public guidance on staying safe online at home by connect smart and netsafe.)

To meet the Ministry's standards of integrity and behaviour (covered in the Code of Conduct) users must:

- Keep personal use of Ministry technology (including emails or internet use) within reasonable limits, making sure it does not interfere with your work or Ministry business (for example over use of email for personal communications or excessive use of resources impacts network or service speeds for other users).

- Never use Ministry information or technology for anything illegal, including infringement of copyright, or objectionable to co-workers, our partners (NGOs) or our clients. (See the information on Copyright Act covering

What sort of activities should be avoided, and guidelines covering Inappropriate email use and Inappropriate internet use).

- Use safe practices with personal and work use of social media and avoid damaging the reputation of the Ministry. (See the guidelines on How to keep safe on social media.)

The Ministry proactively monitors the use of technology to keep our information and people safe and manage any impact to our reputation or functions (see the guidelines on Monitoring email and internet use). Where necessary this will include:

- Monitoring private and personal use

- The removal of information where it is offensive or illegal or impacts Ministry business

- The removal of computers as part of disciplinary or criminal investigations.

Document Control

Approved By	Information Management Government Committee (IMGC)
Policy Owner	Barry Fisk, Chief Information Security Officer
Approved Date	28/03/2017
Next Review Date	28/03/2019

Version Control

Issue Date	Version	Name	Comments
30/01/2017	0.1	Marie Henderson	Initial draft
16/02/2017	0.2	Marie Henderson	Update following feedback from Janet Green
01/03/2017	0.3	Marie Henderson	Update following feedback from Paul Jenkins
28/03/2017	1.0	IMGC	Final

Acknowledgements
- Ministry of Social Development Information Security Policy

Flexible Working Policy

This page outlines the Ministry of Social Development's flexible working policy.

On this Page:

Purpose

The Ministry of Social Development (MSD) is a service delivery organisation helping New Zealanders to be safe, strong and independent through a wide range of services. Doing this successfully requires us to have face to face engagement and collaboration with clients, colleagues and partners within core business hours.

This Policy provides guidance and clarity for employees and managers so they can fully consider flexible working arrangements and ensure arrangements meet the operational needs of the organisation and the team as well as the needs of individuals.

Having flexible working options helps MSD to:

be a good employer

build a more diverse and inclusive workplace

enhance the ability to deliver better outcomes for the public in normal and crisis times

attract and retain diverse talent

honour our commitments to eliminating pay equity gaps

create an agile and resilient organisation, able to ensure business continuity in times of crisis

give effect to the Gender Pay Principles

support the mental health and wellbeing of MSD employees.

Policy statement

Flexible working can be across a range of areas including different work hours, leave patterns, location of work or flexibility within a role. To meet MSD's operational objectives, we need to be responsive and collaborate, this means that for some roles options such as working mostly from another location are less likely to fit well within our business context. Flexible working arrangements will need to fit with MSD's responsibilities, with the team's functions and deliverables and the employee's role.

Because our people and the work they do is so diverse, flexibility will be different for our people depending on the work they do, the team situation and their individual needs. Different types of flexibility may suit different types of roles. Managers, teams and individuals should formally agree what could work for them in their operational context.

Flexible working arrangements must be consistent with our obligations under the Health and Safety at Work Act 2015, Employment Relations Act 2000 and MSD's Code of Conduct.

Arrangements must not impact the delivery of services, compromise health and safety, information security or privacy obligations.

This policy is not intended to be used when MSD initiates people working from another location for a specified period of time (three months to two years). In these situations, MSD's Remote Working Policy [https://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/hr/remote-working-policy.html] will apply.

This policy complements MSD's Reasonable Accommodation in Employment Policy which relates to adjustments within the workplace.

This policy is based on and aligned to, Public Service flexible-by-default principles and Gender pay principles. MSD supports people to request flexible working arrangements and will consider these taking into consideration the needs of the organisation, the team and the individual. MSD will comply with the requirements of the Employment Relations Act 2000 [http://www.legislation.govt.nz/act/public/2000/0024/latest/DLM1398200.html] .

Scope

This policy applies to all MSD employees

Principles

Te Kawa Mataaho – Public Services Commission have established six principles for flexible working. These principles underpin flexible working arrangements at MSD:

If not, why not?								**Works for the role**

All roles are treated as flexible unless there is a genuine business reason for a role not to be. Flexibility is equally available to women, men and gender diverse employees, irrespective of the reason for wanting it. Working flexibly does not undermine career progression or pay.

Every role should be suitable for some form of flexibility but not every type of flexibility will work for every role. Genuine business reasons may mean that some types of flexibility cannot be implemented for some roles.

Works for agencies and teams

Flexible working should not be viewed as something which is just agreed between an employee and manager. This means that the impact of arrangements should be considered on teams and the agency as a whole.

Requires give and take

Flexibility requires give and take between the employee, manager and team. It also places collective obligations on employees, managers and teams to be open and adaptable so that it works for everyone.

Mutually beneficial

Flexible working needs to work for the agency, teams and employees. Consideration should be given to how flexible work arrangements can maintain or enhance service delivery and the performance of agencies, teams and employees. It should not result in increased workloads for employees working flexibly, or for other team members who are not.

Actively championed by leaders

Leaders support, champion and role model flexible working for their teams and themselves.

Specific types of flexible arrangements

This is an overview of some of the more common types of flexible working.

Flexi-time	Flexi-leave	Flexi-place	Flexi-role/Career
Options that allow employees to vary their work hours or days on a regular basis or from time to time	Options that allow employees to vary their leave patterns to create more flexibility	Options that allow employees to work from locations other than their designated workplace	Options that allow employees to manage their roles and careers more flexibly

Flexi-time
- flexible start and finish times i.e. variable start and/or finish times are worked on a regular or as needed basis
- swapping workdays or hours with non-work hours or days
- part-time hours
- compressed week or fortnight i.e. full-time employees work longer days over a four-day week or nine-day fortnight
- flexible shifts – full time or part time
- fixed shifts – full time or part time
- combination of fixed shifts and flexible shifts – full or part time

Flexi-leave
- leave without pay
- term-time working i.e. working during school terms and taking leave during school holidays
- other types of leave e.g. study leave, special leave

Flexi-place
- working from another location e.g. another MSD office or home regularly or from time-to-time
- working from another location - part time
- working from another location temporarily as part of a return to work plan

Flexi-role/Career
- phased return to work i.e. employees gradually increases their hours on returning from long-term leave
- phased retirement i.e. employees gradually reduce their hours as they approach retirement
- seasonal working i.e. to cover busy periods
- job sharing i.e. splitting a role with another employee
- taking career breaks

Responsibilities

Person/Party	Responsibilities

Person/Party	Responsibilities
Employee	Read MSD's flexible working policy and guidance before making a request for flexible work arrangements.
	Make all requests for formal flexible working arrangements in writing.
	Ensure a request for formal flexibility is made at least one month in advance of when they want it to take effect.
	Provide enough information on the variation to working arrangements that they are after to enable their manager (and MSD) to give their request proper consideration.
	Be able to discuss their request in an open and constructive manner with their manager.
	Be prepared to be flexible themselves in order to reach an agreement.
Employer (Manager)	Provide guidance and expectations for their team on how flexible working can work for MSD, teams and individuals.
	Consider formal requests fully in accordance with the set process set out in the flexible working guidelines which includes responding to employees' requests in writing.
	Deal with the request in a timely manner, no later than one month after receiving it. NB: For requests for flexible working arrangements for people affected by domestic violence, this is 10 working days (refer to MSD's Domestic and Family Violence Policy [https://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/hr/hr-policies/domestic-violence-policy/domestic-and-family-violence-policy.html]).
	Understand the support employees need to make flexible working successful.
	Discuss formal flexible work arrangements with HR Business Advisory/AskHR before deciding a request.
	If a request is accepted, ensure it is made clear to the employee where the variation is for a fixed period of time and what the end date is, or at what point the variation will be reviewed.
	Refuse the request where grounds for refusal of request provided for in Section 69AAF(2) of the Employment Relations Act 2000.
	If request is refused, state that the request is refused because of a ground in section 69AAF(2) and explain the reason to the employee including the business and/or team context as applicable.
	Refuse the request if it is from an employee covered by a collective agreement and the employee's proposed working arrangements would be inconsistent with the collective agreement as outlined under section 69AAF(3).
One up manager	Decide a review of decisions of flexible working arrangements
Level 3 Manager as defined by HR delegations (eg Group General Manager, Regional Commissioners, General Managers)	Set the organisational context for flexible working with managers within their group to ensure arrangements can work for MSD and teams.
HR Business Advisory	Provide advice on flexible working, including guidance on approving or refusing flexible working requests.
	Action formal flexible working arrangements in myHR (if required).
	Complete appropriate employment documentation related to the flexible working arrangements agreed between employees and MSD.

Definitions

Word/ phrase	Definition
Formal	Occurs when a recurring work arrangement impacts on pay or involves changes to employment terms and conditions such as working hours, patterns and location. It may take place for an agreed period or on

an ongoing basis with regular review. Examples could include regular part-time hours, job sharing or working from another location on a regular basis.

Informal	Usually occurs when managers agree that employees have flexibility over when and where they carry out their work, subject to meeting position responsibilities and deliverables. This can mean that the exact arrangements (times or place of work) vary and are agreed between managers and employees as and when needed. It can also involve agreements to more regular arrangements, such as regular changes to start and finish times, as long as arrangements don't require changes to pay or employment agreements.
Employee	Person engaged on either a permanent, fixed term or casual employment agreement with MSD.
Reasonable Accommodation	Adjustments in the workplace to ensure a person can perform their job. Reasonable accommodation refers to creating an environment to ensure equality of opportunity by meeting an employee's needs in relation to a disability or particular practices of an employee's religious or ethical beliefs.

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Home **»** Resources & Tools **»** Helping Staff **»** Policies and Standards **»** HR policies **»** **Remote Working Policy**

Remote Working Policy

This page outlines the Ministry of Social Development's remote working policy.

On this Page:

Purpose

This policy defines 'remote working' as it applies to the Ministry of Social Development (MSD) and outlines the requirements of remote working arrangements such as health, safety and security.

Policy statement

Remote working is an MSD initiated arrangement where employees work primarily from a location other than an MSD site for a specified term (defined as minimum three months - maximum two years) in response to a business need. Where an employee will be working primarily from a location that is not the employee's home, such as an NGO, other Government agency or a rented venue, this policy must be used in conjunction with the Off-site safety and security policy. [http://doogle/resources/helping-staff/policies-standards/health-safety-security/off-site-safety-and-security.html]

This policy does not replace our obligations under Part 6AA of the Employment Relations Act 2000, under which allows employees to request a change to their working arrangements. These requests are covered by MSD's Flexible Working Arrangements guidance. [http://doogle/resources/helping-staff/procedures-manuals/hr/flexible-working-arrangements.html]

This policy is not intended to be used as part of MSD's response to a site, regional or national crisis including, but not limited to, natural disaster or pandemic. These situations would be covered by the business continuity plans.

Scope

This policy applies to all permanent and fixed term MSD employees

Principles

Approach

Remote working is initiated by MSD in response to a business need as approved by Senior Management.

