

Position Description

Position:	Occupational Therapist - Kaiwhakaora Ngngahau Specialist Generalist Neurology
Reports to:	Clinical Coordinator - Occupational Therapy
Professional Accountability:	Professional Leader - Occupational Therapy
Directly Supervising:	Students where applicable Delegation and supervision of Allied Health Assistants

Organisation Context

Te Whatu Ora | Health New Zealand leads the day to day running of the health system across New Zealand, with functions delivered at local, district, regional and national levels. It weaves the functions of the 20 former District Health Boards into its regional divisions and district offices, ensuring continuity of services in the health system.

Te Whatu Ora, Health New Zealand Te Pae Hauora o Ruahine o Tararua – MidCentral (MidCentral) (previously MidCentral District Health Board) provides healthcare services to over 180,000 people across the Manawatu, Horowhenua and Tararua regions. With a large hospital campus at Palmerston North, it also provides key health care and support services to neighbouring communities. We are one of the Manawatu’s largest employers with over 2800 staff members.

Description of Service

The Occupational Therapist will work within the acute services closely collaborating with multidisciplinary teams. The Occupational Therapist will be responsible for providing functional assessments, therapeutic interventions, and comprehensive discharge planning to ensure a smooth transition from hospital to home or community-based care with a focus on patients with neurological disorders.

This position offers an opportunity to contribute to the rehabilitation and recovery of individuals with neurological conditions, making a significant impact on their quality of life and independence.

Role Relationships

Key functional relationships that are pivotal to the role include:

Service users and Disability Support Clients, Multi-disciplinary teams, Family, Whanau, carers, Occupational Health & Safety, General Practice Teams, Infection Prevention & Control, Community Healthcare Providers including home-based community support services, Quality & Clinical Risk, accident insurers e.g. ACC, Other allied health teams, Other hospital’s, Enable NZ (where applicable).

Role Purpose

The primary goal of occupational therapy is to enable people to participate in the activities of everyday life. Occupational therapists achieve this by working with people and communities to enhance their ability to engage in the occupations they want to, need to, or are expected to do; or by modifying the occupation or the environment to better support their occupational therapy engagement. (WFOT 2012)

The Occupational Therapist working within the acute services plays a crucial role in the assessment, treatment, and rehabilitation of patients on the acute wards. This role will be based on the acute wards with a primary focus on those who have experienced neurological

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impairments. These impairments may arise from conditions such as traumatic brain injury, multiple sclerosis, Parkinson's disease, or spinal cord injuries, stroke among others. The Occupational Therapist is responsible for helping patients regain functional independence and improve their quality of life by addressing physical, cognitive, and emotional challenges. This role will complement the work of the Acute Stroke Service (ASU).

Key Responsibilities:

- **Patient Assessment:**
 - Conduct comprehensive assessments of patients with neurological conditions to evaluate physical, cognitive, visual-perceptual, sensory, and emotional impairments.
 - Identify specific functional limitations in activities of daily living (ADLs), including mobility, self-care, and communication.
 - Assess the need for assistive devices or environmental modifications to support independence and safety.
- **Treatment Planning & Intervention:**
 - Develop and implement individualized therapy programs that address the patient's functional deficits and promote recovery and independence.
 - Provide therapeutic interventions aimed at improving motor skills, cognitive function, visual-perceptual, sensory processing, and adaptive strategies.
 - Recommend and assist with the use of assistive devices and technologies to enhance patient independence and safety.
 - Collaborate with the multidisciplinary team to establish individualized treatment plans.
- **Rehabilitation and Recovery:**
 - Support patients in regaining independence in self-care tasks such as dressing, grooming, eating, and bathing.
 - Design and implement rehabilitation exercises and functional activities tailored to the patient's cognitive and physical needs.
 - Assist patients in learning adaptive techniques to manage fatigue, pain, or physical limitations resulting from their neurological condition.
 - Help patients improve cognitive function through activities designed to improve attention, memory, problem-solving, and decision-making skills.
- **Family & Caregiver Education:**
 - Provide education and training to patients' families and caregivers on how to assist with activities of daily living and manage neurological impairments.
 - Teach energy conservation techniques, joint protection strategies, and safe movement patterns to minimize the risk of re-injury or complications.
 - Offer support and guidance on home modifications to facilitate a safe living environment.
 - Empower patients to take an active role in their recovery by setting goals and encouraging participation in rehabilitation activities.
- **Multidisciplinary Collaboration:**
 - Work closely with doctors, nurses, speech and language therapists, physiotherapists, psychologists, and other healthcare professionals to ensure comprehensive patient care.
 - Contribute to multidisciplinary team meetings and share observations, progress, and recommendations for treatment.
- **Discharge Planning:**
 - Assist with discharge planning by assessing the home environment, ensuring the patient's needs can be met, and coordinating with community-based services or outpatient rehabilitation.
 - Provide recommendations for ongoing care and therapy once the patient has been discharged.
 - Provide advice on the use of assistive devices and environmental adjustments for patients transitioning from hospital to home.

