

 **NZ POLICE VALUES**
Ō Tātou Uara

Our Values

Helping us live our values every day so we earn the trust and confidence of everyone in New Zealand.

Hei āwhina i a tātou kia ū ki ō tātou uara ia rā, ia rā, kia nui te whakapono, te whakawhirinaki mai o ngā tāngata katoa o Aotearoa.

P R I M E D

 **New Zealand**
POLICE
Nga Pirihimana O Aotearoa



PROFESSIONALISM

LOOK THE PART, BE THE PART.

DEFINITION › WE TAKE PRIDE IN REPRESENTING POLICE AND MAKING A DIFFERENCE IN THE COMMUNITIES WE SERVE.

WHY › LOOKING AND BEHAVING PROFESSIONALLY, COMBINED WITH OUR EXPERTISE, IS CORE TO HELPING OUR COLLEAGUES AND COMMUNITIES FEEL SAFE AND BE SAFE.

When Malaysian Airlines flight MH17 was shot down in Ukraine with the loss of 298 passengers and crew, New Zealand Police offered to help identify the victims so they could be returned to their loved ones.

The offer was quickly accepted – the expertise of New Zealand Police staff working in the challenging and highly-specialised field of disaster victim identification (DVI) is world renowned.

The DVI operation following the 1979 Erebus disaster in Antarctica is widely acknowledged as setting a benchmark for this type of work, and Police have improved their response in numerous operations since. Some of the more complicated cases include the DVI operations after the 2002 Bali bombings, the 2004 Boxing Day tsunami, the 2010 Fox Glacier air disaster, the 2011 Christchurch Earthquake and the 2012 Carterton ballooning tragedy.

Inspector Mike Wright, who led the first team to assist with the Malaysian Airlines operation, says Police have

honed their DVI skills over decades of continuous improvement.

“We have used the lessons from each operation to build our knowledge base, skills and techniques to ensure we keep getting better” says Mike, who has worked in this area since the 1970s.

In the Malaysian Airlines operation, I was constantly seeing things that resonated with Christchurch. I was able to say ‘I’ve experienced this – I know what to do here’ and to share that with those overseeing the operation.

There are lessons we learned from this operation, too, and we’ll use them to improve even more. It’s all about offering a professional service that gives some closure to the loved one of those who have died. They’re victims, too.”



PROFESSIONALISM

Te Mahi Ngaio tonu

*Look The Part
Be The Part*

Kia rangatira te tū, kia rangatira te mahi



RESPECT

TREAT OTHERS AS THEY WOULD WANT TO BE TREATED.

DEFINITION › WE TREAT EVERYONE WITH DIGNITY, UPHOLD THEIR INDIVIDUAL RIGHTS AND HONOUR THEIR FREEDOMS.

WHY › BEING RESPECTFUL OF EACH OTHER AND THE COMMUNITIES WE WORK WITH BUILDS TRUST AND CONFIDENCE IN OUR ORGANISATION.

Staff in a North Island station went the extra mile to ensure a transgender person who was being arrested on serious charges was treated with respect.

The offender knew she was wanted and had decided to hand herself in. However, she was going through the change process and feeling vulnerable. Her sense of vulnerability was increased by an injury that had temporarily affected her mobility.

The woman contacted the local diversity liaison officer and asked her to arrange for the arrest and for her to be processed at the officer's station, which is not where she would normally have been taken.

The officer knew the watch house process was going to be difficult for the offender, so she phoned ahead and arranged for it to be clear of other prisoners when she arrived to avoid any potential issues.

On arrival at the station, the Sergeant and the watch house keeper were professional and respectful throughout. They addressed the offender as female, which is how she identifies, and clearly explained what was happening.

"Everybody was really fantastic. They treated her just how she wanted to be treated and made sure she was able to keep her dignity," says the liaison officer.

The offender later contacted Police to thank staff for the way she was treated. As a result of the respect she was shown, she has increased trust in confidence in Police.



RESPECT

Te Whakaute



*I Treat Others
As They Would
Want To Be
Treated*

Me manaaki te tangata,
rite tonu ki tāu e pai ai kia meatia e ngā tāngata ki a koe





COMMITMENT TO MĀORI & THE TREATY

STAND TOGETHER.

DEFINITION › WE ACT IN GOOD FAITH OF, AND RESPECT, THE PRINCIPLES OF TE TIRITI O WAITANGI – PARTNERSHIP, PROTECTION AND PARTICIPATION.

WHY › WORKING WITH MĀORI IS ESSENTIAL TO OUR SUCCESS. ONLY TOGETHER CAN WE BUILD THE SUPPORT AND RELATIONSHIPS VITAL TO REVERSING THE OVER-REPRESENTATION OF MĀORI IN THE CRIMINAL JUSTICE SYSTEM.