All decisions to work remotely will be mutually agreed between a manager and their employee. Any agreement will take into consideration the appropriateness of the arrangement for MSD and the employee, the health, safety and security of the employee, and the privacy and security of MSD information (e.g. making sure the remote working environment is suitable for an enduring remote arrangement before any agreement is made, including internet connectivity and a working space away from other occupants).

Remote working will be supported by effective management and support. This includes employee access to coaching, training, 'buddies', Helpline, peer networks and Employee Assistance Programme (EAP).

Workload distribution and management, productivity and performance will be proactively managed between the manager and employee.

Employees may need to work from an MSD site for a period of time to receive support to address any issues that have arisen.

Contracts and obligations

Remote working arrangements will be for a specified term (minimum three months, maximum two years) which will be reviewed every three months to ensure the arrangement is operating effectively.

The benefits of working remotely should offset any ongoing additional expenses. Any actual and reasonable costs associated with a remote working arrangement will require pre-approval.

The setup of the remote working environment must be suitable, including management of health and safety, information security and privacy requirements.

There may be occasions where employees will need to travel to MSD sites.

Provision of suitable equipment

Employees will be provided with the appropriate IT equipment, and a desk or chair if required and consideration of reasonable accommodations as agreed between MSD and the employee.

Remote workers will not have a dedicated desk at an MSD site. They may arrange with their manager to work from an MSD site on occasion if there is space, to attend meetings or use office facilities etc.

Health, safety, security and wellbeing of remote workers

Hazards and risks must be identified in advance, effectively controlled and reviewed regularly through an active Safety Plan.

Ergonomic issues and any sign of pain and discomfort will be managed through self-management and support. The standard MSD process will apply to people experiencing pain or discomfort, including early reporting in STAR. Workstation assessments will be initiated through the same process that exists for people working in MSD sites and will be carried out by WellNZ, MSD's contracted provider.

Where health, safety and wellbeing issues are unable to be reasonably accommodated in the remote location, employees may need to be relocated to an MSD site in order to address these needs.

Responsibilities

Person/Party	Responsibilities
Manager	Understand and meet the requirements of managing remote workers including proactive, regular communication and connection to teams. Meet obligations under the Health and Safety at Work Act 2015, including management of hazards and risks in partnership with employee.
Employee	Must abide by all MSD policies and obligations, including MSD's Code of Conduct, health, safety and security, and information security and privacy requirements. Meet obligations under the Health and Safety at Work Act 2015, including identification and management of hazards and risks in partnership with manager.
Senior Management i.e. at least GM level	Responsible for approving the use of remote working within their designated group.

Definitions

Word/ phrase	Definition
Remote working	An agreement, based on business need, for an employee to work primarily from a location other than an MSD site, including from an employee's home, for a specified term (minimum three months - maximum two years).
Flexible working	Flexible working is about people having options regarding how they work and can include adjustments to when and where they work. Arrangements can be: • formal – recurring work arrangement which impacts pay or involves changes to employment terms and conditions such as working hours, pattern or location. • informal – agreement between manager and employee to have flexibility over when and where they carry out their work subject to meeting position responsibilities and deliverables.
Primarily	An employee's full working week from another location with the ability to return to the office on occasion, as outlined in the policy principles.

Related policies

The following is not an exhaustive list but an indication of the types of policies you need to be aware of when working remotely as all MSD policies apply.

Policy	Definition
Acceptable Use of Technology Policy	Outlines what is acceptable use of technology including, use of technology to store, transfer or process MSD information, and personal use of MSD technology for anything other than MSD work.
Business-Related and Sensitive Expenditure Policy [http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/finance/index.html]	Provides principles and policies that must be followed when claiming reimbursement of expenditure incurred on behalf of the Ministry.

Code of Conduct [http://doogle.ssi.govt.nz/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/msd-code-of-conduct.html]

Guides you on how to go about your work and how best to service the Government of the day. It does not cover every situation or requirement that you experience in your role, but it does include very clear expectations about behaviours or conduct that we cannot and will not tolerate.

Flexible Working Arrangements [http://doogle.ssi.govt.nz/resources/helping-staff/procedures-manuals/hr/flexible-working-arrangements.html]

Sets out MSD's approach to flexible working arrangements in line with Part 6AA of the Employment Relations Act 2000.

Health and Safety Policy [http://doogle.ssi.govt.nz/documents/working-here/keeping-healthy-and-safe/health-and-safety-policy.pdf]

Sets out MSD's commitment to the health, safety, security and wellbeing of our people and the people we work with, and how we will meet our responsibilities to ensure a psychologically and physically healthy and safe working environment.

Legislative Compliance Policy [http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/legal/compliance-policies/index.html]

Explains how certain legislation and law impacts on our people, clarifies rights and obligations, gives guidance about what to do and what to avoid and says who to contact with specific queries.

Managing Performance Policy [http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/hr/managing-performance.html]

Outlines the mutual responsibilities of managers and employees in relation to performance issues.

Off-site Safety and Security Policy [http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/health-safety-security/off-site-safety-and-security.html]

Staff have the responsibility for the on-going assessment of the off-site environment in which they are working and for making appropriate decisions to keep themselves safe in those environments.

Responsibility for the Security of MSD Computer Systems [http://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/business-security/computer-use/computer-sys-security.html]

Everyone has a responsibility for the security of MSD computer systems. This includes MSD, managers, staff and Human Resources.

Secure Workplace Policy [http://doogle.ssi.govt.nz/documents/business-groups/organisational-solutions/who-we-are/ciso/secure-workspaces-policy.pdf]

Defines the requirements for how employees should protect MSD information both in the workplace and when working remotely.

Travel, Accommodation, and Related Expenses Policy [http://doogle.ssi.govt.nz/documents/resources/helping-staff/policies-standards/finance/fp2.0-travel-accommodation-and-related-expenses-policy.pdf]

Sets out the principles and policies that must be followed when organising, undertaking, or authorising business-related travel on behalf of the Ministry.

Content owner: Human Resources   **Last updated:** 22 February 2021

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Health, Safety and Security when working from home

When you work from home, you have a shared responsibility, along with MSD, to look after your health, safety and wellbeing. This page gives you an overview of what to consider from a Health, Safety and Security perspective when working from home.

On this Page:

Before you start working from home

Before you start working from home, it's important that you consider the additional health and safety responsibilities you'll have.

Things to consider:

Do you have a suitable space away from other occupants to set up as your designated workspace?

Are you prepared to develop a safety plan to share with your manager and do regular (at least 3 monthly) hazard checks?

How will you keep in touch with your manager and team?

Do you have a plan to manage your breaks and your overall wellbeing?

If you do not have smoke detectors in your home or access to first aid supplies, you will need to obtain these before being able to work from home.

First steps

Before you're able to work from home, you'll need to complete this health, safety and security self-assessment (self-assessment here) and discuss any concerns with your manager.

You'll need to:

Read the relevant Policy and Guidelines below:

Remote Working Policy [http://doogle/resources/helping-staff/policies-standards/hr/remote-working-policy.html] (HR) - an MSD initiated arrangement where employees work primarily from a location other than an MSD site, *including from an employee's home* for a specified term (defined as a minimum of three months - maximum of two years) in response to a business need

Health, Safety & Security's Off-site safety and security guidance [http://doogle/working-here/keeping-healthy-and-safe/health-and-safety-in-the-workpalce/safety-out-of-the-office/index.html] - for remote workers who will be working primarily from a location that is not their home, such as an NGO, other Government agency or a rented venue

Flexible Working Policy [https://doogle.ssi.govt.nz/resources/helping-staff/policies-standards/hr/flexible-working-policy.html] (HR) - all other instances not considered a remote working arrangement, where employees work primarily from an MSD site but agree with their managers to occasionally work from home under a flexible working arrangement

Complete MSD's Managing Health, Safety and Security while working at home module in myHR

Complete the relevant Safety Plan (within the Employee self-assessment forms on the right-hand side). Use the examples in the safety plan template to prompt your thinking, but make sure to include in your plan what is unique to your own home. The plan should include:

hazards in your home [http://doogle/working-here/keeping-healthy-and-safe/health-and-safety-in-the-workpalce/working-from-home/guide-to-potential-hazards-in-the-home.html] and how you will manage them

what you will do in emergencies such as a fire or an earthquake

what equipment you will need to have easily accessible such as a first aid kit.

The working from home arrangement commences on delivery of equipment when the agreed safety plan is in place and any security measures have been completed.

Your ongoing Health, Safety and Security obligations when working from home

Designated workspace

Before you start working from home, you will need to set up a designated workspace.

This is the space that contains your desk, chair and workstation set up. This is the main space you will use when completing work for MSD.

Your designated workspace needs to include:

a suitable work environment and ergonomically sound setup

easy access to and from the work area in the event of an emergency

suitable space, lighting and ventilation to make sure you are comfortable while you work

electrical cords and plugs in good condition and within close proximity to the workspace

a space that's quiet enough for you to carry out your work duties e.g. the level of noise wouldn't prevent you from speaking to a client over the phone

a space where you have privacy to work, and anyone else in the workspace has limited ability to see what you are working on.

Remember that you can't work from a different location (e.g. a friend's house or outdoors areas), unless you have prior approval by your manager to do so.

Guidance to set up your workstation [http://doogle/working-here/keeping-healthy-and-safe/health-and-safety-in-the-workpalce/working-from-home/workstation-set-up-at-home.html]

Identifying hazards in your home

When working from home, it's your responsibility to identify hazards and risks, and then work with your manager to make sure that they are appropriately managed. When assessing the risks identified, your manager will consider the likelihood that harm from the hazard may occur and the consequences (the degree of harm) if this happens. Though it is preferable to eliminate a risk, if this is not reasonably practicable, you must put in place controls to minimise the risk.

Your manager can request the support of your site's Health and Safety Representative or your Senior Advisor Regional HSS [http://doogle/business-groups/organisational-solutions/who-we-are/health-safety-and-security/health-safety-and-security-contacts.html] if you need guidance on this.

You will have completed a Safety Plan when completing your self-assessment, making sure you're both comfortable that any risks are well managed. **If you do not have smoke detectors in your home or access to first aid supplies, you will need to obtain these prior to a remote working arrangement commencing.**

Hazards can change or pop-up over time, so it is important to continuously check on them and the impact they may have on your health and wellbeing. You'll need to do this by:

updating your Safety Plan every three months, in line with the three monthly hazard checks [https://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/health-and-safety-audits-and-reporting/index.html#HSSmonthlyscheduler3] done at MSD sites

reporting any ad hoc health, safety and security related concerns to your manager and through MSD's Health Safety and Security notification system, STAR [http://doogle/working-here/keeping-healthy-and-safe/reporting-a-heath-safety-security-event/index.html] .

Make sure to share any updates and discuss any concerns you may have with your manager.

Guide to potential hazards in the home [http://doogle/working-here/keeping-healthy-and-safe/health-and-safety-in-the-workpalce/working-from-home/guide-to-potential-hazards-in-the-home.html]

Emergencies

Your manager has a list of emergency contacts. If your contact details and emergency contacts change, tell your manager and make sure to update them in myHR [http://doogle/working-here/myhr/myhr-help/index.html] .

It is also important that you talk to your manager to understand who to go to for help, who will give direction in an emergency and emergency procedures in place.

