

Our Shared Values and Behaviours

Clutha Health First has developed a set of values and behaviours that underpin expectations in our behaviours and attitudes towards each other, our tururo (patients), whanau (family), contractors, tenants and other organisations. We are committed to fostering a values-based culture where everyone feels uplifted, respected, and motivated to contribute their best. By embracing these values, we create a work environment for our people where happiness and productivity thrive. These values apply to us all, in every role and level.



We Value our People - Ka whai takata matou

We foster a welcoming culture of positivity, kindness and inclusiveness.

We want to see from each other at our best:

- Friendly, professional and approachable.
- Fosters collaboration and inclusiveness.
- Ensures equal opportunities regardless of gender, ethnicity and diversity.
- Listens to and respects individual perspectives.

What we never want to see from each other:

- Unapproachable manner and hierarchical behaviour.
- Overlooks other people's contributions and efforts.
- Blaming, negativity, mistrust and gossip.
- Focuses on the problem, not the solution.



We Value Honesty and Respect - Ka whai te pono me te Whakanui matou

We strive to be cohesive, supporting each other and fostering unity between departments. We can achieve great things through teamwork.

We want to see from each other at our best:

- Privacy / confidentiality of clinical or sensitive information at all times.
- Open and honest, owns mistakes.
- Respectful in all interactions, ensuring considerate communication.
- Fosters cohesion, unity and respect between departments and individuals.

What we never want to see from each other:

- Mistrust, breaches of privacy and confidentiality.
- Avoids responsibility for mistakes.
- Discrimination based on ethnicity, religion, gender and diversity.
- Exclusion, poor communication, creation of silos.



We Value Excellence - Ka whai panekiretaka matou

We strive to deliver exceptional services and outcomes for our people.

We want to see from each other at our best:

- Prioritises safety and safe practices.
- Values a teaching and learning environment, working to the top of scope.
- Collaborative, encourages excellence in communication and teamwork.
- Strives for innovation and continuous quality improvement.

What we never want to see from each other:

- Disregards alternative opinions.
- Overlooks the patient in decision-making.
- Unwillingness to work collaboratively through problems.
- Overlooks opportunities to continually improve.



We Value the Environment we Live in - Ka whai taiao matou

In our workplace, we strive to create an environment we are proud of.

We want to see from each other at our best:

- Prioritises safety and security of the workplace.
- Strives to minimise environmental impact through sustainability practices.
- Adheres to policy, procedures and protocols.
- Embraces innovation and technology to continuously improve and deliver exceptional results.

What we never want to see from each other:

- Disrespect of workspaces and untidy environment.
- Not being accountable for resources and wasting resources.
- Behaviours that undermine team culture / environment.
- Stagnation in innovation and improvement.