



University  
of Otago  
ŌTĀKOU WHAKAIHU WAKA



Kaiāwhina Whare Guide 2025

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# Welcome to CaCLS

Haere mai and welcome to the team. Working with taura living in our colleges is a unique and fulfilling opportunity, and it is one in which you can provide meaningful support through leadership and guidance. This role requires patience, adaptability, and a genuine commitment to fostering a positive living and learning environment. Our taura are remarkable individuals – intelligent, talented, and full of potential – who benefit from the structure and encouragement we all provide. By leading with professionalism and care, you play a critical role in shaping their growth, enhancing their university experience, and equipping them for future success.

Our taura are navigating a pivotal stage in their lives as they transition from the familiarity of home and whānau to the independence of young adulthood. Our role is to provide steady guidance and support as they adapt to the demands of higher education and prepare for the opportunities beyond. By fostering a welcoming and supportive environment, we help make their first year at university not only a successful start to their academic journey but also an enjoyable and unforgettable chapter in their lives.

This handbook is designed to provide you with some very basic information about working as a Kaiāwhina Whare at the University. As employees of Ōtākau Whakaihū Waka, the University of Otago, we are all bound by the policies and procedures set down for University employees. If you have any questions about University policy, please refer to the [website](#). Please don't hesitate to ask if you have questions about college or University of Otago procedures.



Tēnā koutou e ngā Kaiāwhina Whare – I would like to welcome all of you to your role as Kaiāwhina Whare at the University of Otago. Our collegiate communities are exceptional places where taura are supported and encouraged as they transition to tertiary life. As a leader in a college community you have a unique role to play in the development of the members of your community. Whether you are coaching a sports team, doing college rounds, providing one-on-one pastoral care or assisting with a college event, you are an essential part of collegiate success at Otago.

You will gain valuable experience and leadership skills as you form strong networks with other SWs, senior college staff, college alumni and Otago professional and academic staff. Thank you for your commitment to us this year and I wish you every success as you commence your leadership journey at Otago.

James Lindsay  
Director CaCLS

Disclaimer: This handbook is written to assist Kaiāwhina Whare working at residential colleges at the University of Otago. In any instance where there is a discrepancy between this handbook and University of Otago official policy, an official employment agreement or government legislation, then such policies, agreements or legislation will apply. At various times during the year the University of Otago may change policies or procedures or issue new policies or procedures related to the safe and effective administration of residential colleges. Staff are expected to abide by such procedures when they are issued.

# Code of Pastoral Care

At Otago, our top priority is ensuring the care, safety, and wellbeing of our residents. As a Kaiāwhina Whare, your primary responsibility is to provide pastoral care and oversight to the taura under your guidance. This important work is not undertaken alone, you will be working in collaboration with fellow Kaiāwhina Whare and with the support and direction of the senior management team at your college. Together, you form a strong network of support, ensuring that each resident feels safe, supported, and valued.

Among other things, the Education (Pastoral Care) Amendment Act requires tertiary accommodation providers to ensure:

- A safe and supportive learning and residential environment.
- Assistance for taura to meet their basic needs.
- Provision of advice, information and services.
- Assistance with physical and mental health.
- Assistance with personal development.
- An inclusive learning environment.
- Taura voice.
- Clear documentation, recording of information, contracts and explanation of rules and procedures.
- Adequate staff training and monitoring.
- Risk monitoring and responsive pastoral care.
- Provision of safe and sufficient buildings, common areas, recreational space.

Read the current [Code of Practice](#).



# Kaiāwhina Whare FAQ

## Q How many hours will I be expected to work?

**A** You will be compensated based on the hours you work. Your college will assign you rostered or scheduled hours. If these fall short of 19 hours per week and you wish to reach that total, you will need to make up the additional hours with prior approval. Additionally, for college events, emergencies, or unforeseen situations, you may be required to work extra hours or extended shifts. These additional hours must be approved by senior staff in order to be compensated. Please also read FAQ Annual Leave.

## Q Do I have to pay for accommodation?

**A** Yes. As a Kaiāwhina Whare you will be required to sign an accommodation contract and pay for your housing, including meals, similar to other residents. However, you will receive a weekly discount on the cost.

## Q When does the position start and end?

**A** The role of Kaiāwhina Whare begins with pre-arrival training at the end of January, with your role officially starting in February. Your employment will conclude on the final day of the residential contract, which falls in mid-November.

## Q Can I work a second job as well as being a Kaiāwhina Whare?

**A** Your primary responsibility is to your own studies, followed by your responsibility to your role as a Kaiāwhina Whare. This position is demanding, and we recommend that any additional employment must not interfere with your academic work or your role. If you currently have or plan to take on other employment, please inform your Tautiaki (College Warden).

## Q Do I get holidays?

**A** You will receive 8 per cent holiday pay in addition to your weekly hourly rate. If you take leave from the college, it will be unpaid leave. Please note that work during mid-semester and between-semester breaks is not guaranteed, though individual colleges may arrange such opportunities with their teams. Additionally, work hours cannot be “banked” or accumulated in advance to receive pay during periods of leave. If you wish to take leave, it must be negotiated and approved by the college, so please avoid making travel arrangements before obtaining approval.

