

RANGITĪKEI DISTRICT COUNCIL

ORGANISATION VALUES

NGĀ POU O TE KAUNIHERA
O RANGITĪKEI

MARCH 2021

Te Aronga | Our Purpose

We are guided by Ngā Pou (Our Values)
so that we can achieve our purpose.

**He oranga Whenua,
He oranga Tangata,
He oranga Wairua.
Tihei Mauriora!**

**If our Land is cared for,
if People are looked after,
if the Spirit is strong,
we can build a
better future for all.
Let there be life!**



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Tirohanga Whānui | Overview

Rangitīkei District Council aims to be an outstanding place to work, where people feel a sense of common purpose and take pride in what they can accomplish.

To help us get there, we want to be explicit about how we agree to behave. We've articulated these as organisational values, but they are more than values: each one translates into specific behaviours that outline what is okay and what is not okay at RDC.

While the behaviours listed here are in the present tense, we know that they are aspirational. We commit to providing the RDC team with the support necessary to live up to our aspirations.

These values evolved throughout 2020 through a process that involved the entire RDC team. They reflect our shared commitment to making our work lives great and having a positive impact on our community.

Ngā Herenga | Context

Rangitīkei District Council is a local government authority, and, as such, has a number of statutory obligations that are non-negotiable. There is nothing in these values that can undermine or limit those obligations.

We know, however, that we have a choice. We can either tick the boxes and focus exclusively on the legal requirements, or we can do what is within our power to help our district and its people to thrive.

WE CHOOSE THE SECOND OPTION.

While we cannot satisfy every request made of us, we want our customers to feel good about their interactions with us, and for RDC to be yet another reason why Rangitīkei is a great place to live and visit.



Te Nuinga | Our Customers

Rangitikei District Council serves a variety of organisations and constituents, some overlapping:

- Residents
- Visitors
- Businesses
- Ratepayers
- Internal colleagues (sometimes one department at RDC does work for another)
- Commercial customers (organisations external to RDC that contract us for specific services)

Beyond these customers, we also have a wide variety of stakeholders who have a vested interest in the way we do our work.



Ngā Pou | Our Values

We have likened our values to that of a Pou or pillar of a whare (house). The Pou of the whare keeps it strong and steady just as values keep people strong and balanced.

We have given each Pou or Value a title, a name and a face. These Pou are in place to assist and guide us to understand how we agree to act and behave as we do our work.

- Pou 1. Manaakitanga**
The customer is at the centre of everything we do.
- Pou 2. Rangitiratanga**
We aspire to the highest standards.
- Pou 3. Whakapono**
We strive to be trusting and trustworthy.
- Pou 4. Whanaungatanga**
We act with courage, respect, kindness and empathy.
- Pou 5. Kotahitanga**
We embrace diversity and strive to be inclusive.
- Pou 6. Aroha**
We believe in and encourage each other.

Pou 1: Manaakitanga



The process of showing respect, generosity and care for others.

The customer is at the centre of everything we do.

Our ambition is for the residents of Rangitikei District to trust and take pride in their council. While we cannot say yes to every request, we can ensure that the people who come to us feel heard.

Putting the customer at the centre of what we do means we are thinking proactively about what we can do to make Rangitikei District a better place to live, work, and visit. It means that, when someone comes to us, we listen deeply to understand “the question behind the question,” so that we can offer those solutions that are within our power. It means we don’t stop at the literal request (“Can you waive this charge?” “No, sorry”). Instead, we keep going until we’ve done everything we can to come up with alternative solutions (“Can you waive this charge?” “No, but I can offer you a payment plan”).

Pou 2: Rangatiratanga



The process of accepting responsibility and achieving high standards.

We aspire to the highest standards.

At RDC, we take a lot of pride in our work. We perform our work to the best of our ability and strive to continuously learn and improve.

When we make mistakes, as we all do, we own them and do what we need to do to make things right. We support each other to communicate clearly about the limits on our capacity to deliver, so that we don’t create a culture of stress and overwhelm, or shame and blame. We know there is no such thing as perfection, and we don’t punish ourselves for being human.

