



PACMAT - CODE OF CONDUCT

When deployed as a member of a Pasifika Medical Association – Medical Assistance Team (PACMAT) you are representing the Pasifika Medical Association (PMA) and New Zealand. As a PACMAT member, you have a responsibility to act in a manner which upholds the good reputation of New Zealand and contributes to the good reputation of any New Zealand government agency with which you may be associated. PACMAT team members on deployment are always seen as representing New Zealand both in the performance of their official duties and in the manner in which they conduct themselves as private individuals.

The PACMAT Code of Conduct is designed to ensure members conduct themselves professionally at all times, in what may be challenging circumstances. Violation of the Code of Conduct may result in removal from the deployment location and either temporary or permanent suspension from the team. Each case of misconduct will be handled by the EMT Coordinator in the first instance, and forwarded to the relevant authority, if necessary, for appropriate action.

While deployed as a member of a PACMAT team, you are also bound by the code of conduct for your professional body. Medical, Nursing and Allied Health staff should familiarise themselves with the endorsed code of conduct for their profession and endorsed by their professional registration body.

In general, while overseas, PACMAT members should behave in accordance with the following principles:

- **Respect for the law of the country they are in**, particularly in relation to laws and directions governing bank accounts, currency dealings, and traffic infringements
- **Be culturally sensitive to the people of the host country** and understand local customs and beliefs, including personal behaviour
- **Report inappropriate behaviour** on the part of another team member

Expectations

- PACMAT Members are expected to act honestly and impartially and avoid situations that might reflect badly on New Zealand, PACMAT or PMA, compromise PACMAT or their personal integrity, or jeopardise PACMAT's relationships with other response agencies or foreign governments, whether on or off duty, in both work and social settings.
- PACMAT Members must, at all times, observe and work within PACMAT rules and team structures and respect the various responsibilities of the PACMAT EMT Coordinator, their delegates and other team members. Any personal issues or grievances are dealt with through the team structure to the PACMAT EMT Coordinator, and on to the PMA CEO if necessary.
- PACMAT members must attend PACMAT or other response agency briefings whenever requested, and provide reports as required by the PACMAT EMT Coordinator.
- Communications with the National Health Coordination Centre (NHCC), the Health Emergency Operations Centre (HEOC), the Ministry of Foreign Affairs and Trade (MFAT), the New Zealand Ministry of Health (MOH), other New Zealand Government response agencies, or the Ministry of Health and government agencies of the country in which the PACMAT is operating, or non-government response agencies, will be made by and through the PACMAT EMT Coordinator, or authorised delegates.



- While recognising that professional and technical exchanges will freely take place as appropriate and necessary, individual team members must not use personal relationships or private communications to attempt to influence the direction, nature or duration of the PACMAT response, or to shortcut or evade official communications channels.
- All PACMAT members are considered bound by confidentiality agreements as in any employment relationship.
- PACMAT members must comply with any instructions, prohibitions or restrictions that, in the opinion of the PACMAT EMT Coordinator or delegates, are required to maintain individual and / or PACMAT security. These may include restrictions on movements or travel, a requirement to stay within a specific stated location, or restrictions on admitting visitors to a team residence or location.
- PACMAT members:
 - Should not make any public statement or speech, or give any interview to the media unless specifically authorised to do so by the PMA CEO.
 - should not make any public comment on New Zealand or foreign Government policy or relief efforts.
 - should direct any media enquiries to the PACMAT EMT Coordinator or designated representative.
- PACMAT members must observe and abide by New Zealand and local privacy laws, requirements and customs, and gain all relevant permissions before making images or recordings of any kind during a deployment, whether intended for publication or private use. This specifically includes images or recordings made in or around any medical facilities, or of any patients, injuries or treatments.
- PACMAT members must comply with the New Zealand Privacy Act 1993, the Health Information Privacy Code and all other applicable New Zealand or local privacy rules and standards and always use appropriate professional discretion when discussing individual, team or professional subjects or activities in private or public places, or via electronic media of any kind.
- PACMAT members must comply with dress codes or standards required by the PACMAT EMT Coordinator as per the PACMAT Handbook.

