



Helen Mason

Healthy, thriving communities, *Kia Momoho Te Hāpori Ōranga.*



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CARE – our values

I'm sure that by now you'll have heard that our CARE values are evolving. Through the Creating our Culture workshops there was a strong message from team members, patients and families that it was time for our values to evolve.

People wanted them to reflect how by working together we can achieve the best outcomes for our patients. The 'A' in CARE now stands for 'All-one-team'. I am absolutely delighted with our new CARE values and the thoughtfulness and commitment given by staff, patients, families and whānau in their evolution.

We have presented the values - Compassion, All-one-team, Responsive and Excellence - to our Board, the Rūnanga, and the Kahui Kaumatua Council. They endorsed them and have also shared their delight at how our values have evolved with the participation of so many people in the Creating our Culture programme.

When we presented the values to the Rūnanga and Kahui Kaumatua Council it was humbling for us to be gifted, Manaakitanga, a word which encompasses the philosophy of CARE, and will now always be incorporated into our designs.

We will be launching our new CARE values formally at the end of the month. I wanted to give you a preview of what they'll look like.



Some of you will have noticed the Executive Team wearing name badges which include our evolved CARE values. Through Creating our Culture, our patients, family and whānau told us how important it is to them to have a lovely first interaction, to know who they are speaking to, and who is caring for them.

One of the Creating our Culture work groups has been developing what our name badges will look like. Members of the Executive Team have loved wearing the trial badges, and the comments they have drawn. We are working towards finalising a badge design which will be rolled out with the launch of our values.

It's important to remember the design of the badge has resulted from what we have been told by staff, patients, their families and whānau about how we should be presenting ourselves to them. This is so that they know who they are speaking to and who is caring for them; this awareness means a lot to them.

“When your values are clear to you, making decisions becomes easier.”

Roy E Disney, long-time senior executive for The Walt Disney Company, which his father, Roy Oliver Disney, and his uncle Walt Disney founded.

With the Lions Tour underway, all New Zealanders are being encouraged to learn to sing Tutira mai nga iwi, a simple waiata, which carries the themes of togetherness, and encourages us to think as one and act as one. It very much reflects our “All-one-team” value.

Tūtira mai ngā iwi,
tātou tātou e

Tūtira mai ngā iwi,
tātou tātou e

Whai-a te marama-tanga,
me te aroha - e ngā iwi!

Ki-a ko tapa tahi,

Ki-a ko-tahi rā

Tātou tātou e

(Repeat)

Tā-tou tā-tou e E!!

Hi aue hei!!!

Line up together people

All of us, all of us

Stand in rows people

All of us, all of us

Seek after knowledge

And love of others – everyone!

Think as one

Act as one

All of us, all of us

All of us, All of us!!

Hi aue hei!!!