



# Te Mauri o Rongo

THE NEW ZEALAND HEALTH CHARTER







# Foreword

It has been one year since the health reforms, and the creation of Te Whatu Ora, and Te Aka Whai Ora, began.

Through these reforms we have strengthened the way we work together. We need to ensure our workplace culture enables us to successfully meet the needs of the people, whānau and communities the health system serves.

Te Mauri o Rongo | The NZ Health Charter is a requirement of the Pae Ora (Healthy Futures) Act 2022 and provides a clear steer on how the health workforce must be treated while at work.

Te Mauri o Rongo provides clarity for the people who make up New Zealand's public health system. It is a statement of the values, principles and behaviours that we want the health workforce to demonstrate.

Te Mauri o Rongo recognises the health workforce who work hard every day to improve the care of everyone, often under very challenging circumstances.

**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:

WAIRUATANGA

RANGATIRATANGA

WHANAUNGATANGA

TE KOROWAI ĀHURU

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.







# 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

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