- **Documentation & Reporting:**
 - Maintain accurate and up-to-date patient records, documenting assessments, progress, and therapeutic interventions in line with hospital policy.
 - Prepare reports for medical teams and other healthcare professionals to assist with ongoing care.
- **Professional Development & Supervision:**
 - Stay informed about the latest research and best practices in neurological rehabilitation and occupational therapy.
 - Participate in clinical supervision, peer review, and continuing education to enhance professional growth.
 - Supervise and mentor junior occupational therapists, students, or therapy assistants as required.

TE TIRITI O WAITANGI OBLIGATIONS

Participate in an innovative continuous quality improvement programme for Māori whanau. Promote the use of performance, quality and equity data and health outcome information to:

- Measure and monitor best practice and health inequities
- Identify barriers to high quality, equitable care
- Identify continuous quality improvement initiatives that focus on achieving health equity, excellent health outcomes, and excellent whanau care

Ensure the professional integrity of MidCentral by carrying out all functions in compliance with Te Tiriti o Waitangi by demonstrating ongoing commitments to keeping Te Tiriti alive.

Show sensitivity to cultural complexity in the workforce and a high level of cultural competency with consumer and whānau populations of diversity.

Apply the articles of Te Tiriti o Waitangi in everyday practice:

- Article 1, Kawanatanga - Partnering for mutual benefit
- Article 2, Tino Rangatiratanga – Māori retain rights to their own treasures, resources and knowledge
- Article 3. Oritetanga – Māori are entitled to the same rights and outcomes as that of other citizens
- Article 4. Wairuatanga – Spiritual diversity is retained

Demonstrate understanding of and apply Te Whāre Tapa Whā (the four cornerstones of health), te taha wairua (spiritual aspects), te taha hinengaro (mental and emotional aspects), te taha whānau (family and community aspects) and te taha tinana (physical aspects) to practice

Practice is consistent with person/whānau centred care and the principles of - Te Tiriti o Waitangi.

Allied Health key accountabilities - four pillars of practice and MidCentral Bicultural Model of Care

(2018)

- Te Hiringa O Te Mahi Hauora - Clinical Practice
- Te Arataki Me Te Whakahaere - Leadership and management
- Te Whai I Te Matauranga - Teaching and Learning
- Te Whakapai Ake I Te Kounga F - Service improvement and research

He Korowai Oranga, the Māori Health Strategy (2014) articulates three key concepts of Wai Ora, Mauri Ora and Whānau Ora; these three concepts are understood as a means for achieving Pae Ora (Healthy Futures). These concepts are interconnected and align with the Māori health model Te Whare Tapa Whā. Culturally responsive practice integrates the above elements to reinforce and further strengthen the strategic direction for Māori health and the advancement of healthcare for all New Zealanders. Wai Ora, Mauri Ora, Whānau Ora will be integrated by the Allied Health Practitioner into professional standards, clinical skills, critical inquiry and culturally responsive, evidence-based practice when partnering with the person, whānau and wider team.