Police in Hamilton have harnessed the power of art to build trust and confidence with local rangatahi (youth), celebrate Waikato Tainui whakapapa and tikanga and provide a valuable learning tool for staff about the area’s Māori history.

When the Hamilton Police Station was undergoing refurbishment, Area Commander Inspector Greg Nicholls asked Iwi Liaison Officer Kimiora Corness to come up with a way to incorporate local Māori identity into the building.

Her answer was to invite local rangatahi to paint a mural in her office that depicts key points of interest from the region, including its mountains, the Waikato River, and the historically important Kingitanga (Māori King Movement). The station is in the heart of Kingitanga country and the Waikato District’s boundaries stretch to its four corners.

Kimiora says the project connected Police with local rangatahi by recognising their artistic talents and encouraging them to celebrate

their tikanga and history while contributing something positive to the community. It had increased the trust and confidence of the young people involved and underpinned the broader relationship with Waikato Tainui.

“We had kids saying they had seen another side of Police. Some of them used to be taggers, and while spray paint and Police stations don’t normally go together, this was a really positive experience for all of us.

It’s provided a good learning aid for those staff members who might not know much about the area’s Māori history and it highlights the value of Commitment to Māori and the Treaty by acknowledging iwi and hapū and building trust and confidence among the young ones.”



COMMITMENT TO MĀORI & THE TREATY

Te piripono ki te iwi Māori me te Tiriti

Stand Together

Me tū tira tātou



/// EMPATHY

WALK IN THEIR SHOES.

DEFINITION › WE SEEK UNDERSTANDING OF AND CONSIDER THE EXPERIENCE AND PERSPECTIVE OF THOSE WE SERVE.

WHY › WE GET BETTER RESULTS WHEN WE APPRECIATE SITUATIONS FROM THE POINT OF VIEW OF THE PEOPLE WE SERVE AND WORK ALONGSIDE.

Inspector Sue Douglas’s ability to understand what a distressed man was going through allowed her to peacefully resolve a potentially volatile situation and get him the help he needed.

Sue, manager of Police’s Mental Health Team, was visiting a hospital when she saw three security guards struggling to coax an upset patient back into the building. The man was clearly in mental distress and although the guards were being respectful, the way they were crowding him was increasing his agitation.

Sue drew on training led by people with first-hand experience of mental distress to assist. Instead of approaching the security guards first, as she would have normally, she asked the man what he wanted and took the time to listen to him and understand his anxiety.

“The first thing I did was make eye contact and ask if he was OK. I suggested everyone take a step back, and when we

gave him that space, he could see he had a say about what was happening and he relaxed,” says Sue.

With everyone calm, they were able to negotiate and determine what the man wanted.

Sue’s empathy for the man’s plight made her more operationally effective.

Because she took the time to consider things from his point of view, a tense situation was de-escalated and he got the support and understanding he required.



EMPATHY

Te aroha ki te tangata kē

Walk In Their Shoes

Me hikoi i ō rātou ara



VALUING DIVERSITY

MANY VIEWS, ONE PURPOSE.

DEFINITION › WE RECOGNISE THE VALUE DIFFERENT PERSPECTIVES AND EXPERIENCES BRING TO MAKING US BETTER AT WHAT WE DO.

WHY › REFLECTING THE COMMUNITIES WE SERVE AND APPRECIATING DIFFERENT THINKING WILL LEAD TO BETTER PROBLEM SOLVING AND RESULTS.

When Henderson dairy owner Arun Kumar was killed during a robbery of his shop, small retailers across Auckland voiced concerns about their safety.

In Counties-Manukau District, 95 percent of dairy and liquor store owners are of South Asian ethnicity. Many have English as a second language, few were aware of simple steps they could take to keep themselves and their businesses safe and there were very low levels of trust and confidence in Police.

Spotting an opportunity to engage with a significant section of the community and to share important crime prevention messages, local staff launched Operation Dukan (Hindi for shop). This was led by Sergeant Gurpreet Arora and employed the language and cultural skills of four Constables - one from each of the District's four areas.

They engaged with 297 businesses over one month, completing surveys and safety assessments, distributing prevention

material and advice and teaching retailers measures they can take to stay safe.

As a result of Operation Dukan, there was an 80 per cent increase in trust and confidence among the retailers involved. They are safer – and just as importantly feel safer – thanks to the prevention messages and support they received.

“One of the reasons New Zealand Police is so effective is because we work really hard to represent all of the communities we serve,” says Gurpreet. “Being able to deploy staff with a range of experiences, languages and cultural skills is a perfect example of our diversity in action.”



VALUING DIVERSITY

Me whakamihī te kanorau

Many Views,
One Purpose

He tini ngā tirohanga, kotahi te whāinga