For useful information see:

Preparing for an Emergency [http://doogle/working-here/health-safety/emergency-management/preparing-for-an-emergency-tips.html]

Before, during and after an earthquake - National Emergency Management NZ [https://getthru.govt.nz/earthquake]

First aid kits

You need access to first aid supplies appropriate for the risks you might encounter when working from home.

Here's a checklist of what you're likely to need in your first aid kit.

Civil Defence "Get Thru" - First aid kits [https://getthru.govt.nz/first-aid-kit]

Managing your personal safety

Your safety and security are paramount no matter where you are working:

do not give clients your personal details or tell them you are working from home

do not meet with clients at your home under any circumstance

clients should never send any MSD-related information to your home.

We know it can be hard to keep your personal information safe in a digital world where so much information can be found online; most people have social media accounts, blogs and channels or are publicly registered on the electoral roll.

Find out about the many ways to make sure you keep your personal information safe [http://doogle/working-here/keeping-healthy-and-safe/health-and-safety-in-the-workpalce/personal-safety/keeping-your-personal-information-safe.html] .

If any security incidents [http://doogle/working-here/keeping-healthy-and-safe/security/security-incidents.html] occur, make sure to first follow security protocols. In any emergency, you should immediately call 111.

Once you are safe, remember to talk to your manager and report all security incidents in STAR [http://doogle/working-here/keeping-healthy-and-safe/reporting-a-heath-safety-security-event/index.html] .

Travelling for work

Travel from your home to any MSD office for a work-related meeting during your working day is a work-related trip.

You can find more information around hazards of travelling for work in the Guide to potential hazards in the home [http://doogle/working-here/keeping-healthy-and-safe/health-and-safety-in-the-workpalce/working-from-home/guide-to-potential-hazards-in-the-home.html] .

Managing your wellbeing

When working from home, it's especially important to pay attention to your mental health and wellbeing.

To look after your wellbeing, it's crucial that you:

take regular breaks - make sure to have your breaks at approved times if you're rostered

notice and talk about any signs of stress (this could be with your manager or through any other support available to you as an MSD employee), and

stick to a routine / regular hours when working

maintain regular communication with your team

form connections and professional relationships with others in the workplace, even if it is through the use of technology.

For information on support available to you as an MSD employee see the Wellbeing@MSD [http://doogle/working-here/keeping-healthy-and-safe/wellbeing-at-msd/index.html] doogle pages.

Working alone

If you're working alone from home, make sure you have the contact details of your manager programmed into your phone. There also needs to be an agreement between you and your manager as to the protocols and process for 'checking in' regularly.

Your input and contribution to workplace health and safety is important, and when you're working from home this becomes even more important. Make sure that you are having regular conversations with your manager about your health, safety and wellbeing and connect in with your Health & Safety Representative (HSR), PSA delegate and health and safety committee as needed.

Workplace investigations

In the case of a notifiable event [tp://doogle.ssi.govt.nz/working-here/keeping-healthy-and-safe/risks-hazards-incidents/reporting-accidents-and-incidents/notifiable-event-definitions.html] , MSD and/or WorkSafe may need to enter your home to conduct an investigation if that is your designated workspace. You can refuse entry however, WorkSafe can obtain a warrant to enter your home for the purposes of investigating.

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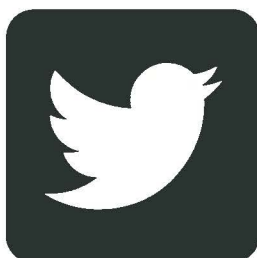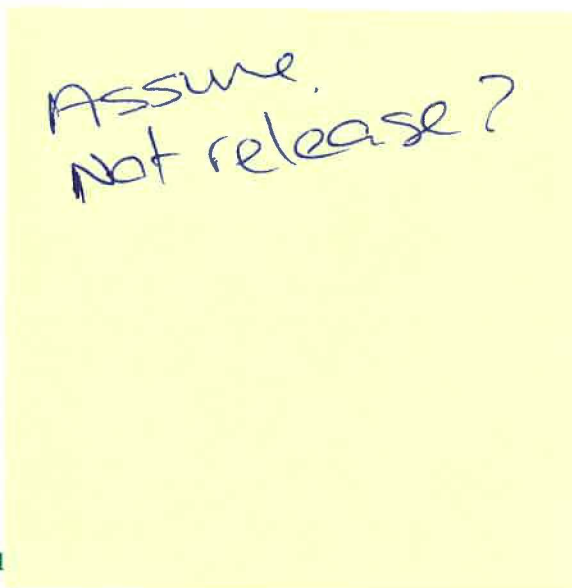
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Home » Resources & Tools » Helping Staff » Policies and Standards » **off-site-safety-and-security**

Off-site-safety-and-security policy

Staff have the responsibility for the on-going assessment of the off-site environment in which they are working and for making appropriate decisions to keep themselves safe in those environments.

General principles

In the delivery of our services we will not tolerate behaviour towards our staff, contractors, clients and public that could result in any form of harm. We will meet our responsibility to deliver services. Where we can eliminate the identified risk we will do so, and where we cannot, we will take steps to isolate or minimise.

When considering off-site safety and security, MSD will take an environmental view, working from the perspective that staff are undertaking work activities in a dynamic environmental system that includes physical elements (such as the location of the activity) human elements (such as those involved in the activity) and the nature of the activity itself.

If an activity is assessed by a staff member as carrying risk that cannot be satisfactorily controlled or mitigated, they are expected to discuss options with their manager before a decision is taken about whether or not to proceed

If, prior to commencing an off-site activity, a staff member identifies factors that were not known when the risk assessment was undertaken or that have changed, they should reassess whether to continue

If a staff member is in any doubt about their safety while undertaking an off-site activity they should safely remove themselves from the environment as soon as practicable and advise their manager

Staff have the responsibility for the on-going assessment of the off-site environment in which they are working and for making appropriate decisions to keep themselves safe in those environments.

Purpose of this policy

The Off-site Safety and Security Policy outlines the MSD approach and processes to support the safety of staff and the security of information when staff are required to undertake activities in environments that are not under the direct control of MSD. This policy will also provide guidance for staff staying in Ministry-approved accommodation when this is required as part of their work activity.

Definitions

Activity: For the purpose of this policy, 'activity' is defined as any work-related task or tasks undertaken by an MSD staff member with the approval of their manager. This includes activity that would reasonably be expected of a staff member undertaking a specific role or function and any specific tasks or actions that a staff member may be directed to undertake by their manager.

Off-site: For the purpose of this policy, 'off-site' is defined as any environment in which an employee of MSD undertakes an approved work-related activity as part of their employment and where that environment is not under the direct control of MSD (ie not a building or site owned or leased by MSD and for which MSD has sole or primary health and safety responsibility). Off-site includes (but is not restricted to):

a vehicle owned, leased or hired by MSD, or a private vehicle used for Ministry work purposes with the permission of a Manager

an employee's private home or place of residence when the employee is working from that location with the explicit permission of a Manager

travel between work locations where the travel is undertaken for the purpose of attending a location where any approved work-related activity will occur

any private residence, business, or location not under the direct control of MSD as defined in paragraph 2.

Staff: Under the Health and Safety at Work Act (2015) ("The Act") and for the purpose of this policy, the term 'staff' is used to describe anyone who carries out work in any capacity for MSD as an employee. The wider scope of this definition can be found in Section 19 of the Act.

MSD's Approach to Off-Site Safety and Security

MSD has adopted an Off-site Safety and Security Framework ("the Framework") that outlines the high-level processes to be followed by Service Lines and Business Groups. The Framework has four components:

Policy and Processes
Safety Planning (the Safety Planning Template)
Staff Welfare Check Systems
Training

Service Lines and Business Groups will be supported to tailor this framework to reflect their specific operational environment.

1. Policy and Process

MSD has an overall Off-site Safety and Security Policy (this document) and processes (outlined below) that are tailored to the specific operational environment of service lines and business groups. This document is supported by specific policy on Information Security and guidelines for staff on safety when travelling and/or staying in Ministry-provided accommodation for work purposes.

MSD recognises that a number of its staff undertake work activities in off-site environments that are not under its direct control. MSD is committed to supporting staff undertaking off-site activities to:

identify potential and actual risks in off-site environments
identify and implement appropriate controls and mitigations to eliminate or minimise these risks.

To achieve this, MSD expects that staff undertaking off-site activity have:

completed a risk assessment of the activity being undertaken by using the MSD Safety Planning Template to create a safety plan
identified and implemented the controls and mitigations that are appropriate to the risk assessment in the safety plan
advised details of their off-site activity using the staff welfare check system outlined in this policy
received training appropriate to the activity they are undertaking.

Managers have responsibility for ensuring that:

staff are aware of and follow the MSD Off-site Safety and Security Policy and Processes
a risk assessment is undertaken for any off-site activity undertaken and a safety plan developed using the Safety Planning Template (or other approved tool)
staff are empowered to make appropriate decisions about their personal safety when in off-site environments, including the decision to leave the environment without achieving the business objective if the environment is considered to be unsafe
staff have a mechanism to report hazards or safety concerns identified when undertaking off-site activity
staff are appropriately trained and have the necessary resources for the off-site activates they undertake.
a functioning and appropriate Staff Welfare Check system is in place for all staff undertaking off-site activity.

2. Safety planning

MSD will ensure that staff undertaking activities off-site have a process to assess the potential risk associated with the activity and implement appropriate controls and mitigations.

Any off-site activity will be assessed to identify potential risks and the appropriate controls to respond to them.

MSD has adopted a safety planning template that considers:

Location: including nature of premises in which the activity occurs, cell phone coverage, geographic location including the time for additional help or support to arrive if required and travel requirements

Activity: the nature of the activity being undertaken, number of staff involved, the knowledge, training and resources required to undertake the activity and the context of the activity

People: whether the activity includes engagement with clients, providers or members of the public and whether there is a history of difficult or concerning behaviour.

Based on the risk assessment undertaken when completing the safety planning template, the off-site activity will be assigned a Security Level which will support the identification of appropriate controls and trigger the requirement for manager approval to undertake the activity at higher levels of assessment.

Security levels for off-site activity will be tailored to reflect the operational environment for service lines and business groups in order to ensure the level of approval and control required is appropriate to the normal operational demands of each service line and/or group. This includes service line agreement on the point at which manager approval is required for a safety plan and the level at which that approval is granted.

The security level framework reflects the MSD on-site security level hierarchy and is detailed in the Offsite Security Levels PDF below.

Offsite Security Levels (PDF 217.11KB) [http://doogle/documents/working-here/keeping-healthy-and-safe/keeping-myself-safe-at-work/safety-out-of-the-office/off-site-security-levels.pdf]

3. Staff welfare check system

MSD will ensure that it can account for staff working off-site and that a process is in place to regularly check on their safety and wellbeing.

