

The Health Charter – Te Mauri o Rongo

Context

1. The NZ Health Charter is required by the Pae Ora (Healthy Futures) Act 2022 and applies to all providers of health services including those in the funded sector in Aotearoa.
2. The **purpose** of the NZ Health Charter is to ensure that health and care workers are valued, supported and well-trained, supported by shared values, better long-term planning, and collaboration between health organisations to best serve our whānau and communities, to continually improve their health outcomes and contribute to Pae Ora for all.
3. The NZ Health Charter **defines values, principles and behaviours** (on an organisational, collective and individual level) to guide our people working in healthcare in Aotearoa New Zealand. Te Whatu Ora, Te Aka Whai Ora, Te Tāhū Ora and those organisations and individuals who work for them and those contracted to them or funded by them must **give effect to the charter** and are accountable for. Progress on how the charter has been given effect across the health sector including the funded sector must be reported on at least every 5 years.
4. The NZ Health Charter is underpinned by **Te Tiriti o Waitangi principles** identified by the Waitangi Tribunal in its Hauora Inquiry: tino rangitiratanga (self-determination); ōretitanga (equity); whakamaru (active protection); kōwhiringa (options); and pātuitanga (partnership) and sits alongside the Code of Expectations for health entities' engagement with consumers and whānau and the Code of Health and Disability Services Consumers' Rights (Code of Rights).
5. The NZ Health Charter, has been **created through consultation and engagement** with health entities; organisations and workers involved in delivering publicly funded services; organisations that are representative of the interests of workers (unions) who work for health entities; and with Māori health professional organisations.

Te Mauri o Rongo

He aha te mea nui o te ao
He tangata, He tangata, He tangata

As important and helpful as structures might be
it's what happens within them that makes the difference.

Te Mauri o Rongo addresses the culture, common values, principles, and behaviours that will guide our people working in healthcare in Aotearoa. It is relevant for all, no matter where we work, for our clinicians and all staff. It 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.

We will do this in practical ways 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 in defining the competencies and behaviours we expect from everyone.

In Confidence

In this work, we are like whānau, embraced and protected by this korowai, joined in a common purpose, trusted and privileged to share the responsibility of being guests in other people's lives, we are manuhiri.

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 and awesome, something that makes us proud to be a part of, and with that comes responsibility.

Te Mauri o Rongo recognises our spiritual connection (Wairuatanga) 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 principles of Rangatiratanga and Whānaungatanga.

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.

The table provided on the next page provides contents for the NZ Health Charter based on extensive feedback from the workers in the sector. It is aligned with the requirements of the Pae Ora Act to specify values, principles and behaviours on an individual, collective and organisational level. It is also aligned with the four pou of Te Mauri o Rongo.

Value (why)	Wairuatanga	Rangatiratanga	Whānaungatanga	Te Korowai Manaaki
Principle (what)	<ul style="list-style-type: none"> - Workplaces are equitable. - Workplaces are physically, mentally, culturally and spiritually safe. - Workplaces are free of bullying harassment and discrimination in all its forms. 	<ul style="list-style-type: none"> - Providers of services are accountable for the use of resources. - Leadership is transparent, authentic and emotionally intelligent and representative of the workforce. - The workforce is well-trained and is respectful of and access to appropriate resources to develop their skills. 	<ul style="list-style-type: none"> - The workforce is meaningfully involved in decision-making as standard practice. - Strong workplace relationships are built and maintained supporting individuals and connections with whānau and the organisation. 	<ul style="list-style-type: none"> - Our commitment to the principles and our obligations to Te Tiriti underpins our thinking, planning and activity - Kaimahi provide human-centred and dignified services.
Behaviour (how)				
Organisational behaviours	<ul style="list-style-type: none"> - Organisations work to ensure that staffing levels are safe. - Organisations ensure Health and Safety is paramount across all aspects of work. - Organisations treat all workers equitably and are committed to eliminating all forms of bias and discrimination. - Organisations build a culture which is culturally and spiritually safe and supports wellbeing for all workers. 	<ul style="list-style-type: none"> - Organisations build a positive leadership culture. - Organisations ensure that leaders are reflective of the workforce and the workforce is reflective of the population they serve. - Organisations are transparent about the use of resources to their workforce and the communities they serve. - Organisations are responsible to provide training and ensure all workers can develop skills continuously. 	<ul style="list-style-type: none"> - Organisations create and support worker participation. - Organisations make active use of worker participation structures to co-design high-quality services and their delivery. - Organisations enable workers to connect and work across the whole health system. 	<ul style="list-style-type: none"> - Organisations are responsible to ensure Te Tiriti is the baseline for all health workers and services. - Organisations actively promote the Charter and have a clear expectation of values, principles and behaviours that will be demonstrated as a result of it.
Collective behaviours	<ul style="list-style-type: none"> - Workers use their voice with confidence, and they will be listened to through worker participation processes. - Workers develop a workplace culture that is physically, mentally, culturally and spiritually safe. 	<ul style="list-style-type: none"> - Workers develop a workplace culture which recognises and supports workers to lead from where they are together. - Workers develop a culture of continuous learning and developing together. 	<ul style="list-style-type: none"> - Workers connect with each other across the whole health system and respect and support each other. 	<ul style="list-style-type: none"> - Workers act and embody Te Tiriti as a baseline for their work - Workers are feel comfortable and have mechanisms to escalate their concerns about behaviours not thought to be in keeping with the spirit of the Charter
Individual behaviours	<ul style="list-style-type: none"> - Every worker treats colleagues and tangata with respect and dignity. - Every worker acts with integrity. - Every worker supports and enables others to bring their whole self to work. 	<ul style="list-style-type: none"> - Every worker takes leadership from where they are. - Every worker continuously develops their skills and supports others in doing the same. 	<ul style="list-style-type: none"> - Every worker is engaged and participates within their team and across the health system. - Every worker acts in the spirit of service to their community. 	<ul style="list-style-type: none"> - Every worker embodies the values, principles, and behaviours of Te Mauri o Rongo.