

Ngā Mātāpono – Values

Our strategy is built upon our core values, Ngā Mātāpono – together, these underpin everything we say and do as an organisation, individually and collectively.

Whakapono (Trust): The people we support along with their whanau and our funders trust us to do the right thing in the right way with honesty and integrity. Therefore, the principles of trusting and being trusted sit at the heart of our work and the support we offer people who use our services.

- We are open and honest in all our dealings
- We do what we say we will do – our actions match our words
- We act ethically and stay true to TRT Values when it is easy and when it is difficult
- We have the courage to challenge ourselves and others when TRT Values are not met
- We ensure the safety and wellbeing of the people we support and of each other

Tūmanako (Action): As an organisation dedicated to supporting others, we recognise that we must continually be looking for ways to review what we are doing; to take the learning from today and look for ways to do things even better tomorrow. Through this process, and acting on our aspirations and hopes for a better tomorrow, we will transform our vision into our reality.

- We are trustworthy, and we do what we say we will do
- We are passionate about doing things better and more effectively to achieve our goals
- We deliver on-time and to the required standard
- We respond positively to setbacks and display composure
- We share, respect and celebrate our achievements together

Panekiretanga (Excellence): Those we are privileged to be able to support deserve our very best in everything we do with and for them. Accordingly, the standard we apply to every part of our organisation, from governance to support delivery, is one of excellence.

- We actively seek feedback on our performance
- We take ownership of our jobs and deliver excellent friendly service that adds value
- We take responsibility for what we do and what we are accountable for
- We have zero tolerance for harm to others
- We are professional in all our dealings with others

Aroha (Kindness): Enabling those we support to live great lives in their own unique ways, is centred on the human quality of kindness. This way of being, underpins the way we engage with people at all levels, whether it is with an individual, a whanau, or a member of our Te Roopu Taurima team.

- We involve people in decisions that affect their lives
- We treat all with dignity and compassion
- We treat people respectfully at all times with fairness and courtesy
- We help each other as colleagues and value teamwork
- We ensure the safety and wellbeing of the people we support and of each other