Each team will maintain a staff welfare check system appropriate to the activity undertaken by team members. The staff welfare check system will ensure that:

managers know the whereabouts of staff undertaking off-site activity

regular checks are made to ensure the well-being of staff members working off-site

the welfare checks are proportionate to the risk assessment for the activity being undertaken

there is a process for escalating concern about any staff member who cannot be accounted for

Mobile Duress Alarms form part of the staff welfare check system. Staff will have access to a cell phone-based mobile duress alarm in situations where:

the nature of the activities they undertake off-site is assessed as carrying a risk level that warrants the ability to alert others to the need for help

the amount of time a staff member works off-site means they may not be in regular contact with colleagues and some form of welfare check is required for them under MSD policy

the staff member transports or escorts clients

the staff member is routinely in off-site environments that are not controlled by MSD or another government agency (eg private premises, businesses, public forums, NGO service centres)

the nature of the staff member's work brings them into contact with situations and/or individuals that may present a risk to their personal safety.

MSD will have a number of vehicles in its fleet that are equipped with a vehicle-based satellite mobile duress alarm to provide an option (where possible) for staff working in areas without cell phone coverage.

At a minimum the following staff welfare check processes will be followed. All staff must log off-site activity in their outlook calendar by recording the:

name of the staff member working off-site

number of the cell phone they are carrying

make and registration number of the vehicle being used

physical address of the off-site activity

description of the off-site activity

name/s or any person/s or groups the staff member will engage with

appointment time/s

agreed time for the staff member to report in to the office and how this will be done (eg phone call, meeting function on mobile duress alarm)

travel/visit itinerary if more than one appointment is planned.

Where an appointment (off-site or onsite) is sensitive in nature (ie involves an investigation or disciplinary process involving an MSD staff member, HR processes, or any other matter which could reasonably be considered as private and personal to a staff member) this should be marked as 'private'. The staff member making the appointment should ensure their manager is aware of their whereabouts if the meeting is taking place off-site.

Teams will have an agreed and documented escalation process that clearly identifies the role of managers, staff and any monitoring or call centre staff in situations where:

a staff member is overdue and cannot be contacted/located

a staff member has missed a scheduled welfare check and cannot be contacted/located

a staff member's mobile duress alarm has been activated.

4. Training

MSD will provide training and information to support the safety of staff undertaking off-site activities.

MSD will provide core training for all staff that undertake any activity off-site and, during 2016, will introduce the requirement that this training has been completed before any staff member is permitted to undertake off-site activity.

The core training will be accessible through the myLearn platform from September 2016 and managers are required to confirm that:

all staff appointed from October 2016 complete the module on induction

all existing staff have completed the module by 1 December 2016

The core training will include coverage of the MSD Off-Site Safety and Security Framework components and awareness about specific resources available to support staff safety when working off-site.

Service lines and business groups are required to ensure that staff have received appropriate training for any off-site activity they undertake in their specific role.

Co-located or 'other agency' sites

Where an MSD staff member is located in a non-MSD controlled (i.e. off-site) office or environment on an on-going basis, the staff member's manager is responsible for confirming that the Health, Safety and Security arrangements for that office or environment meet or exceed those for comparable MSD on-site environments.

Where the Health, Safety and Security arrangements do not meet those for comparable MSD on-site environments the manager is responsible for engaging with the MSD Health, Safety and Security team to ensure that a risk assessment is undertaken and appropriate controls and mitigations are implemented to support the safety and security of the staff member.

Content owner: Health Safety and Security   Last updated: 30 September 2016

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Motor vehicles policy

These policies set out the rules for motor vehicle purchases and expenses at MSD. They include initial purchase and ongoing costs.

On this Page:

Annual justification for motor vehicle

Budget managers must complete a vehicle justification form each year as part of the annual budgeting process.

This is to ensure that MSD budget correctly and maximise purchasing discounts and retain only those assets that are integral to the operation.

Complete vehicle justification for replacement of both existing and additional vehicles must be supplied. The factors to consider are:

The period required based on past business use and/or projected business use.
The likely ideal vehicle specification for business function.
The economics and availability of alternative sources of transport compared to costs of the department's own fleet e.g. public transport, taxis, rental cars, lease vehicles and private vehicles.
Remuneration contract vehicles supplied as part of a remuneration package do not need operational justification, but are managed as part of the departmental fleet.

The fleet officer at NAC will advise each budget manager of the vehicles that are likely to be replaced in the forthcoming financial year.

How to buy a motor vehicle

Requirement for additional motor vehicle short term

Unplanned ad-hoc requests for additional fleet vehicles, outside of the cost centre's annual budget process, need to be supported by a business case and capex approval.

Unplanned short term vehicle requirements (i.e. less than one year) are usually satisfied by the most cost-efficient alternatives e.g. taxis, rental cars (accessed by using national supply contracts), mileage allowances paid to users of own vehicles, buses etc.

Requirement for additional motor vehicle long term

Unplanned requests for additional fleet vehicles, outside of the cost centre's annual budget process, need to be supported by a business case and capex approval.

Consult with the fleet officer at NAC before taking any action.

FIN1032 Expenditure Approval Form (Excel 64.7KB) [http://doogle/documents/helping-you/finance/finance-forms/fin1032-expenditure-approval-form.xlsm]

Request an additional vehicle [http://doogle/helping-you/finance/how-to/vehicles-information/request-an-additonal-vehicle.html]

Make a capital expenditure purchase [http://doogle/helping-you/finance/how-to/buy-something/make-capital-expenditure-purchase.html]

Motor vehicle fleet management

Who manages the fleet?

The manager of financial operations at the National Accounting Centre (NAC) is responsible for the management of the departmental fleet through the fleet officer at NAC.

The fleet officer monitors vehicles to maximise use and to minimise costs to ensure that all vehicles in the fleet are used consistently. Vehicles need to be rotated to ensure that all the vehicles being disposed fall within the same age/km status of 3 years/60,000km. The fleet officer will notify you if and when your vehicle is to be rotated.

The fleet officer at NAC holds all motor vehicle ownership documentation.

Who can authorise purchase?

The manager of financial operations and Chief Financial Officer authorise the purchase of motor vehicles.

The fleet officer at NAC assists the leadership team and managers to allocate resources in a manner consistent with the annual business plan, and consistent with the department's capital expenditure plan.

Request an additional vehicle [http://doogle/helping-you/finance/how-to/vehicles-information/request-an-additonal-vehicle.html]

Standard of motor vehicle

Policy

The standard for MSD's motor vehicle fleet is a four-door, 1600cc motor vehicle with manual transmission, side impact bars and impact crumple zones with room to accommodate 4 large adults comfortably, and reasonable size boot space.

Any variation to the standard MSD vehicle for a particular circumstance is to be justified based on business need for consideration by the manager of financial operations, with disputes decided by the Chief Finance Officer and relevant Deputy Chief Executive or relevant General Manager equivalent, or failing this, the Chief Executive.

The fleet officer at NAC must give prior approval before any accessory over and above the manufacturer's standard is fitted, or any part of the vehicle is altered.

Note: car kits may be issued to the following staff members at their manager's discretion:

Deputy Chief Executives.
General Manager equivalents.
Regional Commissioners and Regional Operation Managers
Benefit Control Investigators.

The fleet officer at NAC must be notified of any car kit installations.

Use of motor vehicles

Policy

This policy applies to all departmental motor vehicles, whether owned or leased.

General rules for motor vehicle usage

MSD vehicles may only be used for business purposes (which includes driving to/from work where "restricted personal use" has been granted), unless they are designated "full private use" vehicles.
Staff must not use departmental vehicles for travelling outside standard working hours unless authorised to do so, or where use arises directly from the performance of duties.
No person other than a designated staff member is permitted to drive the departmental vehicle.
Vehicle drivers are not to deviate from the most effective route to carry out their responsibilities, or to delay travel for private reasons.
The smoke free policy of the department applies to drivers and passengers using departmental vehicle. Staff members are to keep MSD vehicles clean and in good condition.
Staff members are responsible for personal belongings left in an MSD vehicle at any time.
Vehicles must be locked at all times when stationery and no confidential material should be left visible and unsecured in an unattended vehicle.
Any staff member who drives an MSD vehicle in an unauthorised manner, or who allows an unauthorised person to drive or travel in an MSD vehicle, will be personally responsible for all costs in the event of any damage or loss that occurs.

MSD vehicle usage is categorised as:

Work Use

Where vehicles in the office pool are used as approved by the manager for operational needs.

Restricted Private Use

Where vehicles MSD's motor vehicle fleet are allocated to an staff member to meet the operational needs and/or the required duties of a particular position. This policy will apply subject to any other terms and conditions set out in the staff member's employment agreement / contract and/or any other documentation on file.

The staff member may also be granted approval for restricted personal use in order to drive the vehicle between their workplace and home only.

Example: when covered and secure parking is not available on-site or to meet operational needs.

Household members of the staff member cannot drive the MSD vehicle but may travel as passengers with the prior approval of the staff member's manager and the manager of financial operations.

Vehicles must be made available to other staff members for work use during business hours as and when required.

Wherever practicable, the vehicle must be left at the office during any period of absence of the staff member.

MSD reserves the right to withdraw the use of the MSD vehicle/ car park at any time.

Full Private Use

Full private use of MSD vehicles is limited to remuneration contract vehicles allocated to a number of staff members as part of their employment agreements / contracts. This policy will apply subject to any other terms and conditions set out in the staff member's employment agreement / contract and/or any other documentation on file.

The staff member may nominate his/her spouse or partner to drive the allocated MSD vehicle. In exceptional circumstances, an additional person may drive the MSD vehicle (for example, pickup or drop off to an event). In all cases, the driver must have a current and appropriate drivers licence and be over 25 years of age. Others may only travel as passengers.

An approval for full private use applies only to the specific vehicle that has been allocated and does not extend to any other MSD vehicle (e.g. other vehicles in the office pool).

Full private use vehicles must be available for use by the staff member during normal business hours when the staff member is working in their home region.

Staff members who have approved full private use of an MSD vehicle must pay for all private use running costs when on out-of-region private travel, or when their vehicle is being used by the nominated spouse when the staff member is away overseas for business or private purposes.

Driving Guide - MSD (Word 131.5KB) [http://doogle/documents/helping-you/finance/finance-forms/driving-guide-msd.doc]

Driving Guide - Oranga Tamariki (Word 208.5KB) [http://doogle/documents/helping-you/finance/finance-forms/driving-guide-ot.doc]

Who can drive vehicles?

Policy

In all cases, the driver must have a current and appropriate driver's licence.

Who can authorise?

It is the budget manager's responsibility to ensure that any driver of MSD vehicles hold a valid driver's licence. The budget manager may also authorise a staff member to take a vehicle home if there is no garaging at work.

How to authorise?

All drivers must complete the departmental vehicle user form (Fin1004). Budget managers must retain these forms.

Budget managers can authorise staff members to take a vehicle home by completing Fin1005. A copy of this letter is to be filed on the staff member's personnel file.

Other driver conditions of use

All drivers must :

Carry their drivers licence while driving. The police may detain and impound a vehicle for 28 days at MSD expense if they find that the driver is not a qualified driver, or if the driver is not in possession of a licence.

Complete the logbook.

At all time obey the law. Any penalties for committing traffic offences or parking infringements will be the responsibility of the driver incurring the liability. Where an offending driver cannot be identified, located or contacted or, where a dispute has arisen regarding liability for the infringement, the liability rests with the budget manager personally, as the budget manager is responsible for the control of all assets at the cost centre.

Staff members are responsible for personal belongings left in an MSD vehicle at any time.

Vehicles must be locked at all times when stationery, and no confidential material may be left visible and unsecured in an unattended vehicle.

