

# Glossary

ACC	Accident Compensation Corporation
AMP	Asset Management Plan
BET	Business Excellence Team
BPTW survey	John Robertson Best Places to Work Survey
CB/WC	Community boards and ward committees
CE	Chief Executive
CERT	Community Emergency Response Team
CHRIS	Council's Payroll System
Communitrak	Independent annual customer survey
Confirm	Asset Management System
CSC	Customer Service Centre
CSS	Customer Service Strategy
CST	Customer Strategy Team
DHB	Hutt Valley District Health Board
DM	Divisional Manager
EAP	Employee Assistance Programme
EDS	Economic Development Strategy
EEO	Equal Employment Opportunity
EMO	Emergency Management Office
EMT	Executive Management Team
FTE	Full Time Equivalent
GIS	Geographic Information System
GM	General Manager
GWRC	Greater Wellington – The Regional Council
H&S	Health and Safety
HR	Human Resource
HRS	Human Resource Strategy
HVWS	Hutt Valley Water Services
ICT	Information Communication Technology
IM	Information Management
IMS	Information Management Strategy
IMT	Information Management Team
IT	Information Technology
LA	Local Authority
LGA	Local Government Act 2002
LGNZ	Local Government New Zealand
LGOIMA	Local Government Official Information and Meetings Act 1987
LTCCP	Long Term Council Community Plan
LTSA	Land Transport Safety Authority
MRS	Management Reporting System
NZQA	New Zealand Qualifications Authority
OAG	Office of the Auditor General
OOS	Occupational Overuse Syndrome
Peer LAs	New Zealand Cities with populations between 50,000 to 100,000
PES	Property Enquiry System
QIP	Quality Improvement Process
QM	Quality Management
RFS	Request for Service
SCADA	Supervisory Control and Data Acquisition System
SOLGM	Society of Local Government Managers
SWOT	An analysis of strengths, weaknesses, opportunities and threats
The Dowse	The Dowse Art Museum
ZIM	Health and Safety Manual

# Our Values

- 1. Be the Best**  
We will go the extra mile to provide exceptional services for our customers.
- 2. Positive Attitude**  
We will take an adaptable, can- do approach – and have fun!  
We will tell everyone about the great work we're doing.
- 3. Knowledge**  
We will be creative and innovative, and make the most of available resources.  
We will learn from our experiences.
- 4. Loyalty**  
We will stand by our organisation and build on its positive image.
- 5. Team Approach**  
We will empower and encourage each other.  
We will share information and keep everyone in the loop.
- 6. Leadership**  
We will take responsibility for addressing issues and focus on solutions.
- 7. Trust**  
We will talk and act with honesty.  
We will give responsibility and trust each other.
- 8. Appreciation**  
We will celebrate our successes and acknowledge each other.
- 9. Investment**  
We will support each other to reach our potential.
- 10. Fairness**  
We will be fair, equitable and transparent in everything we do.