

Dignity and Respect

Listen and honour client and family perspectives and choices, taking into consideration family knowledge, values, beliefs and cultural backgrounds.



Information Sharing

Communicate and share complete and accurate information with clients and families in a timely and unbiased manner.

Participation

Encourage and support whānau in participating in care and decision-making at the level they choose.



Collaboration

Work together with clients and their family in the development and delivery of care.