## Q Do I receive sick leave entitlement?

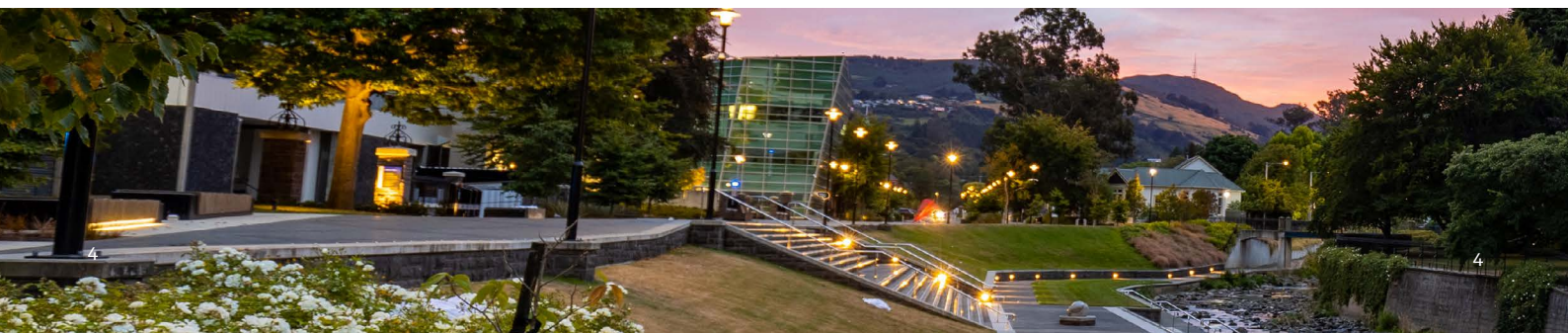
**A** Sick leave entitlement begins after you have worked continuously for six months. If you are unwell and unable to work, your college may be able to rearrange schedules to accommodate your situation.

## Q Do I have to stay at the college every night?

**A** While you are not obligated to be on-site outside of rostered hours, maintaining a noticeable presence in the community is an important aspect of your position when you are on duty or engaged in your role.

## Q Will being a Kaiāwhina Whare affect my StudyLink or student allowance?

**A** You will be earning income and paying tax on your earnings, which could impact your eligibility for a student allowance. It is recommended that you contact StudyLink directly to discuss how your earnings might affect your specific circumstances.



**Q What should I wear to work and around the college?**

**A** Your college will have its own rules and standards regarding dress code. You may be provided with a uniform to wear while on duty. Your Tautiaki will inform you of the specific expectations.

**Q May I have overnight guests?**

**A** The overnight guest policy is determined individually by each college. Please consult with your senior management team for further details.

**Q Am I bound by the Code of Conduct or the Staff Ethical Behaviour Policy?**

**A** As both a taura and a staff member, you are required to adhere to both sets of policies. Please review them by clicking on the links above.

**Q What should I do if I'm feeling overwhelmed?**

**A** Feeling overwhelmed in a caring profession is incredibly common, especially when balancing other responsibilities like studying, family needs, and relationships. If you find yourself feeling overwhelmed, remember that you are not alone. You can reach out for support from anyone on your college senior management team, Student Health, or the Employee Assistance Program (EAP). They are there to provide guidance and support.

**Q What if I am approached when I am not on duty?**

**A** If you're approached by a resident when you're not on duty and don't have much time, listen, ask key questions to quickly assess the situation, and if it's potentially urgent, refer them immediately to someone on duty. Let them know you're unable to assist further at the moment due to time constraints, and that you'll help connect them to a staff member who can assist them. Always report a potentially urgent situation to senior staff as soon as possible to ensure proper follow-up. This ensures the person gets the support they need while managing your needs effectively.

**Q Do I need to share information I receive with someone on the senior management team?**

**A** As a Kaiāwhina Whare, the information you receive is not considered private to you, especially when it pertains to the safety and wellbeing of individuals or the community. Sharing information with your senior management team ensures that appropriate steps are taken to address the situation, offer support, and maintain a safe environment for everyone. This is in line with college procedures and ensures that all matters are handled professionally and responsibly. By sharing information, you help to ensure that the right people can provide the necessary guidance and support.



# Working as a Kaiāwhina Whare

## Working with residents is satisfying and rewarding but sometimes challenging

This is common in roles that involve supporting and caring for others. It's important to recognise that while this work can bring great fulfilment, it also comes with its own set of challenges. Balancing the needs of residents, managing expectations, and handling difficult situations can be demanding at times. However, these challenges are part of the experience, and contribute to personal growth and learning.

The rewarding moments come not from seeking gratitude, but from knowing that your efforts help create a positive and supportive environment for others. The sense of accomplishment you feel when you make a difference, even in small ways, is a powerful reminder that the work you do is meaningful. Both the highs and lows are part of the journey, and embracing them will help you grow as both a leader and a person.

## When resident outcomes differ from expectations

As a Kaiāwhina Whare, your role is to provide support, guidance, and assistance to residents while passing along all relevant information you gather. Your responsibility is to report policy violations and challenging situations promptly and accurately.

Decisions about outcomes are made by senior management, who consider the broader context and the bigger picture. It is natural to feel curious, especially when the outcomes do not align with the expectations you, as a Kaiāwhina Whare, may have had. It's okay to ask questions to seek understanding, but be aware that you may not always receive an answer if it is not appropriate to share.

If you feel disappointed or remain curious, it is essential to act professionally and maintain high standards of communication. By consistently performing your duties with diligence and care, you can trust that you are fulfilling your role effectively, even when the final outcomes differ from your expectations.

## How should I approach difficult and sensitive situations?

Often, the most frustrating and challenging situations in life do not have a clear-cut solution, and college life is no different.

You may encounter issues such as personal hygiene, conflicting values, noise, and differing priorities, study habits, attitudes, or personalities. When handling a conflict or sensitive situation, it's important to give all parties involved the opportunity to express their feelings and perspectives. These situations can feel awkward, however it's important to approach them with empathy and sensitivity while offering realistic options and outcomes where possible.


While dealing with such challenges can be difficult, it's essential to address them as soon as they arise. Always keep your senior management team informed, as they are there to provide guidance and support you through these situations.