Iuringa

The key accountabilities link to one or more of the Wai Ora, Mauri Ora and Whānau Ora concepts and these are identified within each accountability where:

- Mauri Ora (Individuals) Mauri is the concept of the life force that is instilled in people and all living things. Mauri Ora is the protection and advancement of this force for health.
- Wai Ora (Healthy Environment) Wai is literally water but in this context represents the natural environment in which we live. A healthy environment is essential for individual and collective health.
- Whānau Ora (Healthy Families) Whānau or families are the cornerstone of Māori, and indeed all people's lives. Providing care in this context ensures people are attached, grounded and empowered to advance the health of themselves, their families and wider communities.

KEY ACCOUNTABILITIES			
TE HIRINGA O TE MAHI HAUORA -CLINICAL PRACTICE <i>Whānau Ora and Wai Ora</i>			MEASURES
<i>Wairua</i>	<i>Whānau</i>	<i>Hinengaro</i>	<i>Tinana</i>
<ul style="list-style-type: none"> Practises in accordance with contractual and referrer requirements, with accepted professional standards of practice, ethical guidelines and relevant legislation. Develops and applies to practice effective communication and evidence- based best practice models in a manner that the service user determines as culturally safe. Takes professional responsibility for managing own clinical case load with support from a more experienced clinician. Practises in partnership with the service user, acknowledging whānau perspectives and supports their participation in services. Has an awareness of rongoa (traditional Māori medicine) to be an effective contributor to health and wellbeing. Demonstrates an awareness of Māori approaches such as whakawhanaungatanga/building authentic meaningful relationships and seeks opportunities to apply in practice. Provide comprehensive effective and timely assessments, with a developing awareness of equity when assessing and planning individualised, treatment plans in partnership with people and whānau. Has awareness of and seeks opportunities to promote health literacy and the provision of cultural competent treatment processes to improve outcome of care. Develops culturally appropriate patient care ensuring the service user and whanau voice is provided for, seeking advice and advocacy from the relevant cultural or spiritual unit to provide appropriate support. Completes documentation consistent with legal and organisational requirements, including gaining consent, treatment plans and goals and completes daily data entry. Actively contributes to MDT teams and case conferences to ensure the delivery of a coordinated multidisciplinary service. 			<ul style="list-style-type: none"> <i>Demonstrated caseload management in line with service criteria and within expected time frames. - Accurately logging of daily activity.</i> <i>Evidence of advice sought and referrals to other support services are made where further or ongoing support is required.</i> <i>Service user's records show ethnicity is identified and recorded correctly.</i> <i>Demonstrated safe practice is maintained in line with MidCentral policies i.e. infection control, risk identification, informed consent.</i> <i>Regular attendance and active contribution to MDT clinics, case review / conferences, service planning and professional development activities.</i> <i>Delegates tasks appropriately to non- registered staff</i> <i>Completed Allied Health Documentation Audit at least twice per annum:</i> <ul style="list-style-type: none"> <i>All criteria are met.</i> <i>A summary of individual results are reflected on at performance development meeting.</i> <i>Evidence of treatment / intervention plans reviewed and documentation of expected outcomes against goals.</i> <i>Peer review completed a minimum of once per annum and includes observed clinical patient consultation.</i> <i>Evidence captured in current performance and peer review of:</i> <ul style="list-style-type: none"> <i>Self-reflection on clinical and cultural best practice.</i> <i>Service User goals include what is valuable to the individual / Whānau and meet their self-identified needs.</i> <i>Te Whare Tapa Whā is evident in treatment planning.</i> <i>Credentialing maintained as per Enable NZ process.</i>

