



# Kaimana Korowai

## Our Values: Ways of Working



**Presbyterian Support**  
Upper South Island

### Aroha

*Unconditional, love, kindness*

Respect, compassion, empathy, acceptance, and kindness are shown to all people. We offer a welcoming environment for everyone. We do not judge; our hearts and minds are open. We listen, affirm, encourage and support all through challenging times. We celebrate diverse abilities and achievements.

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### Whakawhanaungatanga

*Connections, heritage, relationships*

We strengthen connections and relationships with our clients, our whānui hauora and each other. We collaborate with and embrace the strengths of others that complement our own. We are aware of expectations, values, beliefs, perspectives and cultures and we connect to them in appropriate ways to provide a sense of belonging for all. We acknowledge and thank those who work alongside us and support our mahi. We respect the legacy of our past, learn from our shared experience and strive to continuously grow and improve to better connect with our community.

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### Tikanga

*Custom, values, protocol*

We consult, create and follow policy and processes that are safe, honest, helpful and respectful. We are culturally aware, seek guidance when required and respect and follow cultural protocols where appropriate. We uphold high standards of professionalism, competency, integrity and ethics. We bring a holistic approach to our mahi and contractual obligations. We uphold the rights and responsibilities of Te Tiriti o Waitangi by actively aligning our professional values with our Treaty responsibilities and embedding these into our everyday mahi.

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### Kaitiakitanga

*Guardianship, protection, conservation*

We care for and uphold the mana of our clients, te whānui hauora and colleagues. We are inclusive of all people. We maintain professional boundaries, protect our information, are respectful of client confidentiality and are strong advocates for our client's wellbeing. We validate and respect our client's abilities and will provide support and tools to help them grow and become independent through our strength and values-based practice. We are serious about environmental sustainability and actively seek ways to lessen our environmental impact. We make decisions with our mission and the future in mind.

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### Kotahitanga

*Togetherness, sharing, support*

Everyone is an equal contributor to the team. We value appropriate, transparent and regular communication, storytelling and connection in our region, including client's whānau/families where appropriate. We welcome new staff with mihi whakatau and embrace Te Reo me ōna tikanga Māori. We have awareness of diversity and are inclusive. We build social connections with events in the workplace and community. We reflect, refine and share our experiences for professional development and wellbeing. We believe in working together and supporting each other, reflecting the rāanga that imbues and strengthens our organisational aspirations to be on the same "waka".