



# Te Mauri o Rongo

THE NEW ZEALAND HEALTH CHARTER







# Foreword

Our health system has been reformed to achieve better health outcomes for all New Zealanders that enable people to live longer and healthier lives. We also want to make sure people can get the healthcare they need closer to home, regardless of where they live.

In addition to increasing frontline staff, establishing new structures and changing the way we organise healthcare, achieving the goals of the reforms requires a change in how we work. Our workforce needs safe workplaces in order to be able to meet the needs of the people, whānau and communities they serve.

The need for Te Mauri o Rongo | The NZ Health Charter was recognised early in the reforms, and developing the charter is a requirement of the Pae Ora (Healthy Futures) Act 2022. The Charter, developed through extensive consultation with workers and unions, sets clear expectations on how health workers must be treated while at work. It is a statement of the values, principles and behaviours that we want the health workers and organisations to demonstrate.

Having worked in our health system I know that at times conduct falls short of that aspired to in this document. But unless we set higher expectations of each other we will never enjoy the better environment we are entitled to.

My thanks to all who contributed to developing this document.

**Minister of Health**  
*Hon Dr. Ayesha Verrall*











# Introducing Te Mauri o Rongo

## Where has Te Mauri o Rongo come from?

Te Mauri o Rongo is required by the Pae Ora (Healthy Futures) Act 2022 and applies to organisations and workers throughout the health sector. It is underpinned by Te Tiriti o Waitangi principles identified by the Waitangi Tribunal in its Hauora Inquiry: tino rangatiratanga (self-determination); ōritetanga (equity); whakamaru (active protection); kōwhiringa (options); and pātuitanga (partnership).

## What is the purpose of Te Mauri o Rongo?

The purpose of Te Mauri o Rongo is to ensure that health and care workers are supported and empowered by shared values in workplaces that value their contribution. This enables us to best serve whānau and communities and to continually improve their health outcomes and contribute to Pae Ora for all.

## What does it contain?

Te Mauri o Rongo is a statement of values, principles, and behaviours that health entities and health workers are expected to demonstrate at a collective, organisational, and an individual level.

## Who does it apply to?

Te Mauri o Rongo is for all of us. It applies to the health entities named in the Act, organisations and workers involved in delivering publicly funded services.

Te Mauri o Rongo sits alongside the Te Tāhū Hauora (Health Quality and Safety Commission, HQSC) 'Code of expectations for health entities' engagement with consumers and whānau' and the 'Code of Health and Disability Services Consumers' Rights' (Code of Rights).

## How has it been created?

Te Mauri o Rongo has been created through consultation and engagement with a wide range of organisations including Iwi Māori providers, workers and their unions, and organisations that promote the interests of the health workforce.





# Te Mauri o Rongo supports and promotes a safe working culture across the health sector

**Te Mauri o Rongo guides how we relate to each other to serve our whānau and communities, to continually improve their health outcomes and contribute to Pae Ora for all. In this work, we are together, embraced and protected in this common purpose, trusted and privileged to share the responsibility of being guests in other people's lives.**

Together we will do this by:

- caring for the people who care for the people;
- recognising, supporting and valuing our people and the work we all do;
- working together to design and deliver services; and
- defining the competencies and behaviours we expect from everyone.

As people working in health care, we have a whakapapa. We walk in the shoes of those that have come before us and in turn, we will shape the way for others to follow. As such, we are part of something much bigger than ourselves, something that is alive, something that makes us proud to be a part of, and with that, comes responsibility.

Te Mauri o Rongo recognises our connection to this work, to each other, to the people we serve and to our whakapapa. It speaks to specific behaviours that we will expect from each other guided by the pou of Te Mauri o Rongo:

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WAIRUATANGA

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RANGATIRATANGA

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WHANAUNGATANGA

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TE KOROWAI ĀHURU

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Te Mauri o Rongo is the foundation for how we will provide healthcare that is more responsive to the needs of, and accessible to, all people living in Aotearoa New Zealand.







whānau have more Te Puke-based services

Ask us about the free services here at Poutiri

- Nursing service in your home/local Māori
- Pregnancy care and breastfeeding support
- Whānau fitness classes
- Employment support
- Mental health and addiction service
- Whānau ora, making whānau goals happen!



**Mahitahi: Working together to help you be well, get well and live well**

**Your Rights** when receiving a Health or Disability Service

- Respect
- Fair Treatment
- Dignity and Independence
- Proper Standards
- Communication
- Information
- It's Your Decision
- Support
- Teaching and Research
- Complaints

If you need help, ask the person or organisation providing the service. You can contact the local advocacy service or other advocacy or the Health and Disability Commissioner or Ombudsman in an emergency.