Unacceptable Behaviour

EMT Coordinators, Logisticians and PACMAT team members are responsible for their actions and activities while on duty or during off-duty hours. The following behaviours are unacceptable and may be considered misconduct. These behaviours will lead to appropriate disciplinary action being taken, which may involve a range of responses up to and including removal from the team:

- posting on ANY social media platforms during the deployment, and posting about their deployment on return to New Zealand.
- demonstrating a bias towards any particular person or group over others



- the use of personal status as a PACMAT member to promote a political or personal agenda
- acceptance of any bribe of money, goods or services in exchange for attention, treatment or information
- the use of any illegal drug, or locally prohibited drug or abuse of any prescription medication at any time
- gambling or gaming for money while on duty
- use of inappropriate or offensive language
- consumption of alcohol while on duty or where locally prohibited, including the driving or operation of equipment or machinery while under the influence of alcohol
- sexual, physical or psychological harassment of any person in any form
- inappropriate, foul or profane language
- unprofessional conduct, including disrespect towards the injured, dead, their personal effect, or families
- breach of New Zealand or local government laws, by-laws and ordinances
- wearing of PACMAT uniforms or identification into bars, taverns or other places which could reflect badly on PACMAT or relevant government agency
- maintenance of a grievance that in the PACMAT EMT Coordinator's opinion is unreasonable and / or that impacts on PACMAT effectiveness and efficiency

Prior Authorisation

The following require prior authorisation by the EMT Coordinator:

- entry into contracts for goods and services in the name of the team, relevant department of health (or equivalent) or the New Zealand Government
- discussion with any media source during the activation
- any article written by a team member for publication, or any personal news release regarding an official deployment or the activities of a team, including the posting of PACMAT-associated information on any social media site
- travelling outside the duty area as defined by the PACMAT EMT Coordinator

Prior to taking photographs, audio or videotapes at a disaster site, PACMAT members should refer to the PACMAT *Ethical Photography Guidelines* and seek permission from the EMT Coordinator and the person or the organisation being photographed or recorded.

Reporting for duty

PACMAT members are responsible for their actions and activities during off-duty hours and are responsible for reporting to their work assignment at the time and place scheduled. Tardiness due to social activities is unacceptable. Failure to report for duty when and where agreed without legitimate excuse is unacceptable.



Buddy system

While on duty, PACMAT members should utilise the “buddy system” and should not leave the area unless accompanied by another team member and should inform their supervisor of the destination and approximate time of return. In culturally sensitive countries this may require a female team member to be ‘buddied’ with a male team member.

Grievances

PACMAT members who have criticisms, complaints, concerns and grievances should initially contact the EMT Coordinator. The EMT Coordinator communications with the relevant jurisdictional Department of Health should be limited to daily situation reports and problems and issues not resolved by the team. PACMAT members communication with the relevant Department of Health (or equivalent) is discouraged except when requested by relevant Department of Health (or equivalent), or in the event of grievances not resolved by the team leadership.

Glossary

Chain of command	The line of authority and responsibility along which orders are passed from the Team Leader to team member. The chain of command in this document relates to the PACMAT only.
Command	Command refers to the direction of members and resources of the PACMAT in the performance of the PACMAT’s roles and tasks.
EMT Coordinator	Leader of the PACMAT
Buddy system	An arrangement in which persons are paired for mutual safety or assistance.

PACMAT MEMBER ACKNOWLEDGEMENT

I confirm that I read and understood the PACMAT Code of Conduct and confirm that I agree to adhere to the expectations and behaviour outlined while representing the New Zealand Government offshore during a PACMAT deployment.

Member’s
Name:

Member’s
Signature:

Date:

Please return a scanned copy of this to: info@pacifichealth.org.nz