

VALUES CHARTER

Our values guide our day to day decision making and how we interact with each other, or clients and our patients.

This charter is a statement of the behaviours that underpin each of our values.

TEAM WORK

We work together within and across disciplines and support each other to achieve our common aims. We give everyone a chance to contribute, we communicate openly and honestly within our teams and with our stakeholders. We recognise and support people's contributions and take the initiative in creating productive and collaborative teams.

I DEMONSTRATE TEAMWORK WHEN I:

- Communicate openly and honestly
- Act to build and sustain team cohesion and performance
- Value the skills, capabilities and contribution of all team members
- Celebrate both individual and team achievements
- Share knowledge, information and skills with colleagues and staff
- Consider how my actions will affect others
- Acknowledge conflict and act to swiftly resolve it within the team
- Encourage others to grow and develop

I OFFEND AGAINST THE VALUE OF TEAMWORK WHEN I:

- Fail to behave as a multi-disciplinary team member
- Ignore input from others or devalue their contribution
- Do not share or pass on information in a timely fashion
- Hold grudges or resentments rather than act to resolve them
- Claim the praise and fail to acknowledge the contribution of others
- Neglect to thank others for their support and assistance
- Do not respect the roles and contributions of staff from all disciplines within the hospital or facility
- Act in a manner driven by self-interest

HONESTY

We take responsibility for our actions. We behave in a transparent manner, and reflect on our decisions and practices. We use our resources appropriately and uphold the public interest by being honest.

I DEMONSTRATE HONESTY WHEN I:

- Am accountable for my words, decisions and actions
- Keep my commitments and promises
- Communicate truthfully and openly
- Provide accurate and comprehensive information to stakeholders, clients and patients
- Acknowledge my mistakes
- Encourage and provide genuine, constructive feedback

I OFFEND AGAINST THE VALUE OF HONESTY WHEN I:

- Knowingly tell a lie or untruth
- Agree to do something when I have no intention of delivering
- Waste resources or fail to consider more efficient means of achieving a result
- Look the other way rather than confronting a problem or situation
- Ignore, refuse to listen to, or address any concerns raised in, constructive feedback
- Cover up mistakes rather than report and examine them

VALUES CHARTER

RESPECT

We demonstrate that differences are accepted by ensuring that everyone gets to speak and be heard. We promote debate and discussion, and value the diverse views of our employees and communities. We deal with issues in a constructive and timely way.

I DEMONSTRATE RESPECT WHEN I:

- Acknowledge and value the experience and contribution of others
- Engage in discussion with others and listen to their views
- Treat others consistently with respect and professionalism
- Consult and involve others before making decisions that impact on them
- Provide explanations for decisions and actions
- Meet deadlines and agreed commitments
- Acknowledge the diversity in health care needs within our communities and work to address these differences

I OFFEND AGAINST THE VALUE OF RESPECT WHEN I:

- Am inaccessible or unresponsive to answer questions, discuss issues or provide information
- Make independent decisions which affect others personally or their practice without consulting them
- Use sarcasm or ridicule as a form of communication
- Do not take the time to understand the diverse views of others and the communities in which they live
- Fail to respond in a timely manner to requests for information
- Allow myself to be distracted when meeting with others rather than giving them the necessary time and attention
- Bully or harass others at work or permit this behaviour from others, including patients and carers

EXCELLENCE

We demonstrate our commitment to providing high quality and innovative health care. We recognise and promote creativity, and support ongoing research and development. Our willingness to learn from our mistakes, and embrace change and innovation reflects our shared commitment to excellence.

I DEMONSTRATE EXCELLENCE WHEN I:

- Show commitment to high quality and innovative health care
- Personally model the Values Charter behaviours and encourage others to do likewise
- Strive to perform to the best of my ability and to meet standards of excellence
- Ensure my attitudes and behaviour contribute to a positive client/patient experience
- Regularly review the quality of service/practice I or my team are responsible for and implement strategies to improve service
- Look for opportunities to improve performance
- Think about how I or my team can do things better
- Am creative and willing to try new things
- Show ongoing commitment to personal learning and professional development and support others to do the same

I OFFEND AGAINST THE VALUE OF EXCELLENCE WHEN I:

- Do not personally model the Values
- Fail to speak up when I see others offending against the Values
- Do not continually seek to demonstrate excellence in the provision and quality of health care
- Am afraid to raise new ideas
- Fail to assist and support others improve their skills and knowledge
- Neglect opportunities to encourage new ways of doing things through further research and development

VALUES CHARTER

EQUITY

We recognise and value the diversity of our staff, clients and stakeholders. We respect these differences and treat all people fairly and with dignity. We identify and address people's needs, and we act in a fair and impartial manner in striving to meet these needs.

