

Our shared values and behaviours

As part of Southern Future, more than 3,500 patients and colleagues developed these values and behaviours. They describe how we expect everyone who works here to behave with others - patients, whānau, colleagues, providers and other organisations. They apply to all of us, in every role or level.

Our values

What we want to see from each other, at our best...

What we never want to see from each other...

Kind Manaakitanga

Looking after our people: we respect and support each other. Our hospitality and kindness foster better care.

- Puts people at the centre of their care
- Is attentive, helpful, caring, supportive
- Treats people with respect
- Protects people's dignity and privacy, and helps to reduce pain
- Is reassuringly professional
- Puts people at ease

- Thinks they know better for others
- Makes people feel like an inconvenience
- Shows no compassion for anxiety, stress or pain
- Is abrupt, rude, bullying or judgmental of others

Open Pono

Being sincere: we listen, hear and communicate openly and honestly. Treat people how they would like to be treated.

- Listens and hears, with understanding and empathy
- Involves people in choices
- Communicates clearly and openly
- Keeps people informed, so they know what's happening
- Displays honesty and integrity
- Speaks up if they have a concern; accepts feedback; keeps people safe

- Talks over other people, makes assumptions, fobs people off
- Ignores or excludes other people, whānau or teams
- Leaves people in the dark, or feeling confused
- Walks by poor care or behaviour, rejects feedback

Positive Whaiwhakaaro

Best action: we are thoughtful, bring a positive attitude and are always looking to do things better.

- Is positive, friendly, approachable, and smiles when appropriate
- Always looks to improve, and has a 'can do' attitude
- Aims for excellence, high quality, and the best outcomes
- Is appreciative and encouraging

- Negativity, blames other people, excessive grumpiness
- Has a 'can't do' attitude, and acts as a barrier to change
- Is satisfied with under-performance or poor quality
- Belittles or criticises others' efforts

Community Whanaungatanga

As family: we are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

- Is culturally sensitive, respects others
- Connects people, teams, providers and communities
- Trusts people and is trustworthy
- Works in partnership, collaborates well
- Values other people's time, aims to be efficient and productive
- Values people, builds relationships

- Shows little consideration of cultural needs
- Works in a silo, is inward-looking
- Dismissive of other people's skills, experience, or ideas; micro-manages
- Dismisses the value of other people's time, is late, makes people feel rushed or comes across as "too busy"