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TE WHAI I TE MATAURANGA -TEACHING AND LEARNING <i>Whānau Ora and Mauri Ora</i>				MEASURES
<i>Wairua</i>	<i>Whānau</i>	<i>Hinengaro</i>	<i>Tinana</i>	<ul style="list-style-type: none"> • Practice of supervision occurs in accordance with the profession's registering board requirements. • Registering body professional development requirements are met, including peer review. • Annual Practising Certificate is renewed. • Essential skills checklist completed, presented at appraisal and maintained as evidence of completion of mandatory training as applicable for the role, including TOW and CORE cultural responsiveness in practice. • Education is delivered within the service. • Annual performance development review and professional development plan occurs annually inclusive of cultural and clinical best practice. • Agreed identified training / development is completed within the required time frame.
<ul style="list-style-type: none"> • Demonstrates commitment to the ongoing development and practice of the profession. • Maintains competence to practise through identification of learning needs, reflective practice and continuing professional development (CPD) activities. • Supports the supervision of students in accordance with organisation / service agreements with relevant tertiary organisation / departmental guidelines and relevant Codes of Safe Practice. • Demonstrates commitment in training and learning in the application of Treaty of Waitangi and cultural competency within practice setting. • Enhances own professional development, identifying further learning opportunities. • Updates knowledge of assessment and treatment / intervention techniques and developments in specific discipline. 				
TE WHAKAPAI AKE I TE KOUNGA RATONGA SERVICE IMPROVEMENT AND RESEARCH <i>Wai Ora and Mauri Ora</i>				MEASURES
<i>Wairua</i>	<i>Whānau</i>	<i>Hinengaro</i>	<i>Tinana</i>	<ul style="list-style-type: none"> • Demonstrates an awareness of service plan and MidCentral values. • Attendance at and participation in clinical governance meetings and activities. • Completed quality and clinical audits including documentation audits according to the contractual and management requirements and actions incorporated into practice. • Reflections on current research in area of practice individually and in team discussions. • Evidence of best practice sought to inform clinical practice in the context of locally agreed clinical care pathways.
<ul style="list-style-type: none"> • Participates and contributes in quality improvement and clinical governance activities. • Participates in annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process. • Develops an understanding of cultural risk for service users and whānau and takes the appropriate action to ensure the environment is safe for service users, whānau and staff. 				

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	<ul style="list-style-type: none"> • <i>The physical and compassionate care environment is adjusted to meet the service user needs.</i>
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Health and Safety				MEASURES
<i>Wairua</i>	<i>Whānau</i>	<i>Hinengaro</i>	<i>Tinana</i>	<ul style="list-style-type: none"> • <i>Is familiar with all policies and procedures as they affect the work environment.</i> • <i>Ensures that safe working procedures are practised and no person is endangered through action or inaction.</i> • <i>Is aware of and can identify hazards and take action accordingly, including preventing or minimising the adverse effects of hazards.</i> • <i>Is able to apply MidCentral District Health Board's emergency procedures, including use of safety equipment and materials.</i> • <i>Ensures that all incidents including near misses are reported within the required timeframe using the District Health Board's incident reporting system.</i> • <i>Actively participates in the District Health Board's health and safety programmes, through input into meetings and feedback through committee structures.</i>
<ul style="list-style-type: none"> • Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. 				

Key Competencies

Competencies are the skills, knowledge and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified.

For the purposes of selection essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

ESSENTIAL COMPETENCIES:

- New Zealand registered Occupational Therapist with a current practising certificate.
- Meets Occupational Therapist Board competency requirements.
- Strong knowledge of neurological conditions and their impact on functional abilities.
- Proficiency in assessing and treating a wide range of neurological impairments.
- Excellent communication and interpersonal skills, with the ability to work effectively within a multidisciplinary team.
- Empathy, patience, and sensitivity to patients' needs and challenges.
- Critical thinking and problem-solving abilities, with a focus on patient-centred care.
- Ability to design and deliver effective therapy programs tailored to individual needs.
- Knowledge of adaptive techniques, assistive devices, and ergonomic strategies.
- Strong organizational skills and attention to detail with the ability to manage multiple cases and meet deadlines in a fast-paced environment.
- Meets the statutory and organisational requirements for working with children, as per the Children's Act 2014 and MidCentral District Health Board policy, including a satisfactory police check and other safety checking processes.
- Effective written, oral and interpersonal communication skills.
- Ability to demonstrate decision-making and systematic planning.
- Ability to work autonomously and under pressure.
- Sensitivity to cultural differences and commitment to Treaty of Waitangi principles.
- Commitment to ongoing personal development, professional development and service improvement.
- Is actively engaged in OTBNZ e-portfolio and e-portfolio meets OTBNZ audit standards
- Current New Zealand driver's license.
- Enable Accredited Assessor or ability to become one in Personal Care and Household Management.
- Knowledge of all relevant legislation and standards.