## Working in a college comes with some great benefits

Working in a college offers many valuable benefits. While balancing your role as a Kaiāwhina Whare and your full-time studies can be demanding, being part of a college community allows you to embrace the principles of leadership. In supporting others, you will develop valuable skills in empathy, communication, and problem solving, which will benefit both you and those around you. In addition, you'll have access to strong support networks, and the opportunity to work with some great people.

## What's the best way to plan successful events?

Sometimes, despite putting in a lot of time and energy to organise an event, you may find that your residents have other commitments and can't attend. One potential way to increase attendance is by personally inviting your residents. When you reach out to them, they are more likely to attend than if they only see a poster.



If you can engage residents early in the year and ensure they have a positive experience, they'll be more likely to attend events later on. If you show excitement for college events, there's a good chance your residents will share that enthusiasm. Successful events result from staff enthusiasm and alignment with the interests and needs of the residents.

Keep in mind that your college will have established procedures and routines for event planning and implementation, including health and safety and risk management considerations. These protocols are important to follow to ensure a smooth and safe event for everyone involved.

## How should I respond when someone raises personal issues?

As a Kaiāwhina Whare, you can offer a supportive space for residents to share their concerns. Generally speaking, everyone has the answers within themselves, and sometimes they just need someone to listen to them. Be available to listen, but avoid offering advice. If you're unable to assist at the time someone approaches you, help them find someone who is on duty or available. Your role is to support, not to rescue, guiding residents to work through their challenges independently while showing that you care.

## Communication is essential

Constructive communication with your team is key to working effectively together. In your role as Kaiāwhina Whare, collaboration and co-operation are essential to providing the best support to those you serve. It's important to set personal differences aside and maintain a professional approach, as a positive and productive work environment benefits everyone. Being respectful and adaptable, even in challenging situations, helps ensure that the team functions smoothly and that the needs of the community are met efficiently.

If you ever feel the need to talk, remember that your team (including senior management), Student Health, EAP, or even Kaiāwhina Whare from different teams are available to offer support. You don't have to navigate tough situations alone. There are many resources and people ready to help you whenever you need it.

## How do I deal with serious situations?

The Otago collegiate communities have established procedures for addressing serious matters such as misconduct, sexual harm, and serious mental health concerns. If you're asked to help support someone involved in such a matter, senior staff will guide and support you in handling it appropriately.

Decision making and outcomes for these matters will be administered by the senior management team, with assistance from the divisional office and the Senior Warden.



# Points to remember

## Communication

Inform senior staff promptly if a resident appears unwell, unhappy, exhibits unusual or concerning behaviour, or is being particularly challenging. If you are experiencing personal issues, academic challenges, or difficulties with a resident or team member, don't hesitate to reach out to senior staff. They are there to support and assist you and need to be aware of any concerns.

## Resident care

You may be asked to help monitor residents who are unwell. Your college has established routines and procedures for situations such as ED visits, ambulance callouts, and other care needs for sick or injured residents. Guidelines for communication and documentation of these incidents will be provided during your training.

## Resident engagement

Maintain regular contact with residents, especially during the first few weeks, as this is a critical time for fostering a sense of belonging and building a community. Take the time to get to know each resident and help them connect with others on their floor, in the building and within the college. Participate in college organised activities early in the year to encourage interaction and strengthen relationships.

## Ongoing resident support

Maintain consistent and meaningful contact with residents throughout the year. Make an effort to engage with them regularly, particularly during the initial weeks, to help establish trust and connection. Strive to sustain communication as much as possible, ensuring that each resident feels seen and supported. Adopt an open, positive and approachable demeanour so that residents feel comfortable reaching out to you whenever needed.

## Professional relationships

As a Kaiāwhina Whare it is essential to maintain professional relationships with residents while building supportive and caring connections. Showing genuine interest in residents' lives, interests, and experiences at the college and the University will foster a sense of connection and belonging, and help them feel supported and valued. It is natural for residents to be curious about your university experiences and your life. Sharing with them can be a valuable way to encourage and support them, however it is crucial to exercise discretion and maintain professionalism in all conversations.

## Consistency and role modelling

Being consistent in your approach is very important. Apply the same rules and standards to everyone fairly and impartially. Supporting college events and actively engaging in activities, is a vital aspect of your role. It is essential you find a way to balance your responsibilities as an Kaiāwhina Whare with your academic responsibilities. There are many resources to help you find effective study habits and time management; talk with your senior management team if you need some support in this area. Residents will look to you as a role model of discretion, inclusivity, celebration of diversity, and professionalism. Remember, your actions reflect your role as a Kaiāwhina Whare even when you are off-duty or away from the college.

## Confidentiality

Always respect residents' right to confidentiality. Avoid sharing their concerns with others or gossiping within the Kaiāwhina Whare team. If a serious concern arises, it's important to report it to someone on the senior management team right away. If a resident confides in you or asks you to keep a secret, gently explain that you are required to share the information with senior management. Reassure them that the situation will be handled with care and that you can support them when speaking with senior management.

## Respect and support

Show manaakitaka and whanaukataka to the other Kaiāwhina Whare on your team and within CaCLS. Celebrate and respect each other's differences just as you would with residents. If you are concerned about anyone, talk with someone on the senior management team and do not discuss the issue with other Kaiāwhina Whare or in front of the residents. It's not essential that you become best friends with others on your team; each of you has been chosen for the unique skills you bring. However, it is expected that you will be good teammates by demonstrating respect, collaboration, and support. This will enhance not only your team's effectiveness but also the success of your college community and the residents you are supporting.

## Security

Ensure that doors are locked to maintain security, and protect residents by not sharing phone numbers, room numbers, or names with visitors or anyone over the phone.

