

## As a Public Servant ask yourself?

- Am I doing the very best job I can do?
- Am I committed to providing service to my country?
- Do I uphold the good reputation of my Agency?
- Am I a good ambassador or representative for my Agency?
- Am I professional?
- Would I be missed if I left? - Why?
- Do I deserve to have this job?
- Do I model the values of my Agency and the Public Sector?



# Public Sector Values Guide

Produced by the Office of the Public Service Commissioner  
Version Three  
April 2023

The Office of the Public Service Commissioner has compiled this booklet to provide Public Service employees with a guide to the Public Sector Values that help us achieve our goals.

## OUR VISION

### PUBLIC SERVICE OF EXCELLENCE

## OUR MISSION

To deliver quality goods and services through effective leadership and governance and achieve our National Sustainable Development Plan goals through:

- ⇒ A Public Sector that is well led and trusted by the people of the Cook Islands
- ⇒ A Public Sector that is relevant and responsive

## Contact Details

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## EFFICIENCY & EFFECTIVENESS

**Achieving good results for the Cook Islands in an economical way.**

Examples of Efficiency & Effectiveness are:

- Being professional
- High productivity (its not how long you spend on the job but what you have actually achieved)
- Being the best that you can
- Not wasting time or resources
- Producing quality work
- Making a real difference
- Putting the needs of the organisation first
- Giving your very best to everything you do
- Going the extra mile



## RESPECT

Treating the people, the Government of the Cook Islands and colleagues with courtesy and respect.

Examples of Respect are:

- Being polite and courteous
- Using correct titles for people
- Listening to and acknowledging others' opinion
- Treating others as you would like to be treated
- Not misusing your organisation's resources
- Being aware of others health and wellbeing
- Being non-discriminatory
- Taking a non-tolerant stance towards harassment and bullying

## What are Values?

Important and lasting beliefs or ideals shared by the members of an organisation about what is good or bad and desirable or undesirable behaviour.

*Values* have a major influence on a person's behaviour and attitude and serve as broad guidelines in all situations.

## Other names for Values may include:

- Principles
- Morals
- Standards
- Code of Behaviour
- Rules of Conduct
- Standards of Behaviours

## Why are Values important?

- They set standards of integrity and conduct (professionalism) and underpin the way we go about our business
- They help guide us in what we do and how we behave
- They provide direction to the decision making process

# Our Values

**Honesty**  
**Tū Tiratiratū**

Acting honestly, being truthful, and abiding by the laws of the Cook Islands

**Impartiality**  
**Tū Pāpākita'ī kore**

Providing impartial advice, acting without fear or favour and making decisions on their merits

**Service**  
**Tū Tāvini**

Serving the people well through faithful service to the Government of the Cook Islands

**Accountability**  
**Tū Akapāpu'anga**

Being able to explain the reason for actions taken, and taking responsibility for those actions

**Transparency**  
**Tū Mā'ora'ora**

Taking actions and making decisions in an open way

**Respect**  
**Tū Akangāteitei**

Treating the people, the Government of the Cook Islands and colleagues with courtesy and respect

**Efficiency**  
**Tūranga Meitaki**

Achieving good results for the Cook Islands in an economical way

**Effectiveness**  
**Tūranga Tau**

## ACCOUNTABILITY

**Being able to explain the reason for actions taken, and taking responsibility for those actions.**

Examples of Accountability are:

- Taking responsibility for your actions
- Being able to account for what you did and why you did it
- Able to justify why you should received your pay each fortnight
- Accepting responsibility for the actions of your team/subordinates
- Able to stand up to public scrutiny
- Be dressed appropriately for your role



## TRANSPARENCY

**Taking actions and making decision in an open way.**

Examples of Transparency are:

- Being open and honest about your actions and decisions
- No hidden agendas
- Explaining honestly why you were late for work
- Letting others know where you are
- Sharing your workplan so others know what you are doing
- Reporting relevant information—no secrets
- Not talking about others behind their back
- Processes and systems are followed

## HONESTY

**Acting honestly, being truthful, and abiding by the laws of the Cook Islands.**

Examples of Honesty are:

- Admitting when you have made a mistake
- Telling the truth even if you know it might get you in trouble
- Taking responsibility for your actions/behaviours
- Recognised as someone who is honest
- Not arriving at work late, or leaving early but clocking in your time incorrectly
- Not taking extended lunch breaks
- Not using Government equipment, resources and materials for personal use
- Not telling lies

## IMPARTIALITY

Providing impartial advice, acting without fear or favour, and making decisions on their merits.

Examples of Impartiality are:

- Not favouring one person or party over another
- Not giving preferential treatment to relations (nepotism) or friends (cronyism)
- Doing what is right
- Being fair
- Not appointing your friends or relations without just cause
- Declaring conflicts of interest

Note: It is not necessarily treating everyone the same!

## SERVICE

Serving the people well through faithful service to the Government of the Cook Islands.

Examples of Service are:

- Giving good customer service
- No "Wrong door" policy
- Answering the telephone promptly with a smile
- Putting others before oneself
- Helping promote the good reputation of your organisation
- Treating others as you would like to be treated
- Not keeping customers waiting too long
- Being loyal