DESIRABLE COMPETENCIES:

- Knowledge in:
 - Adult Rehabilitation
 - prescription of wheelchairs
 - housing modifications
- assessment and provision of solutions for pressure relief
- Proven experience in a neurological or acute hospital setting is highly desirable.
- A minimum of two years working experience.
- Experience in working with a diverse range of neurological conditions.
- Ability to adapt to a fast-paced, high-pressure hospital environment.
- Experience in the assessment, treatment and rehabilitation of clients within a multi-disciplinary environment.
- Enable Credentialed Assessor or ability to become one in Housing (basic) and Wheel Mobility and Postural Management Level 1.
- Is a Member of Occupational Therapy New Zealand / Whakaora Ngangahau Aotearoa.

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Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful.

MidCentral will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from Occupational Health & Safety / Infection Control Team.

- Ability to move about and undertake necessary duties in MidCentral facilities or community.
- Ability to sit, bend, twist, stretch to reach heights of approximately 2 metres, lift/restrain weights up to 15 kilograms weight.
- Ability to undertake repetitive activities including writing and use of computer.
- Manual dexterity sufficient to drive, operate computer and other office equipment.
- Hearing and speech sufficient to enable comprehensive direct and telephone communication.
- Visual ability sufficient to drive, read, observe, write/record, use equipment, including computer, enabling accurate performance of essential job duties.
- A high degree of mental concentration is required.
- Absence of a health condition which could increase appointee's susceptibility if exposed to infections more frequently than in daily living.
- Freedom from colonisation or infection with MRSA.
The appointee's health condition should not result in undue hazard to appointee/client or others as a result of exposure to blood, body waste or infectious disease.
- Must be able to function under rapidly changing and demanding conditions.

Conditions of Appointment

EMPLOYMENT AGREEMENT

The Collective Agreement which covers the work of this position is the District Health Boards/ PSA Allied, Public Health, Scientific and Technical Multi-Employer Collective Agreement (Collective Agreement) which applies to employees appointed to roles that are covered by the Collective Agreement and who are members of the New Zealand Public Service Association (PSA).

NATURE AND TENURE OF APPOINTMENT

The appointment will be subject to the conditions contained in this schedule, MidCentral's policies and appropriate legislation.

The appointment is permanent but may be terminated by four weeks' notice in writing by either party. In the event of the appointee being found to have breached the organisation's code of conduct or other policies, the appointment may be terminated without notice.

SALARY

The salary for this position will be within the Degree-based Allied, Public Health & Technical Salary Scale, with actual placement within the scale taking into account the applicant's experience.

Salary is proportionate to hours worked. All salary payments will be made by direct credit to a nominated bank account in the appointee's name (or jointly including the appointee's name).

HOURS OF WORK

Full time – 40 hours per week.

If the appointment is full-time the employee shall not engage in any other business or occupation without the prior consent of the Organisation. If an appointee is engaged in other business or occupation when

taking up a full-time appointment with MidCentral and wishes to continue to participate in this other business or occupation, this must be disclosed to the hiring manager prior to accepting the appointment.

TREATY OF WAITANGI

MidCentral is committed to its obligations under the Treaty of Waitangi. The appointee will be expected to incorporate the principles of the Treaty of Waitangi in their working practices.