## Health and Safety

Prioritise health and safety in all aspects of your role. Stay aware of your surroundings, follow protocols to maintain a safe environment, and encourage others to do the same. Report any health or safety concerns, such as hazards, illnesses, near misses, accidents, injuries, or unsafe conditions. Contact someone on the senior management team promptly to protect the wellbeing of everyone in the community.

Most importantly enjoy the year, study hard, learn quickly and have fun together as a sub-warden team.



# Sub-Warden job description

## Position description

|                     |                                     |
|---------------------|-------------------------------------|
| <b>Job title:</b>   | Sub-Warden (SW)                     |
| <b>Team / Unit:</b> | xxxxx College                       |
| <b>Division:</b>    | Campus and Collegiate Life Services |
| <b>Reports to:</b>  | College Warden                      |

## Strategic direction

Through its diverse but integrated divisions and offices, the operations group is united in its purpose of achieving the university vision of having an international reputation for excellence by enabling our students and the academic, research and service partner divisions to achieve their strategic goals. Furthermore, through the expertise, advice and services offered, the operations group of divisions and offices directly influences and provides outstanding campuses and student experiences.

## Prime function

Assist with the provision of pastoral and administration duties to support the operation of the college and enhance the environment to maximise the safety, wellbeing, academic success, and personal growth of the residents.

This includes:

- Complete administration and other duties at specified rostered times.
- Provide an appropriate level of pastoral care and close networking with residents.
- Promote and uphold University of Otago and college policies within the college community, including any SW specific code of practice processes.
- Promote and support the inter-collegiate competitions and events.
- Ensure that college handbook directions are correctly followed.
- Act in a manner and perform duties to foster a sense of a collegiate community.
- Attend college functions as directed by college management.

- Act as a role model, mentor, and leader within the college community at all times.

## Stakeholders relationships

**Internal:** Senior Sub-Warden  
Other Sub-Wardens  
College staff  
Senior Warden of colleges  
Residents  
Student Services  
Academic staff  
Tutors  
Health and Safety compliance  
Other University of Otago staff

**External:** Residents' families and whanau  
Outside organisations as directed

## Budgetary responsibility

Nil

## Person specification

**Qualifications:** Full-time tertiary student for the entire academic year and be eligible to work in New Zealand.

### Skills/characteristics:

- Strong empathy and understanding of tertiary students, especially first-year students.
- High standards of honesty, common sense, patience, problem solving ability, effective communication, conflict resolution, good personal judgement, and well-developed life skills.
- Effective time management and organisational skills to enable a balance between full-time study and the work and social demands of a residential college.

**Experience:** Prior study and living experience in a tertiary setting is desired.

## Position specific accountabilities

| Key areas                       | Accountabilities and actions  |
|---------------------------------|---|
| <b>Administration</b>           | <p>Assist with the arrival and departure of residents.</p> <p>Assist with room and inventory checks.</p> <p>Attend to rostered duties.</p> <p>Attend meetings and training sessions.</p> <p>Uphold college policies.</p>  |
| <b>Resident welfare</b>         | <p>Act as a communication channel between residents and college staff.</p> <p>Manage as required resident illness, accidents, medical conditions, and other issues.</p> <p>Assist in maintaining the levels of behaviour and noise within college guidelines.</p> <p>Participate in, initiate, and organise college activities in consultation with college management.</p> <p>Be the first line of response in any emergency and follow the appropriate procedures and instructions.</p> <p>Refer resident concerns to the college management, being mindful of resident welfare, health and safety.</p> <p>As required, be on overnight call duty, in-house and ready to respond.</p> |
| <b>Property</b>                 | <p>Check floors and common spaces regularly to ensure reasonable standards of care and behaviour.</p> <p>Note and report any maintenance requirements.</p> <p>Report promptly any loss or damage to equipment, furniture or property.</p> <p>Ensure that health and safety practices are observed in all workplace activities.</p> <p>Report all accidents, incidents, hazards, and near misses in accordance with college procedures.</p> <p>Ensure security arrangements are carried out in accordance with College procedures.</p> <p>Assist with control of unauthorised people and events.</p>   |
| <b>Maintenance and security</b> | <p>Model good community behaviour at all times.</p> <p>As directed, complete administration and support tasks for inter-collegiate competitions.</p> <p>As directed, complete administration and support tasks for in-house events.</p> <p>As directed, assist with external engagement events and activities.</p>  |

# Appendix 1

## Individual behavioural accountabilities that apply to all operations staff

### 1. Personal

|   |   |
|---|---|
| <b>Behaviour and role</b>                                     | <p>Adhere to organisational values, policies, and guidelines, and consistently role-model these in behaviour.</p> <p>Translate the University’s mission, strategy and goals into professional practices, decision making and actions.</p> <p>Be individually accountable for ensuring the tasks and responsibilities of the position are understood, and for the quality of individual work, performance, and behaviour.</p> <p>Proactively contribute to the team/unit/department/division in achieving relevant divisional plan priorities.</p> <p>Ensure that document management practises are aligned with University guidelines and compliance.</p> |
| <b>Personal and professional development</b>                  | <p>Recognise and embrace opportunities to learn, develop, improve, and increase effectiveness</p> <p>Raise recognised individual skills or knowledge gaps, or other inefficiencies in the role, with your manager.</p> <p>Contribute to individual performance objectives and plans, and monitor performance against those expectations, seeking regular feedback from manager in doing so.</p> <p>Fulfil mandatory/professional competency requirements, and activities identified in the performance development plan.</p>  |
| <b>Health and safety</b>                                      | <p>Act and work in a manner compliant with current health and safety at work legislation.</p> <p>Role model safe behaviour and practices, contribute to “zero preventable harm” and a safe campus and work environment, including raising workplace health and safety concerns for yourself, students, visitor’s, and other staff.</p>  |
| <b>Sustainability</b>   | <p>Act in a manner consistent with the University’s sustainability commitments. Role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.</p>   |
| <b>Reputation</b>   | <p>Represent the University of Otago’s Campus and Collegiate Life Services Division and champion all that is great about working here.</p>  |
| <b>Student experiences and outstanding campus environment</b> | <p>Act in a manner that contributes to outstanding student experiences and a professional, collegial workplace.</p>   |