FIN1004 Motor Vehicle User Authorisation Form - MSD (Word 133KB) [http://doogle/documents/helping-you/finance/finance-forms/fin1004-motor-vehicle-user-authorisation-form-msd.doc]

FIN1004 Motor Vehicle User Authorisation Form - Oranga Tamariki (Word 173KB) [http://doogle/documents/helping-you/finance/finance-forms/fin1004-motor-vehicle-user-authorisation-form-ot.doc]

FIN1005 Motor Vehicle Conditions of Use Form - MSD (Word 58KB) [http://doogle/documents/helping-you/finance/finance-forms/fin1005-motor-vehicle-conditions-of-use-form-msd.doc]

FIN1005 Motor Vehicle Conditions of Use Form - Oranga Tamariki (Word 1.32MB) [http://doogle/documents/helping-you/finance/finance-forms/fin1005-motor-vehicle-conditions-of-use-form-ot.doc]

Driving Guide - MSD (Word 131.5KB) [http://doogle/documents/helping-you/finance/finance-forms/driving-guide-msd.doc]

Driving Guide - Oranga Tamariki (Word 208.5KB) [http://doogle/documents/helping-you/finance/finance-forms/driving-guide-ot.doc]

Use of fuel cards

Policy

Each MSD vehicle is issued with its own unique fuel card (i.e. BP Fuelcard/Fleetcard) for all vehicle-related supplies.

As each vehicle has a dedicated fuel card, the fuel card for one vehicle must not be used to purchase fuel for another vehicle. Staff members may not use MSD fuel cards to purchase fuel or any other items for their private vehicles for business trips.

Fuel cards are used for fuel, oil, car wash, and limited other vehicle-related items. No private or non-vehicle related purchases can be charged to MSD's fuel cards.

The fuel card can also be used for other vehicle repairs and purchases where accepted by the supplier.

Guidance - Seek approval from the fleet officer at NAC before "limited other vehicle related items" are purchased.

If the fuel card is lost, stolen or damaged, it must be reported to the staff member's manager and the fleet officer at NAC immediately to prevent the use of the card by an unauthorised person.

How do I get a Fuel card?

Order fuel cards through the fleet officer at NAC.

Budget managers are responsible for :

Monitoring the use and charges made to the fuel card (these are forwarded from NAC after payment has been made).

Checking the fuel costs for reasonableness with vehicles running sheets.

How to buy?

Fuel cards are issued with a set credit limit, (as shown on the reverse of the card), which should not be exceeded on any single purchase. Either the Chief Financial Officer or the Manager of Financial Operations at NAC must approve temporary increases in credit limits.

The driver must:

Ensure that all fuel receipts are completed correctly with each card transaction, prior to signing the receipts.

Advise the odometer reading for every fuel card purchase. The reason for this is that the odometer reading drives the vehicle replacement program as well as tracking vehicle performance to ensure optimum use of each vehicle in the fleet.

Use the correct fuel. All fleet vehicles other than diesel vehicles must be fuelled with unleaded 91, with the exception of the Ford Focus which uses 96.

Retain the fuel card receipts and return them to the budget manager or the support officer.

Motor vehicle incidents/accidents

Policy

Any incident involving an MSD vehicle must be reported immediately to the budget manager and the fleet officer at NAC via the accident/incident claim advice form.

Incidents include (but are not limited to) accidents, damage, theft and vandalism.

Examples include:

Damage to windscreens.

Collision with other vehicle or property.

MSD vehicle only involved.

In the event of an accident or damage involving another vehicle, MSD staff should not accept any liability for the accident or for repairs to the other vehicle(s).

All accidents/incidents involving damage to an owned, leased or rented vehicle must be reported immediately to the budget manager. Once reported to the budget manager, the liable driver (or support person) is to complete the accident/incident claim advice form and forward it to the fleet officer at NAC (who maintains a register of all accidents/damage to MSD vehicles).

Who can authorise repairs?

The fleet officer liases with appropriate staff on required action to effect repairs.

Windscreen replacement and repairs are provided at no cost to MSD. The fleet officer at NAC will provide details to the insurance company.

Notification to Insurance Company

NAC provides details of any incident involving a collision with property or another vehicle to the insurance company via the accident/incident claim advice form submitted by the MSD staff member.

Where an incident or accident involves an MSD vehicle solely, MSD will pay up to $2 000 excess. This payment depends on the staff member gaining quotes from three repair outlets and submitting these with the accident/incident claim advice form to the fleet officer at NAC.

If repair costs are greater than $2 000, NAC provides details of the claim to the insurance company via the accident/incident claim advice form submitted by the MSD staff member.

Motor vehicle insurance and claims

Policy

MSD's insurance policy covers all office vehicles that are owned, leased or rented. Any authorised driver, including persons nominated by Senior Managers (full private use), using MSD vehicles for business purposes are covered by the insurance policy. Refer to the fleet officer at NAC for information on motor vehicle insurance.

Who organises insurance?

Motor vehicle insurance is organised through the Finance department.

Making an insurance claim

An insurance claim is to be made on the day of the incident.

Once the motor vehicle accident claim form is received at NAC, the fleet officer will advise whether or not it is in the best interest of MSD to lodge an insurance claim.

The fleet officer will be responsible for lodging the insurance claim, then liaising between the insurance company and MSD staff to make repairs to the damaged car.

Each and every claim with MSD's insurer is subject to an excess of up to $2 000, charged to the relevant cost centre, irrespective of who causes the accident or damage.

Any staff member who drives an MSD vehicle in an unauthorised manner, or who allows an unauthorised person to drive or travel in an MSD vehicle, will be personally responsible for all costs in the event of any damage or loss that occurs.

Maintenance of tyres

Policy

Tyres should be replaced after 40,000km use or sooner if required. Tyres should only be purchased from the following preferred suppliers:

Beaurepairs
Firestone
Local agents of these outlets

Wheel alignments can also be completed at these suppliers.

Ensure the supplier is aware that the purchase is for MSD.

How to buy?

When booking the Ministry vehicle in for tyres and/or wheel alignments provide the cost centre and agency (MSD or Oranga Tamariki) that the vehicle is allocated to. This enables the supplier to charge the correct account. The supplier will send the invoice to NAC for payment.

General maintenance of motor vehicles

Policy

All Ministry vehicles come with a service plan when they are purchased. Vehicles must be maintained in accordance with the manufacturer's requirements to comply with the warranty.

Most Ministry vehicles have a 4 year/100,000km standard service plan which includes:

free first warrant of fitness check

scheduled service checks for the first 4 years or for every 15,000km travelled.

If the vehicle came with a service book, it should be kept in the glove box of the vehicle.

Budget Mangers are responsible for ensuring that vehicles are serviced according to the service plan. It is important to use the appropriate dealership for the brand of car (ie Toyota dealer for Toyota vehicle). If in doubt, please contact the fleet officer at NAC before taking a vehicle for servicing.

Budget Mangers must report any unusual vehicle condition to the Fleet team at the National Accounting Centre (NAC) immediately, and ensure the vehicle is checked by a service agent.

When booking vehicle servicing, provide the supplier with the cost centre and agency (MSD or Oranga Tamariki) that the vehicle is allocated to. This enables the supplier to charge the correct account. The supplier will send the invoice to NAC for payment.

Annual fleet relicensing is managed by the Fleet team. Budget Mangers must ensure that vehicles display a current vehicle licence (rego).

Budget Managers are responsible for ensuring that vehicles undergo warrant of fitness testing and display a current warrant of fitness.

Disposal of motor vehicles

Policy

When a vehicle is replaced, the old vehicle must be surrendered and sold as soon as practicable after the delivery of the new vehicle. A replacement vehicle should not be retained by the cost centre for a perceived transport need without prior justification and approval from the fleet officer at NAC.

Lease charges will continue until the surrendered vehicle is accepted as being in good order.

The vehicles being surrendered for disposal must be in good order and without damage to maximise sales proceeds. If surrendered vehicles require reconditioning to bring them up to a saleable condition, the cost is borne by the disposing cost centre.

Surrendered vehicles are deemed to be in good order when the person on the receiving end (e.g. auctioneers or receiving site) accepts the vehicles as being in good order.

Good order and without damage means :-

No dents in body work,
clean,
no rips, holes, burns or stains in the upholstery ,
complete with all original equipment,
no broken or cracked glass,
evidence of vehicle having been serviced according to the manufacturers recommendations, and
complies with regulatory standards of road fitness.

Some frontal stone chips are considered fair wear and tear, but a mass of stone chips will need rectification work.

Who can authorise the disposal of a motor vehicle?

Disposal of vehicles is the responsibility of the fleet officer at NAC. The budget manager may only assist with the physical disposal of vehicles.

How to dispose of a motor vehicle?

Disposals are usually by auction. Sales proceeds must be sent to NAC for banking (cheques are preferred).

The purchaser pays the change of ownership fee The fleet officer at NAC arranges the registration of the change of ownership after the sale proceeds have been banked and cleared.

The fleet officer at NAC completes the fixed assets disposal form and sends it through to the fixed asset accountant at national office to update the fixed asset register.

Dispose, transfer, and receive vehicles [http://doogle/helping-you/finance/how-to/vehicles-information/dispose-transfer-and-receive-vehicles.html]

FBT on motor vehicles

Policy

Fringe benefit tax (FBT) is payable by the cost centre managing the vehicle, for each day a vehicle is available for private use.

i.e. where an staff member has access to a departmental motor vehicle, and has not been forbidden private use.

Calculating the value of FBT

The calculation of the value of a motor vehicle fringe benefit is based upon the "cost price of the motor vehicle" for FBT purposes.

Exemptions from FBT

FBT is not payable for the following days :-

Garaged at work.
Garaged at home and not available for private use (i.e. weekend), per written instruction.
Parked at the airport (for at least a continuous 24 hour period) whilst the staff member travels on business.
Out of town with a staff member on business (for at least a continuous 24 hour period).
Emergency call out (i.e. after hours call out for building officer, system support officer etc).
If an emergency call out occurs the whole day is exempt, even if available for private use because the car was taken home.

It is MSD policy to record the exempt days described above and apply this FBT exemption where appropriate

How to record FBT

FBT returns are completed on an "online" form each quarter.

Fringe Benefit Tax Return Instructions (PDF 191.91KB) [http://doogle/documents/helping-you/finance/how-to/vehicles-information/fringe-benefit-tax-quarterly-return/fringe-benefit-tax-return-instructions.pdf]

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Positive Workplace Behaviours Policy – Addressing Harassment and Bullying

On this Page:

Purpose

MSD's aim is for our people to work in a positive environment free from bullying, discrimination and all forms of harassment. This policy outlines the workplace behaviours, expectations and responsibilities for our people, as well as the support and options available for dealing with inappropriate behaviour.

Scope

This policy applies to all employees who work in the business of MSD, whether they experience inappropriate behaviour by another employee, contractor, visitor, volunteer or member of the public.

This policy applies to workplace behaviours at work and all work-related events, including social activities and those not held on MSD premises. It also applies to inappropriate behaviour towards a colleague or client on social media channels (Facebook, Twitter, text, etc).

Inappropriate workplace behaviour includes any form of harassment, bullying, or discrimination. It includes racial or sexual harassment, intimidation, offensive behaviour or aggression from people in our work environment.

