

a healthier community together

Our People Strategy 2016 - 2019
Auckland District Health Board



Welcome *Haere Mai* | Respect *Manaaki* | Together *Tūhono* | Aim High *Angamua*



AUCKLAND
DISTRICT HEALTH BOARD
Te Toka Tumai



Welcome / Haere mai

*Ko toku rourou, ko tou
rourou, ka ora ai i te iwi.*

*Your food basket, and my
food basket, will meet
the needs of us all.*

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At Auckland DHB, we strive to be a healthy community in all senses of the word: looking after each other so we can look after New Zealanders.

This people strategy provides a pathway for working together over the next three years so that we can all continue to do our life's best work, for our patients, our whānau and communities.

We're all incredibly passionate about what we do here at Auckland DHB, and what we do is life changing, but like anything that truly matters it takes focus, commitment and energy.

The people strategy outlined in these pages provides a pathway to help each other reach our goals – whether individual, organisational or professional. It's a shared springboard for fulfilling our vision of Healthy communities, World-class healthcare, Achieved together.

And it also supports delivery of the New Zealand Health Strategy, particularly through the objectives of being people-powered and one team.

Today, tomorrow and years from now, we'll look back with pride at what we've achieved together.



Ailsa Claire, OBE
Chief Executive
Auckland District Health Board



Dr Lester Levy, CNZM
Chair
Auckland District Health Board



Our values

Delivering on our strategic goals and commitments takes more than just technical and professional skills and knowledge.

We also need the right mindset and behaviours. In 2015 we defined our values these act as a guide to how we all work with each other and underpin every aspect of our people strategy

Welcome

Haere Mai

We see you and welcome you as a person

We put people at ease; find out about the person; see the whole person and not just the condition; explain the environment and what to expect.

Respect

Manaaki

We respect, nurture and care for each other

We listen to different points of view; show compassion; protect dignity and privacy; and ask permission.

Together

Tūhono

We are a high performing team

We share learning; communicate, collaborate and consult; achieve as a team for our colleagues, patients and families; celebrate success and recognise others.

Aim High

Angamua

We aspire to excellence and safest care

We hold others to account and call out unacceptable behaviour; set high but achievable goals; inspire others to do their best work; and look for ways to be more efficient and innovative.

In living our shared values through this people strategy we are committed to continually improving everyone's experience: if we need to collaborate more, we'll do that. If we need to connect and empathise more, then we'll make sure that happens.

Our vision in action

At Auckland DHB, we're a team of 10,000 skilled, passionate people doing our life's best work while contributing to our vision of Healthy communities, World-class healthcare, Achieved together.

Looking after each other professionally and personally is the foundation to a quality, safe experience for all.

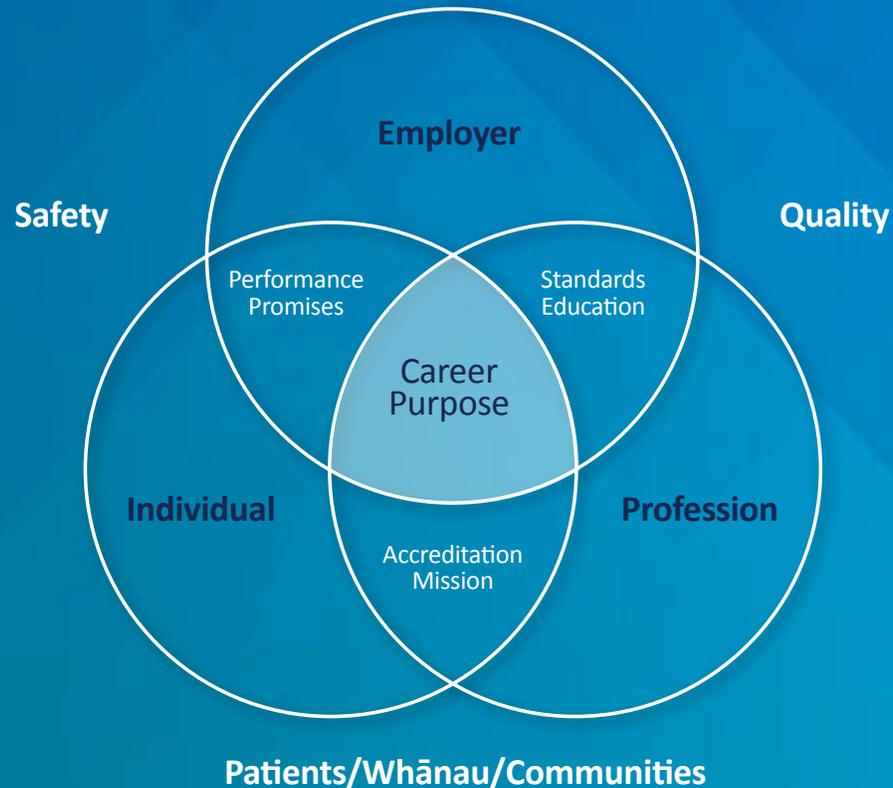


“The healthier we are, the healthier everyone is.”

Ailsa Claire (OBE)
Chief Executive
Auckland District Health Board

Our success

We'll know we've been successful when our workforce is a shining example of a happy, healthy, high-performance community.



Our promise to our people

At the core of our people strategy is a promise to our people.

When you work with us we promise to give you the opportunity to do your life's best work.

We call this our EVP, or employee value proposition, and it's one of the things that helps

us attract, retain and unleash the talents of everyone at Auckland DHB to change health in New Zealand for the better.

And over the next three years, one of the ways we will deliver on it is through this people strategy.