## 2. People

|  |   |
|--|---|
| <b>Engage stakeholders</b>                   | <p>Manage key relationships, peers, and clients of the work unit (staff/students/visitors/tenants) throughout the University and across functions.</p> <p>Be responsive to stakeholders and customer, and resolve any issues or requests in an appropriate manner.</p> <p>Communicate effectively – update stakeholders and customers on progress and maintain good phone, email, personal or other communication with them.</p> <p>Customer care – take the time to understand clients’ needs and requirements and work hard to meet them.</p> |
| <b>Personal and professional development</b> | <p>Ensure you have a clear plan of individual work responsibilities and delivery expectations for the next period (i.e., annual or business cycle).</p> <p>Seek to understand how individual tasks and roles contribute to the success of the greater team.</p>   |

## 3. Service delivery

|   |   |
|---|---|
| <b>Operational planning and execution</b> | <p>Be accountable for resources, budgets or assets delegated to the position.</p> <p>Proactively contribute to collaborative decision making and facilitating a professional working environment.</p>   |
| <b>Risk management</b>                    | <p>Identify, report and, where possible, rectify workplace health and safety concerns within the work area and alert other relevant parties to those in their workplace.</p> <p>Manage compliance and risk within your area of responsibility, and fulfil any mandatory/professional auditing and/or competency requirements.</p> |
| <b>Continuous improvement</b>             | <p>Strive to ensure client satisfaction, by proactively monitoring their satisfaction levels, and welcome feedback as an opportunity to address deficits and lift performance, work and behaviour.</p> <p>Seek opportunities to improve business processes within the area.</p>   |

# Residential College Code of Practice

This Code of Practice defines some of the requirements, expectations, standards and personal attributes you will bring to your role.

For the purposes of this document

- “College” is the college where you live or the college where you work.
- “Resident” is defined as a taura living in the college but not another Sub-Warden.
- You will abide by the rules and policies of the college and the policies of the University of Otago. Your Sub-Warden Handbook is your reference and guideline in regard to college operations, activities, and expectations.
- It is expected that you will give priority to your academic studies as an Otago taura and to your role as a Sub-Warden.
- You may undertake other commitments or work provided you do not compromise your responsibilities to the college.
- At all times your communication and manner with staff, residents and guests should be professional, courteous, honest, fair, timely and ethical.
- You should maintain a social balance with the residents and not socialise excessively or repeatedly with any particular group or individual.
- You may not purchase or supply alcohol to college residents, and you may not drink alcohol with college residents except in compliance with rules sanctioned by the college.
- You must not be under the influence of alcohol or other intoxicating substances while on duty.
- You shall not make any statement to the media concerning any matter relating to the college or the University of Otago, or any of its staff or residents.
- Your use of social media and electronic communication must adhere to Otago policy. You should take due care with social media interactions concerning the college and University of Otago communities.
- During the term of appointment you may receive confidential information about the college, its staff and residents. You shall not use, disclose or permit to be used or disclosed any such information except in the proper course of fulfilling your responsibilities of employment.
- As a Sub-Warden you will interact with other residents and may have access to information of a personal nature. You must be seen by the residents as impartial and able to maintain a confidence. In some situations you will be required to discuss such confidential matters with the college management.
- You should not be alone with a resident in their room behind a closed door. You may find yourself at times dealing with sick or inebriated taura who need to be cleaned up or put into bed. You should ensure there is another responsible person present in such instances.
- You hold a position of responsibility and have a level of supervisory authority over college residents. It is unacceptable to form a relationship or be involved sexually with a college resident. This risks taking advantage of the intrinsic trust, power and status differential implicit in the Sub-Warden-resident relationship. It is potentially an abuse of authority and could be considered serious misconduct.
- You must respect and not misuse the privileges given to you. College equipment and resources such as vehicles, telephones and photocopiers should not be used for personal matters.
- You must discuss with senior college management anything that may affect the health or safety of an individual or others.

# General Otago employment information

## ACC Partnership Programme

The ACC Partnership programme allows the University of Otago, as an accredited employer, to act as an agent of the ACC, managing workplace injuries and providing entitlements under the Injury Prevention, Rehabilitation and Compensation Act in relation to work-related personal injuries and illnesses.

If you have a work-related injury or illness while employed by the University of Otago, and seek treatment from a health professional (doctor, physiotherapist, etc.), please tell them you are an employee of the University of Otago. The treatment provider will then forward the relevant information directly to the University of Otago, not ACC. You should also report any work-related injury to your Warden as soon as possible.

## Alcohol and illegal substances

Alcohol and any illegal substances should not be consumed during any employee's working hours. Employees should not be under the influence of alcohol or illegal substances during times when they are on duty. Rules and regulations for the consumption of alcohol for your Kaiāwhina Whare team will be detailed by your Tautiaki (College Warden.) Kaiāwhina Whare should never purchase or supply alcohol to any resident of the college without advance permission from the Tautiaki (College Warden). Please note that the supply of alcohol to those under 18 years of age is a potential criminal offence.

## Communication

Good communication is essential in collegiate life. Colleges are dynamic and busy environments, making it crucial for all staff to proactively share information and maintain clear communication. If you're unsure about something, check in with the senior management team for clarification. Before keeping information to yourself, consider who else needs to know about it and make sure they are informed. Adopting this habit will avoid most communication challenges and keep everyone aligned.