Building a safe and supportive work environment

We expect all people working at MSD to treat each other with respect and courtesy, and behave consistently with MSD values and our Code of Conduct.

All of our people should feel safe and supported at work, and everyone should feel comfortable being themselves.

We encourage all our people to:

Show mana manaaki and look after the dignity of people

Speak up if you notice inappropriate behaviour, bullying, harassment or discrimination

Speak out if someone does something that makes you feel uncomfortable, or that is inconsistent with our Code of Conduct

Be open and honest with each other

Look out for and take care of each other

Check in if something doesn't seem right.

Our psychological wellbeing is as important as our physical safety. We have resources available through the Wellbeing page [http://doogle/working-here/keeping-healthy-and-safe/wellbeing-at-msd/index.html].

Supporting positive workplace behaviours

The following examples show some of the behaviours which contribute to (or inhibit) a positive work environment.

	Contribute (appropriate)	Inhibit (inappropriate)
Diversity	Embracing and valuing differences in each other; people sharing their cultures, being comfortable in doing this	Making fun/telling jokes relating to different cultures, beliefs, gender, physical abilities or perspectives
Value opinions	Listening; reflecting; providing constructive feedback	Ignoring; not acknowledging; belittling ideas; taking credit for others ideas
Respect	Being polite and considerate; treating others as you want to be treated	Ridiculing; talking over someone; condescending; breaking promises
Individuals	Valuing diversity; encouraging individualism of thought; listening to ideas	Excluding individuals from group discussions/activities; ridiculing ideas; not allowing individual opinion; misuse of power; not acknowledging others; favouritism
Teams	Celebrating joint work achievements; acknowledging contributions across business groups; supporting ministry goals	Being disrespectful about other work groups; undermining others; blaming other work groups
Organisational initiatives	Engaging constructively and with an open mind to change	Making derogatory or undermining remarks; refusing to engage in implementing approved plans
Code of conduct	Setting expected behaviours, practices and responsibilities; reinforcing standards through role modelling	Not addressing behaviours that are contradictory (or breach) the Code of Conduct

Key Principles: Acceptable Behaviour

We need to be considerate in all of our dealings with colleagues and clients to ensure our behaviour is acceptable and appropriate. What is perceived acceptable behaviour to one person may not be viewed the same way to someone else. What is acceptable behaviour can be different for people due to our different backgrounds, experiences, or beliefs.

Additional details on appropriate behaviour can be found in MSD's Code of Conduct [http://doogle/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/msd-code-of-conduct.pdf], which reflects the State Services Standards of Integrity and Conduct: fair, impartial, responsible and trustworthy.

Key Principles: Inappropriate Behaviour

What people consider inappropriate behaviour may also differ from one person to another. Unreasonable behaviour is defined by WorkSafe as actions that a reasonable person in the same circumstances would see as unreasonable.

MSD values provide guidance on how we should behave with our clients and colleagues. We are expected to be considerate and caring, to work with integrity and show respect for all people in our work environment.

How to raise concerns about inappropriate workplace behaviour

If you feel you have experienced or observed inappropriate workplace behaviour there are a number of ways for you to raise your concerns. How you do this will depend on how you feel, the circumstances and how serious the behaviour is.

If you have observed general inappropriate behaviour (e.g. behaviour that is not as serious as harassment, bullying or discrimination but still impacts people in a negative way) you can raise this directly with the person, through a peer or support person, your manager or another manager (see Resolving issues - General inappropriate behaviour below)

If you feel harassed, bullied or discriminated against, speak with your immediate manager.

If you feel unable to raise your concerns with your immediate manager, talk to another manager.

If these options aren't suitable, contact AskHR. They will listen to your concerns and refer you to appropriate support and a manager for follow up. AskHR can be reached via extension

You can use STAR (Health & Safety reporting tool) which contains a module for sensitive events to report harassment, bullying or discrimination. A HR Advisor will then contact you, discuss your concerns and refer you to appropriate support and a manager for follow up.

You can seek support from a peer, support person or a union delegate.

Resolving issues

General inappropriate behaviour

People may not be aware that their behaviour is considered inappropriate by others, or the impact it has. This can include individual or team behaviour. Providing feedback on how you perceive the behaviour, how it impacts you or others, listening and clarifying understanding can lead to finding constructive ways to resolve issues. It is better to address issues early in a constructive way than for things to escalate and become more significant.

If you feel safe doing so, you can raise the issue in an appropriate way directly with the other person (e.g. a private conversation)

You can seek support from a peer, support person or a union delegate to help raise the issue

You can talk to your manager

Harassment, bullying or discrimination

MSD encourages people who experience harassment, bullying or discrimination to take action to try to stop the behaviour and prevent it happening again.

There are a number of ways to resolve an issue or instance of inappropriate behaviour. Informal approaches are generally preferable because they help maintain a positive working relationship.

Ways to resolve issues include:

Resolve it yourself – for example, where you speak directly to the person involved and request they stop the behaviour that is viewed as inappropriate

Informal intervention – for example, if you ask a colleague, union delegate or manager to raise the matter with the person involved

Facilitated discussion (e.g. mediation) - having an independent third party act as facilitator in either an informal or formal setting to discuss and resolve the issue

Formal complaint and investigation – an HR Consultant or external investigator works with the manager to investigate the complaint

External processes (such as lodging a complaint with the Human Rights Commission, seeking resolution through an external mediator, or lodging a personal grievance).

Additional information on what to do about inappropriate behaviour at work can be found in MSD's Positive Workplace Behaviour Guide [http //doogle/resources/helping-staff/policies-standards/hr/hr-policies/positive-workplace-behaviours-policy/positive-workplace-behaviour-guide.html] .

The Outcome(s)

The outcome(s) depends on the seriousness, circumstances and impact of the behaviour. Potential outcomes may include:

An apology (in person or written) to the person who was subjected to the inappropriate behaviour or wider team

Coaching or training to address certain behaviour

Counselling

Agreement to work or behave in a different manner

An investigation that could result in formal disciplinary action such as a warning or dismissal in the case of serious misconduct.

Other outcomes that are appropriate in the circumstances.

Where allegations are not substantiated, it may still be appropriate to undertake some action, for example communications training.

Malicious or vexatious complaints

If an employee makes a complaint, it will be assumed that they genuinely believe they have witnessed or been subject to inappropriate behaviour.

MSD cares about the wellbeing of all our people which means we will support all employees involved in an allegation of inappropriate behaviour. Where, through an investigation, it is found that a complaint has been made with a malicious or vexatious intent, this will be treated seriously and could lead to disciplinary action. However, just because a complaint is not upheld does not mean that it is vexatious or malicious.

Responsibilities

Person/Party	Responsibilities
	MSD is committed to being a good employer and providing a safe working environment where all staff are treated fairly and with respect.
	MSD will:
MSD	- monitor workplace behaviour as outlined in the **Monitoring and Reporting** section of this policy - provide our people with guidance to comply with the policy - promote the policy including posting it on Doogle - not tolerate any form of workplace harassment, bullying or discrimination - treat all concerns raised seriously and sensitively - take all reasonable steps to prevent workplace harassment, bullying or discrimination - provide a range of methods to resolve issues raised - promote informal solutions before formal actions, where appropriate - ensure any real or perceived risk of retaliation or harm is assessed and steps taken to prevent or reduce the risk - manage concerns raised promptly and fairly, taking into account the nature of the concern and all relevant circumstances - provide information and support to all employees involved in a formal complaint investigation.
Managers	It is the responsibility of all our people to promote and maintain a work environment free of inappropriate behaviour and to behave in a manner that is respectful of others. Managers will: - ensure they are familiar with the policies and guidelines and guide their people on their use - ensure the wider organisational responsibilities as outlined above are met - take time to listen to their people and understand the impact language and behaviour has on people - listen and empower people to support engagement and improve team dynamics - be responsible for intervening early to call out and address inappropriate behaviour before it escalates - seek support from HR Consultants on how to record, process and investigate concerns and complaints - make sure issues raised are managed sensitively, promptly, fairly and without discrimination - support the wellbeing of their team - meet our good employer and health and safety responsibilities - make appropriate decisions within their delegations or recommendations to the appropriate delegated person - consult their 'one up' manager for more serious issues. **Mental Health Condition:** It is important that where a mental health condition may be a factor, managers reference to MSD's guidance [http://doogle/documents/resources/helping-staff/forms-templates/hr/mental-health-guidance-gmhr.pdf] on managing performance issues that may result from the mental health condition. Prior to any action being taken, such as talking to, meeting with or writing to an employee, managers must seek advice from the HR Consultancy team.
All employees	All employees are responsible for ensuring that they become familiar with the terms of this policy and expectations for behaviour.

Employees are also responsible for ensuring that they behave appropriately and do not breach this policy.

Speak out – speaking out is about having courage to raise an issue but also about seeking help.

Employee raising concerns that they have been subject to inappropriate behaviour	Employees are responsible for: • telling their manager (or another manager) if you experience or see inappropriate behaviour • documenting the details of any incidents, detailing when, where, what occurred, and witnesses (if any) • being prepared to try informal solutions and follow MSD's informal and formal processes.
Employee/s who witness inappropriate behaviour	Speak up, look out for and take care of each other. All employees play a part in ensuring MSD maintains a safe work environment for all its people. If you see a colleague behaving inappropriately or undermining positive workplace behaviours, take action by either saying something to that person or promptly raising it with a manager.
Employee subject to allegation of inappropriate behaviour	Listen to what is being said. Reflect and consider how another person may have interpreted your action or words. Try not to be defensive. Seek support. This can help address any behaviour that needs to change, or help get past an allegation that isn't substantiated. Take responsibility for any behaviour that is seen as inappropriate. Make genuine efforts to change that behaviour.
Health and Safety / HR	The type of behaviour considered inappropriate will determine which part of MSD provides support to help managers address concerns. This may fall into the responsibility of the Health Safety and Security team and/or HR. The relevant group will: • provide advice on process • help resolve the issue • work with agencies such as Worksafe, Mediation Services, Employment Relations Authority The support will be professional, fair and courteous to all involved.
Human Resources (HR)	If people feel unable to raise their concerns with their immediate manager or 'one up' manager, they can contact AskHR who will listen to the concern and refer to: • appropriate support • an appropriate manager and/or HR Consultant for follow-up. HR Consultants are available to support and provide advice to managers to work through concerns.