Our promise

Our people have a commitment to making a difference to patients and the community, achieving things we can all be proud of and satisfied with, fostering respect and belonging and continually developing their skills and experience. In return we promise:

Outstanding professional and personal development opportunities for everyone

To champion and support your physical and mental wellbeing, just as you do for those we serve

Transparency and fairness to ensure we can all live our values and commitments

So that you can:

Do your life's best work at Auckland DHB

Our big five

In the next three years our people strategy will focus on five big actions to help us all role model a happy, healthy, high-performance community.

1

Accelerating capability and skill

Becoming a learning organisation at all levels, with leaders and managers as role models of our values and safety culture.

2

Making it easier to work here

Making it quicker and easier to resolve employment issues, including simplifying policies, forms and processes.

3

Building constructive relationships

Connecting with our people to design and evolve how we work together.

4

Delivering on our promises

Fulfilling our commitments to our people, and focusing on the workforce we need for the future of health.

5

Ensuring a quality start

Creating an inspiring and engaging 'first 100 days' welcome to our organisation.



Bring it all together

Here's a quick overview of the path we're taking to achieve our goals and deliver on our people strategy. We invite you to be actively involved in every step of the way. It's important to aim high and to work together.

“To go on a journey is to have the awareness and confidence to go into the unknown – and to do so with curiosity.”

Dr Lester Levy, CNZM

Chair

Auckland District Health Board



The big five

These are the key improvements we'll be making so we can smooth the path and carry on doing our life's best work:

1

Accelerating capability and skill

Becoming a learning organisation at all levels, with leaders and managers as role models of our values and safety culture.

2

Making it easier to work here

Making it quicker and easier to resolve employment issues, including simplifying policies, forms and processes.

3

Building constructive relationships

Connecting with our people to design and evolve how we work together.

4

Delivering on our promises

Fulfilling our commitments to our people, and focusing on the workforce we need for the future of health.

5

Ensuring a quality start

Creating a more inspiring and engaging 'first 100 days' welcome to our organisation.

Our vision

Healthy communities

World-class healthcare

Achieved together

Working towards our goal

We'll be rolling out the initiatives in three phases:

Phase 1

Phase 2

Phase 3

Renovate for a strong foundation

Innovate for effective collaboration

Accelerate to enhance empathy

Our goal

Our people are a happy, healthy, high-performance community

Our mindsets, behaviours and shared values will guide us through the improvements

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Aim High *Angamua*

Next steps on the journey

As part of delivering on our big five, we're planning a whole host of initiatives over the next few years. We're already underway, and we'll be reviewing and adapting as we go. We'll involve our people every step of the way to ensure we're focussed on what's important and what will make the biggest difference.

1 Accelerating capability and skill

Becoming a learning organisation at all levels, with leaders and managers as role models of our values and safety culture.

- Clear understanding of the expectations of managers, leaders and employees
 - Introducing a Management Practicing Certificate
 - Developing our people's leadership, coaching and communication skills
 - Providing high-quality learning and training, how and when people need it
 - Improving professional feedback and development conversations
 - Ensuring our people are equipped and supported to de-escalate and manage bullying and violent behaviour
 - Raising awareness of ways to address conscious and unconscious bias to tackle inequities at work
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2 Making it easier to work here

Making it quicker and easier to resolve employment issues, including simplifying policies, forms and processes.

- Providing easy, fast access to accurate, helpful HR services, information and tools
 - Resolving the barriers to taking leave
 - Being a leader in mindful employer practices
 - Enhancing self-help HR support and technology
 - Ensuring career pathways and benefits are clear and accessible, especially for lower-paid workers
 - Ensuring key employment communications are available in multiple places and multiple languages
-

3 Building constructive relationships

Connecting with our people to design and evolve how we work together.

- Promoting healthy workplace behaviours that put our people and our patients at the centre of all decisions
 - Implementing a Speak Up programme to eliminate bullying, harassment and discrimination
 - Supporting mental and physical health and wellbeing with proactive services and programmes
 - Enhancing patient safety through strong team relationships
 - Promoting respect for diversity
 - Supporting each other to learn from our mistakes
 - Fostering positive relationships with unions
 - Building colleague empathy
-

4 Delivering on our promises

Fulfilling our commitments to our people, and focusing on the workforce we need for the future of health in Auckland.

- Recruiting and developing more Māori and Pacific Island employees
 - Doing what we say we will do, and getting it right first time
 - Minimising and managing risk to our people and our patients
 - Recognising our people for their achievements and their loyalty
 - Providing opportunities for in-the-moment employment feedback
 - Improving our ability to be agile and adaptable
 - Planning ahead to ensure our future workforce is ready
-

5 Ensuring a quality start

Creating an inspiring and engaging 'first 100 days' welcome to our organisation.

- Making the experience of joining Auckland DHB world-class
 - Clarifying what Auckland DHB stands for and the behaviours we expect of each other
 - Introducing a high participation orientation process and programme to support new colleagues to make friends and learn the ropes
 - Supporting our people with services and tools to develop agility and resilience
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Getting there together

Our goal with this strategy is for our people to consistently be a happy, healthy, high-performance community, delivering on our strategic goals and commitments and doing their life's best work.

We'll transparently report on progress against this strategy throughout the year, and will welcome all helping hands to create a workplace that we're proud of in every way.



*He aha te mea nui o te ao
He tangata, he tangata, he tangata.*

*What is the most important thing
in the world? It is people, it is people,
it is people.*

Thank you / Ngā mihi

We've got big goals and it's going to take all of us to achieve them. By drawing on our collective energy for helping people and making our communities healthier, we'll make this strategy a reality in our own backyard.

So, on this journey, let's bring with us our appetite for change, and the resilience to go forward. Together, we can plan for a better future and make it happen so that we all continue doing our life's best work for our patients, our whānau and our communities.

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