## Conflict of interest

At the University a conflict of interest occurs when the activities of a staff member could lead to their material benefit, either directly or indirectly, to the detriment or potential detriment of the University. A conflict of interest also occurs when the activities of a staff member interfere or could interfere with the fulfilment of their employment obligations.

Conflicts of interest can arise through staff taking on outside professional duties, commercial relationships, directorships, appointments to boards, outside employment, and relationships with organisations which supply or potentially supply goods or services to the University. Furthermore, a conflict of interest may eventuate through a relationship a member of your family has with an outside organisation or supplier.

Where a staff member considers a conflict of interest may exist, the situation must be disclosed to the Warden who will seek advice and guidance. The University has a number of ways of handling conflicts of interest. These are all detailed in the [Conflict of Interest Policy](#).

## Found property

The University operates under the principle that no employee can personally benefit from found property. If, during the course of your work, you come across property or personal effects that appear to be lost or abandoned, they must be handled according to the divisional procedures, which your senior management team will share with you during training.

## Fraud

Fraud includes, but is not limited to, the unauthorised use of facilities or equipment, inappropriate or undocumented leave, asset misappropriation, false expenses claims or inappropriate payments. If you suspect something fraudulent, or if you need information, please consult the [University's Fraud Policy](#).



# General Otago employment information

## Gifts

As University employees, Kaiāwhina Whare are prohibited from accepting gifts from outside agencies. Gifts include not only physical objects, but also tickets to shows, games, or events. Additionally, if you are invited to a function, event, or dinner by an outside business or commercial provider that could be perceived as a “gift”, you must declare this to your Tautiaki (College Warden) before confirming any attendance. If you receive or are offered a gift from a resident, a parent, a guest or a supplier to the University you should also declare it to your Tautiaki. While small tokens of appreciation are generally acceptable, it is crucial that all gifts are declared and properly recorded.

## Health and safety

The University of Otago takes health and safety very seriously. It is important that all staff carry out their work in a manner that is safe and secure. If you are uncertain about how to carry out a task or duty in a safe manner please check with your supervisor. If in the course of your work you encounter a situation or equipment that is potentially hazardous it is essential that you report it as soon as possible to your supervisor. This also includes near miss situations.

All accidents at work must be reported and recorded. Please report the incident to your supervisor. Any staff member may also report an accident, potential danger or near miss through the Otago website and the vault system.

## Internet and e-mail use

Staff should always be careful and considerate in their use of electronic communications.

Remember that e-mails and social networking sites are written communication and hang around forever. It is general good policy to never send an e-mail message or put up a posting that you would not send in an official letter or publication. Staff should be aware that the inappropriate use of a University internet account or electronic communication may result in disciplinary action or, in certain cases, the involvement of the police.

The University has guidelines in place regarding the use of email and the internet on work computers and the University network. Please familiarize yourself with the policy [here](#).

## Keys, swipe cards and college security

It is crucial that we maintain the security of both the buildings and our residents at all times. Always keep a close watch on your keys and never lend them to anyone else – this includes not handing them to a resident to run to open their door if they are locked out. The same applies to any swipe or ID cards issued to you. If you lose your keys, report it immediately. Staff ID cards are issued by the University of Otago ID Card Office. If you encounter any issues with your ID card access, please consult a senior staff member. As a general rule, if you find a door locked, re-lock it when you leave. If you find a door unlocked and have concerns about security, it is best to lock it. Do not allow a resident into another resident's room without first checking with someone on the senior management team.

## Media

You may be approached by representatives from radio, television, newspapers or other media outlets regarding your work at the University. The University has a standing policy that employees must not discuss their employment or any matters related to the University unless approved by the Marketing and Communications Office. This policy also applies to the student magazine and The Critic. If you are approached by the media for a comment, please inform someone on the senior management team.

## Contact with whānau members

Occasionally, a resident's parent, caregiver, guardian, sibling, or other whānau member may contact or approach you. This is most likely to occur through a phone call when you are on duty. If the inquiry requires a response that goes beyond general information, please refer them to a member of the senior management team. To avoid any misinterpretation or incorrect information, and for privacy reasons, you may not discuss academic performance or personal matters with whānau members.

## Disciplinary matters

If in the course of your work your supervisor needs to discuss your work performance, they will usually, in the first instance, speak informally with you about their concerns. Most of the time an informal chat is all that is needed to remedy a concern. It may be that you are unaware of what you are doing, or that you need additional training or guidance to assist you in your work.

If it is determined that you are not performing your duties and responsibilities satisfactorily, and an informal chat has not rectified the situation or if there is evidence of misconduct, then a formal process may be initiated. Formal disciplinary matters will be co-ordinated by the Warden with the assistance of the University of Otago's Human Resources Division. In all cases involving formal disciplinary matters, the University will act as a good employer. This means that you will be informed of the specific concerns, have the opportunity to present your side of the story and have the opportunity for support or representation at any meeting. It also means that your college will not prejudge the outcome of the investigation.

The outcome of a disciplinary investigation could involve an oral or written warning, active supervision or a requirement for further training. In cases of continued unsatisfactory performance or serious misconduct there is the possibility that an employee may be dismissed.

## Ethical behaviour

The [Ethical Behaviour Policy](#) sets out behaviour and conduct expectations. The policy describes acceptable behaviour standards to ensure an environment that is safe and fulfilling for everyone. All staff and taura at Otago should be courteous, honest, fair, timely and ethical. All of us are expected to respect the living and working environments of others, act without discrimination and use authority appropriately. Also, specific behaviours are identified as being unacceptable: personal harassment, bullying, sexual harassment, racial harassment, abuse of supervisory authority, discrimination and an undisclosed or unmanaged conflict of interest.