Definitions

Inappropriate Behaviour	Definition and Examples
Workplace Harassment	Workplace harassment is unwanted and unprovoked behaviour that is offensive, intimidating or humiliating to another person. It is either repetitive or of such a significant nature that it has a detrimental effect on a person's dignity, safety or sense of wellbeing. Workplace harassment may be unwelcome and offensive behaviour towards an employee by: • another employee(s), • a contractor or consultant with MSD, • a client or volunteer of MSD. Examples of workplace harassment or bullying could include: • repeated, unfounded criticism in front of colleagues • the use of offensive language • isolating an employee (e.g. not including someone in workplace activities that all employees in a similar position can expect to be involved in) • withholding information to ensure an employee fails to achieve a given task • making derogatory and frequent inappropriate comments about an employee's appearance or dress • spreading malicious rumours or insulting an employee by word or action • overbearing supervision • misuse of power or position. Note: the above list is not complete. Workplace harassment and bullying can take many forms.
Bullying	Bullying is characterised by repeated and persistent, offensive, abusive, intimidating, malicious or insulting behaviour. It is repeated, intentional and unreasonable behaviour towards an employee or a group of employees that can lead to physical or psychological harm. • **Repeated** behaviour is persistent (occurs more than once and can involve a range of actions over time) • **Unreasonable** behaviour as defined by WorkSafe means actions that a reasonable person in the same circumstances would see as unreasonable. It includes victimising, humiliating, intimidating and threatening a person • Bullying may also include harassment, discrimination or violence. Bullying can be physical, verbal or social (e.g. excluding someone from a peer group or spreading rumours) Common bullying behaviours fit in two main categories: • direct and personal or • indirect and task-related
Discrimination	When a person is disadvantaged on the grounds of gender, marital status, religious or ethical beliefs, ethnic or national origins, disability, age, political opinion, employment status, family status or sexual orientation.
Sexual Harassment	Sexual harassment is unwelcome or offensive verbal or physical behaviour of a sexual nature that is repeated or is significant enough to have a harmful effect on an individual's employment, job performance or job satisfaction. Unwelcome means behaviours that are unwanted, and are regarded by a person on the receiving end as undesirable or offensive at the time. Behaviour includes the use of language (written or spoken), visual material, or physical behaviour, and includes requests of a sexual nature to an employee (directly or indirectly) that contain an implied or overt promise of preferential treatment or threat of detrimental treatment Examples of sexual harassment may include: • offensive gestures or verbal comments • unwanted and deliberate physical contact • unwelcome comments, questions about an employee's sexual activities, orientation or private life • sexual propositions or requests for dates, especially after prior refusal • continued unwelcome social invitations, phone calls or texts from a work colleague or a client • display of pictures, screensavers or other material of a sexual nature • sexual behaviour such as leering or staring at an employee's body

- unwelcome sexual or smutty jokes
- offensive email messages or texts
- suggestions for preferential treatment at work in return for sexual favours
- threats or suggestions of a negative impact on an employee's position if favours are not granted.

  Note: the above list is not complete. Sexual harassment can take many forms.

  Racial harassment includes the use of language (written or spoken), visual material, or physical behaviour that directly or indirectly:

- expresses hostility against, or ridicules any employee on the grounds of their colour, race, ethnic or national origins
- either by its nature or through repetition is hurtful, humiliating, intimidating or offensive to an employee
- has a negative impact on an employee.

Racial
Harassment

Examples of racial harassment include:

- making offensive remarks or jokes about a person's race
- mimicking the way a person speaks
- calling people racist names
- deliberately pronouncing people's names incorrectly.

  Note: the above list is not complete. Racial harassment can take many forms.

What is NOT harassment/bullying/discrimination?

The following examples are not considered to be workplace harassment or bullying:

one-off instances of forgetfulness, rudeness or tactlessness

a single incident of unreasonable behaviour (unless of such significant nature to have a detrimental effect on dignity, safety or wellbeing)

mutually acceptable friendly banter, light-hearted exchanges, jokes and compliments

friendships, sexual or otherwise, where both people consent to the relationship

requiring lawful and reasonable work instructions to be carried out

warning or disciplining someone in line with MSD policy

setting reasonable and fair standards of performance in terms of quality, safety and team cooperation

giving legitimate constructive feedback, including in a performance appraisal, and requiring justified performance improvement

differences in opinion or personality clashes that do not escalate into bullying or harassment

assertively expressing opinions different from others.

Just because an incident or behaviour would not be classified as bullying, harassment or discrimination doesn't mean that it shouldn't be addressed. It may still be appropriate to raise and have something which is considered a one-off inappropriate behaviour/event addressed.

Monitoring and Reporting

MSD will monitor and review indicators of positive working environments and inappropriate behaviours such as workplace harassment and bullying complaints, exit interviews, staff engagement and culture surveys.

Confidentiality

Information will be kept confidential where possible. Respecting privacy and confidentiality helps resolve matters effectively and ensures we are demonstrating mana manaaki.

If you want to make a complaint, then the person who is accused of inappropriate behaviour has the right to know what the concerns are and to respond to them.

Information may need to be disclosed to other parties if there is a risk of harm to a person or to uphold the maintenance of the law.

Related policies / additional information

Further guidance is available for employees who believe they have been harassed or bullied and for managers involved in carrying out a formal investigation of a complaint of harassment or bullying.

Positive Workplace Behaviour Guide - What to do about inappropriate behaviour at work [http://doogle/resources/helping-staff/policies-standards/hr/hr-policies/positive-workplace-behaviours-policy/positive-workplace-behaviour-guide.html]

Positive Workplace Behaviour - a guide for formally investigating a complaint of workplace harassment or bullying [http://doogle/resources/helping-staff/policies-standards/hr/hr-policies/positive-workplace-behaviours-policy/a-guide-for-formally-investigating-a-complaint-of-workplace-harassment-bullying.html]

Other information that may be useful:

MSD Code of Conduct [http://doogle/working-here/working-for-us/standards-of-behaviour/codes-of-conduct/msd-code-of-conduct.pdf]

Work and Income – Professional supervision services [http://doogle/working-here/keeping-healthy-and-safe/wellbeing-at-msd/professional-supervision-services.html]

Wellbeing page [http://doogle/working-here/keeping-healthy-and-safe/wellbeing-at-msd/index.html] on Doogle

Safe to Talk helpline [http://doogle/whats-on/news/2018/new-safe-to-talk-helpline.html]

Managers Toolkit: Leading after Traumatic or Critical Incidents [http://doogle/documents/working-here/keeping-healthy-and-safe/wellbeing/traumatic-incident-management-guidelines.pdf]

Preventing and Responding to Workplace Bullying guidance [https://worksafe.govt.nz/dmsdocument/782-preventing-and-responding-to-bullying-at-work] by WorkSafe NZ

Bullying prevention toolbox [https://worksafe.govt.nz/topic-and-industry/bullying-prevention-toolbox] by WorkSafe NZ

Acting in the Spirit of Service – Positive and Safe Workplaces Model Standards [http://www.ssc.govt.nz/resources/positive-and-safe-workplaces/] – State Services Commission – August 2019

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Home » Helping You » Communications advice » Media information » **Media policy**

Media policy

This policy clarifies who is authorised to speak to the media at MSD.

If you are contacted by a journalist

Please refer any calls from journalists directly to the media team at National Office, on email media@msd.govt.nz [mailto:media@msd.govt.nz] or by phone on (04) 916 34 96. Please don't provide information or comment to the journalist.

Contact the Media Team [mailto:media@msd.govt.nz]

Why can't I speak with the media?

Even a simple inquiry from a journalist may have a wider context that isn't immediately apparent. The media team are experienced in dealing with media issues, and are up to date with current issues and concerns throughout the organisation.

They will work with you and the appropriate business leads within MSD to respond to the inquiry. Any media query is an opportunity to create greater understanding about MSD's work.

MSD responses to media

Contact the media team if you'd like to be included in the daily media log, which is an email at the end of the day that captures comment and information MSD has provided to media that day. It also includes our social media posts.

Media monitoring

If you'd like to receive a daily roundup of media coverage about MSD, you can sign up through Fuseworks.

Sign up for roundups of media coverage about MSD [https://reports.fuseworksmedia.com/]

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Conflicts of values, interests, and politics policy

The purpose of this policy is to assist our employees understanding and commitment to uphold MSD's values and standards by identifying, raising and managing any actual, perceived or potential conflicts of interest. This ensures MSD maintains the highest standards of integrity and professionalism and builds and maintains the ongoing trust and confidence of Ministers, clients, and the public. The policy outlines the definitions, perceptions, and guiding principles around the different types of conflicts. (Policy was last reviewed on 25 June 2019.)

On this Page:

Policy Statement

MSD's Code of Conduct outlines our responsibilities in terms of conflicts, and the State Services Walking the Line: Managing Conflicts of interest - resource kit provides overarching principles. This policy supports those responsibilities and principles specifically relating to conflicts of interest.

Some conflicts of interest are simply unavoidable – if they cannot be avoided, they must be managed appropriately with adequate measures put in place to protect the decision-making integrity of the organisation and public confidence. Poorly managed conflicts of interest can put both our people and MSD at risk. A perceived or potential conflict of interest can be just as damaging as an actual conflict of interest.

Scope

This policy applies to all MSD employees, volunteers or contractors. There is an expectation that any actual, potential or perceived conflict of interest will be disclosed prior to engaging with MSD, and any new or emerging conflict of interest will be raised during employment or engagement with MSD.

Guiding principles

MSD is a large government department and we make decisions every day that directly or indirectly affect the lives of many New Zealanders.

As MSD employees we must approach both our professional and personal lives with honesty, integrity and professionalism, i.e. we:

uphold the law and undertake our work according to MSD's policies and procedures

are impartial and politically neutral in our professional lives

maintain the trust and confidence of the Government and the public

act with honesty, integrity and fairness

are accountable for everything we do

lead and model the highest ethical behaviours, recognising that perceptions are important too

ensure that MSD and the Public Service are not brought into disrepute by our private activities.

In practice this means:

our first responsibility is to uphold the letter and the spirit of the laws of New Zealand, and to undertake our work in keeping with MSD's policies and procedures

we are politically neutral in undertaking our work and serve current and future governments impartially and to the best of our abilities; we ensure any participation in political matters doesn't bring us into conflict with our role as public servants

we are trusted to support and assist the Government of the day by providing policy advice and managing government services in the interests of all New Zealanders

we each have our personal set of values depending on our cultural heritage and personal upbringing. We are aware that our values may sometimes conflict with MSD's policies and practices. When this happens we have a responsibility to manage the situation in ways that take care of MSD's interests and protect ourselves

we are fair in all our dealings with clients, colleagues and the public, and accountable for our actions

we work in ways that will bear the closest public scrutiny

our private actions and activities will reflect for better or worse on MSD and the Public Service.

What are conflicts of interest?

A conflict of interest is defined in the New Zealand Public Service Code of Conduct as "*any financial or other interest or undertaking that could directly or indirectly compromise the performance of a public servant's duties, or the standing of their department in its relationships with the public, clients or Ministers. This would include any situation where the actions taken in an official capacity could be seen to influence or be influenced by an individual's private interest (e.g. company directorships, shareholdings, offers of employment.*"

Conflicts may come in the form of:

personal – e.g. an opportunity for an employee to gain advantage or benefit;

family – e.g. a pressure for an employee to assist or provide an advantage or benefit to their family or friends; and

community – e.g. an opportunity or pressure for an employee to provide an advantage or benefit to a community or stakeholder group

Conflicts occur when our personal or private values, interests or politics run counter to MSD's policies and practices or the Government's direction. We need to be able to recognise these situations and know how best to manage them to protect the interests of MSD and keep ourselves safe.

At the same time, it is important we recognise that others may perceive our judgements or actions to be clouded by a conflict of interest. Even if this is incorrect, perceptions can have a negative effect on MSD and individual employees.

Any employee who deliberately engages in and/or fails to disclose their involvement in an activity or commitment that is or may constitute a conflict of interest could face disciplinary action.

