

Independent Review Office Values

The core values for the Independent Review Office (IRO) and principles that guide their implementation incorporate the four (4) government sector core values in section 7 of the *Government Sector Employment Act 2013*, and two (2) IRO specific values – independence and expertise. There is no hierarchy among the values and each is of equal importance. The values and principles are:

Independence

- Operate independently from insurers, injured persons, advocates and government
- Deal with injured persons, their lawyers and insurers fairly
- Strive for early solutions that are fair and reasonable
- Call out system **problems** and work constructively with all concerned to fix them

Integrity

- Consider people equally without prejudice or favour
- Act professionally with honesty, consistency and impartiality
- Take responsibility for situations, showing leadership and courage
- Place the public interest over personal interest.

Trust

- Appreciate difference and welcome learning from others
- Build relationships based on mutual respect
- Uphold the law, institutions of government and democratic principles
- Communicate intentions clearly and invite teamwork and collaboration
- Provide apolitical and non-partisan advice.

Service

- Provide services fairly with a focus on customer needs
- Be flexible, innovative and reliable in service delivery
- Engage with the not-for-profit and business sectors to develop and implement service solutions
- Focus on quality while maximising service delivery.

Expertise

- Apply expert knowledge of personal injury compensation laws and systems
- Stay up-to-date on personal injury compensation developments, research and innovations
- Engage with and learn from injured persons, insurers, lawyers and colleagues
- Exchange views and engage in constructive dialogue

Accountability

- Recruit and promote employees on merit
- Take responsibility for decisions and actions
- Provide transparency to enable public scrutiny
- Observe standards for safety
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.