## Harassment and discrimination

Colleges are bound by the rules and regulations of the University in regards to ethical behaviour.

All members of the University community are expected to:

- Be courteous, honest, fair, timely and ethical.
- Respect the living and working environments of others.
- Act without discrimination.
- Use authority appropriately.

In particular, sexual harassment, racial harassment, personal harassment and bullying, discrimination and abuse of supervisory authority are all unacceptable.

If you feel you are being treated in a manner that is discriminatory you should feel free to speak to your Warden. Alternatively you are welcome to approach the University's Ethical Behaviour Contact Network. Further information is available at on the [University Mediation website](#).

## Human resources

The University of Otago has a [Human Resources department](#) dedicated to ensuring good employment practice. Many questions about employment at the University can be found on the [HR website](#).

## Job descriptions

Everyone who works at Otago has a job description. Your job description (included in this guide) helps you to define your areas of responsibility, the key tasks of your position, who you report to and who you work with. There may be times when you will be asked to help out with matters that are not strictly defined in your job description.

# General Otago employment information

## Pay

The University of Otago pays on a fortnightly cycle on Tuesday or Wednesday and direct credited into your nominated bank account. You will receive \$25.42 an hour before tax and a weekly discount on your accommodation costs.

## Privacy

In the course of your duties as a Kaiāwhina Whare you will have access to personal and private information about residents and others on your team. In handling such information You must ensure the following:

- Information is only accessed that is required to carry out assigned duties and responsibilities.
- Personal staff or taura information is not disclosed to other staff unless there is a professional need to know such information.
- Personal staff or taura information is not disclosed to other taura, individuals or organisations external to the University.

If you are in doubt about such disclosure please check with your Warden who is your college's designated Privacy Officer. Access the University of Otago's Privacy Policy [here](#).

## References

As a Kaiāwhina Whare, you may be approached by residents to give them a reference or act as a referee on their behalf. This could be for rental agencies, businesses, or employers. Since references are often perceived as being issued by the college, and carrying its approval, all such requests must be referred to someone on the senior management team.

## Security cameras

Most colleges have security cameras. These cameras are used to review situations concerning safety, security and taura conduct matters. Please note that access to security camera records is highly controlled. Staff may only review, copy, distribute or discuss recorded footage with prior Tautiaki (College Warden) approval.

## Staff Club

The University Staff Club is located on Union Street about 200 metres north of the link. As University staff members you are welcome to use the facilities located there.

## Superannuation

Kaiāwhina Whare are eligible for KiwiSaver contributions from the University of Otago. You will need to authorise HR to make these contributions. Find out more [here](#).

## Vaccinations

The University of Otago provides a free influenza vaccination service for staff. Staff will be informed of times and locations for this service. If staff members are likely to be in contact with blood or other bodily fluids, the college will explore the option of payment for hepatitis vaccinations. Please check with the Tautiaki (College Warden) for further information as needed.

## Web Kiosk

[Web Kiosk](#) is the University's leave and payroll management system. You can log on to this website and check your leave balances, current pay slips, etc. If you need help in using this system, your senior management team will help you. You will be expected to enter your fortnightly timesheets through Web Kiosk.

## Public holidays

Because of the nature of work in a residential college, on occasion staff may be required to work on public holidays. Public holidays are New Year's Day, the day after New Year's Day, Waitangi Day, ANZAC Day, Good Friday, Easter Monday, King's Birthday, Matariki, Labour Day, Christmas Day and Boxing Day. The University of Otago generally observes Otago Anniversary Day on Easter Tuesday. The University of Otago follows the New Zealand Holidays Act legislation in relation to working on a public holiday.

## Rostered duties

Assigned duties are specific, designated rostered times when Kaiāwhina Whare are required to perform a defined duty. These are usually directed and assigned by the management staff and include pastoral and welfare checks and conversations.

Examples include:

- Rostered office duty.
- Rostered dining room duty.
- Rostered college rounds.
- Attendance at official meetings.
- Attendance at official training sessions.
- Requirement to hold the duty phone and be ready to respond (being on-call).
- Rostered duties at collegiate events such as balls, camps and social functions (including set up and clean up).
- Required attendance for any other matter relevant to the college.

## Flexible duties

These duties are not always rostered in the weekly duty roster and are assigned to fit around other commitments and study.

Examples include:

- Accompanying residents to inter-college events.
- Interacting with residents for the purposes of pastoral and academic support.
- Working on a portfolio (e.g., college magazine, volunteering co-ordination)
- Organising or planning a college event or competition.
- Attending to a resident who is ill or needs extra support.

These hours are negotiated and agreed with the senior management team.

# Employment relationship process

## Employment relationship problems

Employment relationship problems include such things as personal grievances, disputes about the interpretation or application of employment agreements, or other workplace issues that may harm the employment relationship, but does not include problems with the fixing of new terms and conditions of employment.

## Raising the problem

If you think you have a problem in your employment, then you should raise it with your Warden as soon as possible, so they can try to resolve it with you. If for any reason you feel unable to raise it with your Warden, you should approach another appropriate manager or an Adviser in Human Resources. In some cases, there is a time limit on when you have to do this – see “Personal Grievances” below.

## Representation

At any stage, you have the right to seek advice and support from your union or a representative. We will work with you and that person to try to resolve the problem. Information may also be sought from the Department of Labour Mediation Service (a government department) at any time.

## Mediation services

If we are unable to resolve the problem, then either party can contact the [Department of Labour Mediation Service](#) for free assistance. The mediator will try to help us resolve the problem, but won't make a decision as to who is right or wrong unless both parties request this.

