

Ngā Tikanga Whanonga Code of Conduct

Living our values



Ō mātou kiritaki, hāpori, hoa kaipakihi

Our customers, communities and the environment

At Wellington City Council we put our customers first.

We seek to actively engage with our communities so we can capture a broad range of views that can be used to help shape our city's future.

We identify ways we can be sustainable and minimise our impact on the environment.

This section outlines expectations for providing the level of service and engagement our customers and communities expect.

- Our customers
- Our communities
- Protecting our environment.

Our values in action



He tangata, he tangata,
he tangata

We put people at the
heart of what we do



Whakapai ake

We're always improving



Mahi ngātahi

We collaborate



Mana tiaki

We care for our places

Our customers and communities

What it means

We are a service-based organisation, and our customers and communities are at the heart of the services we provide.

Our customers and communities have strong voices that need to be heard to inform the Council's decision making. When we engage them on decisions, we look for ways to make sure we hear a broad range of views.

Why it matters

The people of Wellington are at the heart of the Council's priorities and plans. We provide a range of services on behalf of Councillors who are elected by the people of Wellington. The way we deliver these services, either ourselves or through business partners, impacts the public perception of the Council.

How we do it

- We understand we are representing the Council when we are engaging with our communities, and we are careful not to present our personal views
- We respond appropriately and are aware of, and sensitive to, the needs of Wellington's diverse communities and how they wish to engage with the Council. We engage in a respectful and meaningful way so the community is clear about what it can influence and knows its interests have been considered in the process
- The Council recognises that dealing with customers may be challenging. The Council will support customer-facing teams so they have the tools and strategies to manage difficult customers
- We do what we say we will do by the time we say we will do it
- We keep our customers informed if we can't resolve an issue. We explain to our customers why we are passing the issue to somebody else
- When we get something wrong, we apologise and we fix it
- The Council supports and resources customer-facing teams to resolve service requests and complaints.

Examples of serious misconduct

- Deliberately misrepresenting or excluding community groups in Council activities that impact them
- Being disrespectful to customers and demonstrating behaviours that impact negatively on the reputation of the Council.

For more information

- Refer to our Standard for Delivering Excellent Customer Service.

Protecting our environment

What it means

We realise the importance of what our environment provides, and protect it for future generations. We will ensure our environment is healthy and resilient.

Why it matters

Mana tiaki – we care for our places.

The Council has a shared responsibility with Greater Wellington Regional Council to maintain a healthy environment as we are the guardians of our city's environmental assets.

Our environment contributes to the health and wellbeing of our community.

There is intrinsic value in biodiversity and for many, particularly Māori, it is an essential part of their world view.

How we do it

- Everyone is accountable for observing environmental laws and Council policy
- We support the city's goals to reduce carbon emissions, and think about impacts of climate change on the city and the Council
- We will ensure our actions and operating practices do not adversely impact the environment. We consider the environmental impact of everything we do, including actions that other parties take on our behalf (e.g. contractors).

Examples of misconduct

- Negatively impacting the environment through the irresponsible disposal of harmful waste.