EQUAL EMPLOYMENT OPPORTUNITIES

MidCentral is committed to the principles of Equal Employment Opportunities and all recruitment activities are conducted in accordance with these principles.

SMOKE FREE ENVIRONMENT

MidCentral provides smoke-free workplaces that protect the health and comfort of employees, patients/clients, contractors, volunteers and visitors. All buildings, grounds and vehicles owned, occupied or leased by MidCentral are smoke-free. Employees are expected to promote smoke-free lifestyles and act as role models when working with patients/clients and in the community.

CODE OF CONDUCT

MidCentral has a Code of Conduct that sets out the standards of performance and conduct required of employees. Employees of MidCentral are also required to act with a spirit of service to the community and meet high standards of integrity and conduct as set out in Standards of Integrity and Conduct - a code of conduct issued by the State Services Commissioner.

'SHARED APPROACH TO WORK PRINCIPLES'

Developing a shared approach to working together

It is important that MidCentral has a healthy and safe working environment in which all employees feel their contribution is valued and appreciated. The actions and behaviours below are intended to provide a guide and assist us all to develop and maintain this environment.

To be happy and proud in our work we will:

- Care for and support each other to have a safe work environment;
- Treat each other with trust and respect, recognising cultural and other differences;
- Communicate openly, honestly and act with integrity;
- Enable professional and organisational standards to be met;
- Support each other to achieve, and acknowledge contributions and successes.

MidCentral does not tolerate bullying, harassment, or inappropriate behaviour in the workplace environment.

CONFIDENTIALITY

All employees are responsible for the security of confidential and sensitive information which is held by MidCentral. All employees have a responsibility to comply with the requirements of the Privacy Act 2020 and the Health Information Privacy Code 1994 and any subsequent amendments.

It is a condition of employment for all employees that confidential or sensitive information is only accessed, used or disclosed as necessary to meet their employment or contractual obligations and in accordance with the relevant legislation, their professional obligations, and any other obligations imposed by law. Note: This does not preclude the sharing of clinical information among health professionals involved in the care or treatment of the individual on a "need to know" or consultancy basis.

Confidential information concerning a patient or client who is receiving or has received services provided by MidCentral may not be accessed by employees not involved in the care or treatment of the patient or

client, and also may not be disclosed to unauthorised persons, except for those specific cases defined in relevant legislation and as per MidCentral's Confidentiality Policy.

HEALTH DECLARATION

Shortlisted applicants will be required to complete a Health Declaration form and provide this to the hiring manager. They may also be required to undergo a medical examination as part of assessing their ability to fulfil the requirements of the position.

DECLARATION OF CRIMINAL CONDUCT AND OTHER INFORMATION

Shortlisted applicants will be required to complete a Declaration of Criminal Conduct and Other Information form and provide this to the hiring manager.

POLICE CLEARANCE/ CHECK(S)

Some appointments at MidCentral are subject to a Police Clearance which requires the applicant to complete a New Zealand Police Vetting Service Request and Consent Form. Additionally, overseas police checks may need to be applied for by the appointee if they have lived in any country other than New Zealand for 12 months or more within the last 10 years.

Shortlisted applicants will be advised of the requirement to undergo a New Zealand Police Clearance, and provide overseas police clearance/s, as required.

Notwithstanding the police clearance process upon appointment, in future all MidCentral employees may be required to undergo police and/ or other vetting procedures, and all staff will be required to participate in this process.

MidCentral reserves the right to withdraw any offer to the appointee, or if the appointee has commenced work, terminate employment, if any adverse information arises out of the police check/s.

CHILDREN'S ACT 2014

Due to this role having contact with children and MidCentral's commitment to child protection, shortlisted applicants will be subject to 'safety checks' in accordance with the Children's Act 2014 before any offer of employment is made. These checks are required periodically for existing employees in accordance with the relevant legislation.

APPLICATIONS

Applicants are required to complete an official form of application, providing names and addresses of three confidential referees* - one being the current or most recent employer or educator, and attaching a CV and cover letter. Copies of recent testimonials or any other information considered pertinent to the position may also be included.