## Employment relations authority

If the problem is still not resolved to your satisfaction, then you can apply to the [Employment Relations Authority](#) to have the problem investigated and a determination made. This decision can be appealed, by either party, to the Employment Court and then to the Court of Appeal.

## Personal grievances

If your employment problem is a personal grievance then you must raise it within 90 days of the problem occurring or coming to your attention for the first time. A personal grievance can only be raised outside of this timeframe with the agreement of the employer, or when the Employment Relations Authority deems there to be exceptional circumstances. It is preferable that you put your grievance in writing. You may ask your union or representative to raise the grievance on your behalf.

## University of Otago ethical behaviour procedure

Certain types of employment relationship problems may be able to be dealt with through the [University of Otago Ethical Behaviour Policy and Procedures](#), particularly problems involving harassment.

## Human Rights Commission procedures

If you believe you have a grievance based on discrimination or sexual or racial harassment, an alternative procedure is available through the [Human Rights Commission](#). However, you cannot refer your grievance to both the Human Rights Commission as a complaint and to the Employment Relations Authority as a personal grievance. You have to choose one option or the other.

Contact [Human Resources](#) – 479 8269

# Staff training

Our staff training programme is designed to foster a culture of growth in which team members can learn from one another, share knowledge, and strengthen connections within teams and across colleges.

## Compensation

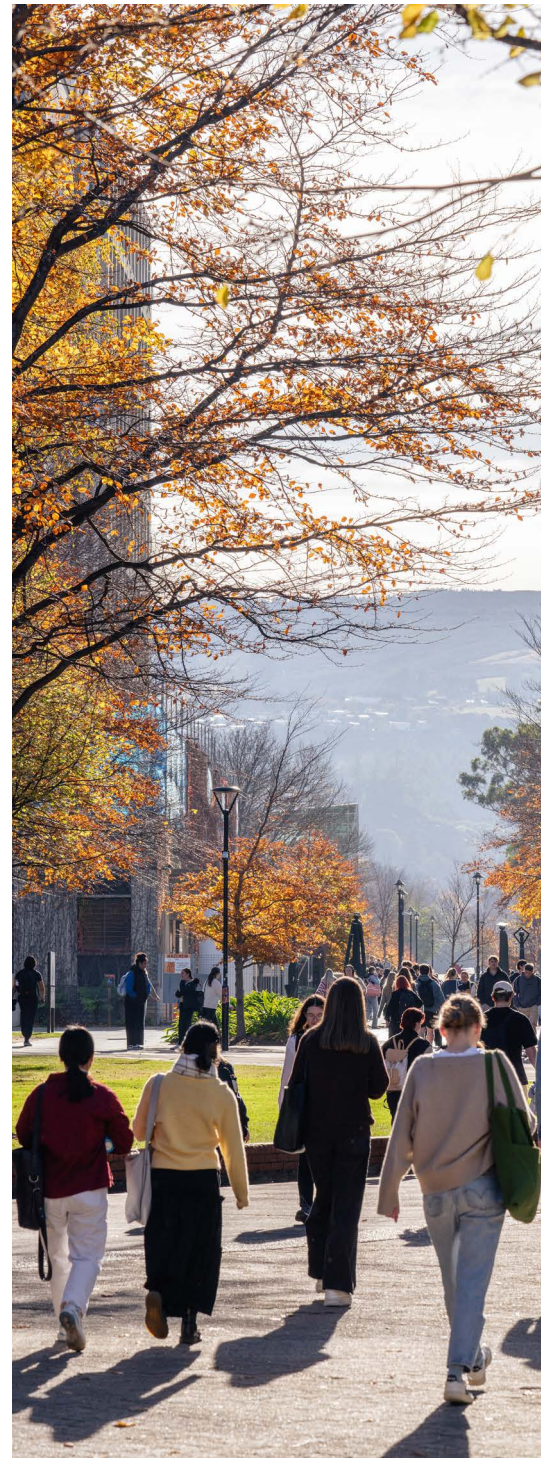
You are required to participate in training and professional development sessions throughout the year. Attendance at these sessions will be compensated.

## Beginning of the year

Kaiāwhina Whare training commenced on 27 January 2025. The training includes a combination of joint sessions with other colleges and sessions specific to your individual college.

## Ongoing

A range of training sessions tailored specifically for Kaiāwhina Whare will be held periodically throughout the year, including a mid-year training session that all Kaiāwhina Whare are expected to attend. In addition, colleges offer ongoing in-house professional development opportunities throughout the year.



# Support services

| Emergency (Ambulance, Fire and Police) | (1) 111  |
|--|--|
| AskOtago                               | 0800 80 80 98  |
| Campus Watch                           | 0800 479 5000  |
| Dunedin Public Hospital                | (03) 474 0999  |
| Student Health                         | 0800 479 821   |
| Health Line (24 hours)                 | 0800 611 116   |
| Te Whare Tāwharau                      | 0800 479 379   |
| OUSA Student Support                   | 0800 121 023   |
| OUSA Queer Support                     | 0800 121 023   |
| Lifeline                               | 0800 LIFELINE  |
| Youthline                              | 0800 376 633   |
| Otago Disability Support               | (03) 479 8235  |
| Otago Pacific Islands Centre           | (03) 479 8278  |
| Te Huka Mātauraka                      | (03) 479 8490  |
| Otago Students Learning Centre         | (03) 479 8492  |
| University Chaplains                   | (03) 479 8497  |
| StudyLink                              | <a href="http://studylink.co.nz">studylink.co.nz</a> |
| Career Development Centre              | (03) 479 8244  |
| OUSA Clubs and Societies               | (03) 479 5960  |
| Human Resources (HR)                   | (03) 479 8269  |
| Unipol                                 | (03) 479 5888  |







University  
of Otago  
ŌTĀKOU WHAKAIHU WAKA