# Values and principles that shape our behaviours

## POU



## Wairuatanga

Working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

### Principles

- Every worker is treated with respect and dignity.
- Organisations foster a supportive culture, promote open communication, empathy and respect and encourage a sense of belonging.
- Workplaces are physiologically, physically, mentally and culturally safe.
- Workplaces are free of bullying, harassment and discrimination in all its forms.

### Organisational behaviours

- Organisations treat all workers equitably and are committed to eliminating all forms of bullying, harassment, and discrimination.
- We build a just culture and promote learning.
- Organisations, workers and their unions together enable workplaces to be culturally safe and support the wellbeing of all workers.
- The unique contributions of workers is valued, respected, recognised and supported.

### Collective behaviours

- Workers and their unions are supported to use their voices with confidence, knowing that they will be heard.
- Workers and their unions help develop a workplace culture that is physiologically, physically, mentally and culturally safe.

### Individual behaviours

- Every worker treats colleagues, people and whānau with respect and dignity.
- We act with integrity.
- We support and enable others to have pride in what they do and in the services they contribute to.





## Rangatiratanga

As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

- Leadership is transparent, authentic, emotionally intelligent and representative of the workforce.
  - The workforce is well-trained and are supported and encouraged to develop their skills.
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- We build a positive culture and nurture the leadership aspirations of health workers.
  - Organisations ensure that leaders are reflective of the workforce and the population they serve.
  - Organisations acknowledge their role in training and educating the workforce to ensure workers can develop their skills.
  - We ensure the workforce has ongoing access to training and professional development that contributes to rewarding careers.
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- Workers and their unions develop a workplace culture which recognises and supports all workers to lead.
  - Organisations will meaningfully engage with their workforce to understand their aspirations and needs.
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- We empower others to contribute and lead within their workplace.
  - Every worker continuously develops their skills and supports others in doing the same.



# Values and principles that shape our behaviours (continued)

## POU



### Whanaungatanga

We are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

“Whiria te tangāta” – we will weave our people together.

### Principles

- The workforce and their unions are meaningfully involved in decision-making.
- We value strong workplace relationships; those between our organisations; organisations and unions, kaimahi and the individuals, whānau and communities we serve.
- High quality working conditions are available for our teams to provide high quality services.

### Organisational behaviours

- Organisations create and support worker and union participation.
- We treat each other fairly, with respect and dignity.
- Workers are actively engaged in the co-design and delivery of high-quality services.
- We enable workers to connect and work across the whole health system.
- Organisations work to minimise the impact of shift work and hours worked and provide rest breaks to allow workers to refresh and relax.
- Organisations treat workers with fairness and compassion when needing to take leave from their job.

### Collective behaviours

- We connect with each other with respect and support each other across the whole health system.

### Individual behaviours

- Every worker is engaged and participates within their team and across the health system.
- We act in the spirit of service to our communities.





## Te Korowai Āhuru

A cloak which seeks to provide safety and comfort to the workforce.

- Workplaces are equitable and workers and their unions are treated fairly and with respect and dignity.
  - Our commitment to the principles and our obligations to Te Tiriti o Waitangi underpins our thinking, planning and activity.
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- Organisations are accountable for implementing Te Mauri o Rongo and have a clear expectation of values, principles and behaviours that will be demonstrated by all.
  - We actively promote Te Mauri o Rongo and have a clear expectation of values, principles and behaviours that will be demonstrated.
  - The contributions of individuals and teams is valued, and we recognise how each of those contribute to high quality services for individuals, whānau and communities.
  - We work to ensure that staff are safe.
  - Organisations ensure Health and Safety is paramount across all aspects of work.
  - Organisations ensure workers have the tools and facilities necessary to do their jobs well.
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- We embody Te Tiriti o Waitangi.
  - Workers and their unions feel comfortable and have safe and reliable mechanisms to escalate their concerns about behaviours not thought to be in keeping with the spirit of Te Mauri o Rongo.
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- Every worker embodies the values, principles, and behaviours of Te Mauri o Rongo.







# Glossary

*Te Reo terms are used in the context of this document.*

## **Te Mauri o Rongo**

The lifeforce of humanity

## **Rongo**

Peace and harmony

## **Whānau**

Family, extended family, a family group which can include friends

## **Mauri**

The lifeforce or inherent essence of a person, being or living thing

## **Pou**

Pillar

## **Whakapapa**

Shared knowledge and understanding

## **Pae Ora**

Healthy futures

## **Kaimahi hauora**

Health Workforce

## **Whiria te tangata**

We will weave our people together

## **Worker**

People working within the health sector, across the whole of organisation

## **The Act**

Pae Ora (Healthy Futures) Act 2022



# Te Mauri o Rongo

THE NEW ZEALAND HEALTH CHARTER