We also model excellence in the way that we do our work, including how we think about the environment. We are thoughtful about our impact on the planet. We aim to set an example to which our customers can aspire.

Pou 3: Whakapono

The process of trusting yourself and others.



We strive to be trusting and trustworthy.

We behave in ways that will increase the level of trust others have in us.

This means we behave according to the seven elements of trust as defined in Dr Brené Brown's research:

1. We set clear boundaries for what is okay and what is not okay. We are careful about what we commit to and are clear and kind about saying no when necessary.
2. We are reliable: we do what we say we're going to do. If we commit to something we are unable to deliver, we front up to it.
3. We are accountable for our mistakes. If we do something wrong, or if we are unable to deliver on a commitment, we own it. We don't engage in excuses, shame or blame, but we do take the steps necessary to make things right.
4. We don't share information that's not ours to share. We don't gossip about each other or talk negatively behind each other's backs. If we have an issue with one of our colleagues, we address it directly, recognising that clear is kind.
5. We act with integrity, choosing courage over comfort, choosing what is right over what is fun, fast or easy, and choosing to live these values rather than merely stating them. We don't judge each other, recognising that judgment is different to accountability. We hold ourselves and each other to account for our performance and our behaviour, rather than judging people themselves as "good" or "bad."
6. We treat each other with generosity, assuming the best about other people's intentions, words and actions. We make sure we're not operating on assumptions and instead seek clarity, so that we can deal with each other fairly and accurately.
7. We are willing to trust others, and to increase that trust over time as more trust is earned. At the same time, we hold each other accountable for living up to these values. We recognise that trust requires open and thorough communication, and we're willing to seek and share information freely in order to increase trust.

Pou 4: Whanaungatanga



The process of having a respectful and honest relationship with our customers and other staff.

We act with courage, respect, kindness and empathy.

At RDC, we strive to be both honest and kind. We know that honesty can take courage, and we hold ourselves accountable for acting with courage: kindness is not an excuse for not saying something that may be difficult to hear.

At the same time, honesty is not an excuse for unkindness. We speak our truth and hold ourselves and each other to account without shame, blame, or judgment.

We recognise that each of us has a different perspective, and that empathy requires doing everything in our power to understand someone else's perspective. We know that every person is human and deserving of dignity and respect. We listen with the same enthusiasm with which we want to be heard.

Pou 5: Kotahitanga



The process of bringing people from all walks of life together

We embrace diversity and strive to be inclusive.

Diversity means more than just people who think differently to us.

Diversity encompasses people from different genders, ethnicities, abilities, sexualities, and more. We know that every person on our team and in our community has a perspective that deserves to be understood, and we become richer as a community when every voice is heard.

We live in a multicultural society, with people from different nations and backgrounds. We also understand that the bicultural foundation of Aotearoa New Zealand creates particular responsibilities under Te Tiriti o Waitangi; we recognise Māori as mana whenua of Aotearoa New Zealand. We commit to continuous improvement in our understanding of what it means to honour Te Tiriti o Waitangi.

We do not tolerate racism, sexism or discrimination of any kind, including casual jokes. We understand that words have power, and we choose to be careful with ours.

Pou 6: Aroha



The process of caring and being kind.

We believe in and encourage each other.

At RDC, we show up with a positive attitude and a willingness to be here.

We support our colleagues and know that we can accomplish far more together than we ever could alone.

We recognise that each of us has good days and bad days. When it's someone else's turn to have a bad day, we do our best to look out for them; when it's our turn, we try not to take it out on our colleagues or customers. We're willing to ask for help.

While we don't shy away from hard work or tough conversations, we also make sure to celebrate wins, recognise each other's strengths, and we don't mind having a bit of fun. We know that each one of us contributes to RDC's culture and goals, and we each commit to doing our part to make RDC great.





RANGITIKEI
DISTRICT COUNCIL

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