I DEMONSTRATE EQUITY WHEN I:

- Treat people fairly regardless of their background, discipline or position
- Ensure services are available to clients and patients from all backgrounds, and are flexible enough to address differences in needs and requirements
- Respect the contribution and viewpoints of others from different backgrounds and experiences
- Ensure that opportunities or access are not denied to others because of their background
- Recognise the need for work- life balance of our employees

I OFFEND AGAINST THE VALUE OF EQUITY WHEN I

- Dismiss or do not value different or opposing viewpoints
- Demonstrate prejudice or bias towards others who differ in terms of ethnic background, gender, sexual preference, age, or professional background
- Fail to consider different needs, expectations and work preferences of staff
- Deliver services which knowingly or unknowingly exclude, make access difficult for, or do not meet the needs of clients/patients from different backgrounds
- Show favouritism rather than treat all staff equally and fairly

CARING

We place the patient at the core of our service delivery, and take a genuine interest in our clients. We display care and empathy in communicating with our clients and their families. We balance the needs and wants of our clients with appropriate care and organisational priorities.

I DEMONSTRATE CARING WHEN I:

- Consider the client/patient as a whole individual
- Am empathic, polite and professional in all interactions with clients/patients
- Recognise when team members are troubled or stressed and provide appropriate support
- Work to build the resilience of staff to the demands of the workplace
- Show intolerance to disruptive behaviour such as bullying and harassment by other staff, patients or carers
- Ensure that services are provided in a safe manner

I OFFEND AGAINST THE VALUE OF CARING WHEN I:

- Fail to take genuine interest in the life experience of patients beyond their presenting symptoms
- Neglect to give adequate information to patients and their carers about their treatment and options
- Ignore the needs of staff and colleagues who are under stress

VALUES CHARTER

COMMITMENT

We demonstrate our commitment to the community, our patients and the organisation by performing our jobs to the highest possible standards. We share responsibility for the identification of solutions, and we assist others to achieve their goals. We see setbacks as an opportunity for improvement, and acknowledge and promote the vision and mission of our organisation.

I DEMONSTRATE COMMITMENT WHEN I:

- Support and champion the direction of the organisation
- Comply with organisational and professional standards and policy
- Express optimism for the future and enthusiasm for the job role
- Respect management decisions that have been made
- Learn from failures and setbacks
- Encourage and assist others to realise their career aspirations

I OFFEND AGAINST THE VALUE OF COMMITMENT WHEN I:

- Fail to verbally support the strategy and direction of the organisation
- Do not encourage individual and team excellence
- Fail to adhere to professional standards or comply with appropriate policies and guidelines
- Treat managers attempting to carry out their function with disrespect
- Fail to support and encourage colleagues in the execution of their duties
- Neglect to identify problems and work to find solutions or improvements

COURAGE

We demonstrate courage by taking responsibility for our own actions. We acknowledge the challenging nature of the work we do, and identify and manage risk responsibly. We deal with problems and issues in a constructive way, and feel supported to resolve them. We confront inappropriate behaviour and practices.

I DEMONSTRATE COURAGE WHEN I:

- Am confident and willing to take managed risks
- Work to create a trusting environment where staff, clients and patients can freely express their opinions
- Voice my ideas on organisational issues in a constructive manner
- Speak up when I see others not behaving in ways that support the Values
- Acknowledge the challenging nature of the work we do, and identify and manage risk responsibly
- Confront underperformance when it occurs and assist others to improve their performance
- Confront inappropriate behaviour and practices.

I OFFEND AGAINST THE VALUE OF COURAGE WHEN I:

- Avoid making difficult decisions
- Fail to challenge my own perspectives and long held beliefs when confronted with contrary evidence
- Neglect to ensure that risk is managed adequately
- Do not challenge my peers and colleagues when I see evidence of underperformance or inappropriate behaviour
- Fail to give constructive feedback