Types of conflicts

Conflicting values

We are a large and diverse Ministry that works with a large and diverse group of clients, each with our own set of personal values. This diversity means that we may from time to time find ourselves in situations that will require us to take actions to avoid a conflict of values or interest or to resolve it in a way that is satisfactory to MSD and ourselves.

Conflict of interest

Conflicts of interest occur when there is a potential or perceived potential for lack of integrity between our personal interests and our official duties e.g. -

we may find ourselves in a situation where there is an opportunity to benefit personally from our position or from knowledge gained on the job

our professional judgement and impartiality may be called into question.

While it is not possible to set out all unacceptable conflicts, examples of a conflict would include:

working on, or knowingly placing oneself in situations where there is the potential to work on the file of a client who is a friend or relative

being in a decision-making role for a community group seeking funding from MSD

working for a debt collection agency when you have access to client information within MSD

working on a contract for a subsidy or funding for an organisation in which a friend, relative, colleague, or close acquaintance has any management or other key role or responsibility.

Conflicting politics and Ministerial relationships

As public servants our ultimate responsibility is to the Government of the day and to the Cabinet, not simply to our Minister or Chief Executive. Governments change but our obligations as public servants remain.

Because we work within the State Services it is necessary for us to undertake our roles within MSD in a politically neutral manner. This includes acting impartially and to implement the Government's policies regardless of our personal political views.

The State Services Commission (SSC) provide guidance on political neutrality, and on ensuring a conflict of interest is avoided in the political environment.

SSC guidance on political neutrality [http://www.ssc.govt.nz/political-neutrality-guidance]

Perceived conflicts

Sometimes situations arise where there can be a perception that a conflict exists or has the potential to exist. The way situations are perceived from the outside can be quite different from the reality we know.

Perceptions that are not managed can result in the same lack of trust or credibility for the employee and MSD as an actual conflict.

To protect yourself, you should disclose all activities or commitments if there is any doubt as to whether a potential or actual conflict may exist. This enables your manager to assist in assessing the situation and determining what actions or protections could be put in place to prevent potential conflicts of interest arising.

Ongoing disclosure of conflicts

It is important to recognise that changes in our circumstances can cause a real or perceived conflict with our duties and responsibilities or compromise our ability to do our job.

You must identify and disclose any actual, potential or perceived conflicts on an ongoing basis – so these can be managed appropriately to the position and responsibilities you hold. This is not just something you do when you first join MSD. For example, you must immediately advise your manager if at any time during your employment you:

apply for bankruptcy, are declared bankrupt or enter into a no asset procedure

have any criminal charges pending or are convicted of an offence while you are employed by MSD

plan to undertake any activities or work outside of MSD that could be seen as using your influence, role or position to personal advantage or to the advantage of others who you are associated with.

If you do not disclose this information or are not truthful about it, you could face disciplinary action.

Secondary employment

MSD does not anticipate restricting our people's ability to undertake external work (either paid or unpaid) where there is no actual, potential or perceived conflict of interest. If you are planning to take on other work or services outside MSD, talk to your manager in advance to ensure all steps are put in place to protect you and MSD from conflict allegations.

Resolving conflicts of interest

Recognising that some conflicts are unavoidable, it is important to review and determine if the actual, potential or perceived conflict can be managed.

The actual actions or protections that may be put in place to prevent potential conflicts of interest arising, and help resolve any actual conflicts that do occur, are wide-ranging. Examples include:

transferring a duty from the employee concerned to another employee.

increasing transparency and scrutiny of decision making.

abstaining from voting or decision-making (e.g. if the employee is in an MSD decision making role or a role within an external organisation/group which is seeking something from MSD, the employee agrees not to participate in any vote or other decision-making process).

withdrawing from discussions (e.g. if it relates to an individual, organisation or community group that has been identified as a potential conflict).

If no risk mitigation steps are appropriate or achievable, the employee may need to restrict or abandon the interest or activity that creates the conflict.

Responsibilities

Person/Party	Responsibilities
Employee / Volunteer or Contractor working within the MSD environment	There is an expectation that any actual or potential interests or activities (paid or unpaid) that could be perceived as a conflict will be declared to your manager as soon as you become aware of them.
	Ensure any secondary employment, private business work, voluntary work or other activity does not conflict with your duties, negatively affect your performance, intrude on normal working hours, or affect MSD's reputation.
Manager	Work with employees (volunteers or contractors) to review identified or potential conflicts, to address matters or where possible implement steps to mitigate the risk to both the employee and the organisation.
	Where employment agreements specify limitations on secondary employment or there is an actual, potential or perceived conflict, review and advise a decision on secondary employment requests in a timely manner.

Definitions

Word/ phrase	Definition
Public trust	The Government and public servants are trusted to use their powers for the public benefit, never for the personal benefit of an individual or a few.
Politically neutral	The Public Service has a duty to the Government that is in power at the time. Public servants must serve the Government in ways that ensure we maintain the confidence of current Ministers, and those who will govern in the future, irrespective of our individual political views. Public servants implement the Government's policies. They do not serve the political parties that form the government.
Personal interest	Personal interests include our personal and private roles, relationships, and activities that do not form part of our work with MSD.
Conflict of interest	A conflict of interest is a situation where we have a private or personal interest that could conflict with or influence the way we undertake a particular task or role for MSD.
Perceived conflict of interest	A perceived conflict of interest is a situation where a reasonable person could think that, as an employee, our judgement is likely to be compromised.
Potential conflict of interest	This is a situation that has the potential to develop into a conflict of interest.
Values	Values are the core beliefs of a person. They are often widely held in communities or society more broadly and are based on an ideal principle or quality that is considered important and worthwhile.
Conflict of	This includes situations where we as employees:

values
- must choose between our personal values and the policies and practices of MSD
- must choose between a professional ethical code applying to our role and MSD's and Public Service Codes of Conduct
- have acted unethically and therefore we have compromised ourselves.

Perceived conflict of values	This is a situation where any reasonable person may think that, as an employee, we have acted unethically and therefore compromised ourselves.
View	A personal opinion or way of thinking about something.
Secondary employment	Work or activity undertaken outside of the MSD role (either paid or unpaid).

Related policies

Policy	About the policy
Managing conflicts of values, interests, and politics – flowchart for managers	This guide outlines the process for identifying, disclosing, and managing conflicts, or perceived conflicts, that may have occurred. The guide contains information for both managers and employees. Managing conflicts of values, interests and politics [http://doogle.ssi.govt.nz/documents/resources/helping-staff/procedures-manuals/hr/conflicts-of-interest-guide-to-procedures-august-18.pdf] (PDF 243.37KB)
Code of Conduct	The Code of Conduct tells you about the way we work. It outlines how we should deal with the people we work alongside and the people we work for, to help make sure we all: • work with honesty, integrity and respect • provide the best possible service and advice to the Government, public and clients, and gain their trust and confidence in what we do • do the best we can do and be the best we can be – every day.
Staff fraud and misuse of client information: zero tolerance policy	This policy sets out responsibilities for staff regarding staff fraud and the protection of client information.
Protected disclosures	Protection is available under the Protected Disclosures Act 2000 for employees who disclose serious situations of conflict provided the information is disclosed in accordance with the Act and MSD's protected disclosures provisions. Making a protected disclosure - reporting serious wrongdoing [http://doogle.ssi.govt.nz/working-here/working-for-us/standards-of-behaviour/protected-disclosures/protected-disclosures-overview.html]

Relevant Legislation

The Privacy Act 1993
Bill of Rights Act 1990
Search and Surveillance Act 2012
Employment Relations Act 2000.

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MSD Flu vaccinations

The influenza vaccine (also called the flu vaccine) is used to prevent infection caused by the influenza (flu) virus. Anyone can become seriously ill from the flu virus, especially young children, the elderly and people with chronic health problems.

What is influenza?

"The flu" is a contagious respiratory illness caused one of the influenza viruses that infect the nose, throat, and sometimes the lungs. It can cause mild to severe illness, and at times can lead to death.

There are four types of influenza viruses: A, B, C and D. Human influenza A and B viruses cause seasonal epidemics of disease (known as the flu season) almost every winter in New Zealand. Influenza A viruses are the only influenza viruses known to global epidemics of the disease (such as the 1918 flu pandemic).

Around one in four New Zealanders are infected with influenza each year and contact with the influenza virus is almost unavoidable. Even if you are not feeling sick, you could still be infected with the influenza virus and pass it on to others

The influenza virus is different from a cold virus

A cold only lasts for a few days and affects the nose, throat and the upper chest. The flu can be a serious illness that affects the whole body and can last up to a week or more. The NZ Ministry of Health has more information here [https://www.influenza.org.nz/sites/default/files/2019/IMAC1804%20Flu%20can%20be%20anywhere%20brochure.pdf].

Influenza vaccine

Vaccination helps reduce the seriousness of illness and community transmission.

The vaccine does not give 100% protection. If you are vaccinated you can still get the flu, but you will typically have milder symptoms and recover faster.

The more people are vaccinated, the less likely it is that the virus will spread. This is because of community immunity, sometimes referred to as 'herd immunity', which occurs when a large percentage of a population has become immune to infection. This provides a measure of protection for individuals who are not immune and goes a large way towards preventing a pandemic.

Note: The influenza vaccine does not protect against COVID-19.

When should I get vaccinated against influenza?

The Ministry of Health are responsible for when the vaccine is available in New Zealand. As New Zealand's peak month for influenza is usually August, the Annual Influenza Immunisation Programme starts around April, with the exact dates set by the MoH each year. This ensures that the vaccine remains as effective as possible during the peak months.

MSD Flu Strategy

MSD's Influenza Strategy aims to reach immunisation rates of up to 75% for frontline staff, and 70% for all other staff. Each year, all MSD employees can choose to access a free flu vaccination through our preferred providers. Some MSD employees may be eligible for funded influenza vaccines [https://www.fightflu.co.nz/] and choose to access these through their health provider.

How to organise vaccinations

MSD have preferred providers for flu vaccinations. The Health, Safety and Security team manage the relationship with these contracted providers at a national level and coordinate the launch of the MSD flu vaccination programme with the the support of our regional champions.

The exact timing of vaccinations varies from year to year depending on the Ministry of Health Immunisation Programme and vaccine availability.

Even though you are not required to do anything until the regional champions contact you for next steps, (see approximate schedule below), there are a few things you can do to prepare your site.

Gather approximate number of people wanting the flu vaccination within your team

Contact any MSD units that are in the same or a nearby office and discuss coordinating clinics; clinics will be organised on-site, but providers often require a minimum amount of people attending the clinic, so linking in with other units nearby is an advantage

Approximate schedule:

When?	Who?	What?
January/February	HSS team flu coordinator	Contact regions / business units for coordinators
February/March	Regional / Business unit coordinators Regional Champions	Start gathering information on: • Proposed clinic locations • Number of staff requesting vaccination
March/April	Regional Champions and Providers	• Regional Champions will coordinate on-site clinics for sites with providers • Providers will confirm dates for vaccination clinics for different sites with Regional Champions
April-June	Everyone	Vaccination clinics run

For any questions email ▓▓▓▓▓ ▓▓▓▓▓▓▓▓

Want to know more about Influenza?

Fight Flu Website [https://www.fightflu.co.nz/faq]

Ministry of Health - Flu Vaccination Programme [https://www.health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/influenza]

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