*Referee reports obtained or provided are subject to Section 27 (1) (c) of the Official Information Act 1982 and Section 29 (1) (b) of the Privacy Act 2020 and shall not be released or their contents disclosed to the applicant or to any person not directly involved in MidCentral's appointment and review procedures.

Appendix A - MidCentral's Values and Behaviours

All employees of MidCentral will adopt the values and demonstrate the behaviours related to them of being Compassionate, Respectful, Courageous and Accountable - in the following ways:

COMPASSIONATE - KIA WHAI AROHA

- Is responsive to the needs of people, whānau and the community.
- Strives to deliver beyond expectations and go the extra mile.
- Shows concern for others and offers proactive and timely assistance and support to others.
- Is empathetic and mindful of others and sensitive to their feelings.
- Creates an environment where others feel safe and supported, encouraging them to contribute and share their views and perspectives.

RESPECTFUL – KIA MĀTĀTOA

- Shows politeness, admiration and honour to others and does not cause offence.
- Actively listens when someone is speaking and shows value for other peoples' perspectives.
- Genuinely engages and listens to others and considers their views while making decisions.
- Is inclusive of diverse perspectives and the cultural beliefs of others and actively seeks to improve own knowledge.
- Recognises team member strengths and development needs, and coaches them to maximise their potential.

COURAGEOUS – KIA WHAI NGĀKAU

- Speaks up when things are not right.
- Is adventurous in search of feedback and is open to feedback.
- Puts organisational interests ahead of their own.
- Speaks up when they have to contribute or when other's behaviour is inconsistent with the MidCentral's values.
- Champions innovative ideas in the team, and on behalf of the team.
- Is willing to question accepted approaches and processes and open to challenge.

ACCOUNTABLE – KIA NOHO HAEPAPA

- Acknowledges and assumes responsibility for their actions and does not blame others when things go wrong.
- Strives for excellence and delivers high quality care that focuses on the needs of the consumer and whānau.
- Is innovative and strives for quality and excellence.
- Following through on conversations – saying what you will do and doing what you say.
- Is able to intervene effectively when progress against budgets, plans or projects is off track.
- Is committed to rapid resolution of complaints, problems and issues.

Appendix B – MidCentral’s Strategy

WE ARE COMMITTED TO

Ka ū tā mātou mahi



QUALITY LIVING
Kia pai te noho



HEALTHY LIVES
Kia ora te tangata



WELL COMMUNITIES
Kia ora te hapori

WE ARE ABOUT

Better health outcomes, better health care for all

Ko tā mātou mahi

He whakapai ake i te hauora hei oranga mō te katoa

INDIVIDUALLY AND TOGETHER WE WILL

Achieve quality and excellence by design

Connect and transform primary, community and specialist care

Partner with people and whānau to support health and wellbeing

Achieve equity of outcomes across communities

He mahi takitahi hei toa takitini

Kia kounga, kia hiranga te hoahoa

Kia mahi tāhi me te tangata, me te whānau hei tautoko i te hauora me te oranga

Kia tūhono e pai ake ai te atawhai tuatahi, te atawhai hapori, te atawhai ngalo

Kia tōkeke ngā hua mā ngā hapori katoa

WE WILL BE

<i>Compassionate</i>	<i>Respectful</i>
<i>Courageous</i>	<i>Accountable</i>

Ka pēnei mātou

<i>Ka whai aroha</i>	<i>Ka whai ngākau</i>
<i>Ka mātātoa</i>	<i>Ka noho haepapa</i>

WE WILL ACHIEVE THIS SUCCESS THROUGH OUR

<i>People</i>	<i>Partners</i>	<i>Information</i>	<i>Stewardship</i>	<i>Innovation</i>
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Ka eke angitu mātou mā

<i>Ō mātou iwi</i>	<i>Ō mātou hoa mahi</i>	<i>Te whokamāhio</i>	<i>Te tiaki</i>	<i>Te auaha</i>
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