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Why do we have a set of values?

Values are principles that people believe in and think are important. Having a set of core values sets clear expectations for standards of behaviour.

Benalla Health has developed Our Values as a framework to help guide staff in their relationships with members of our community; patients, clients, residents, their families and friends, other visitors to the organisation and our own staff.

The Values that have been developed and endorsed at Benalla Health are:





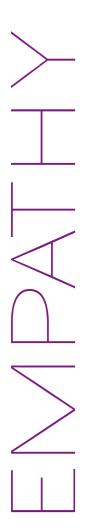


Respect is reflected in our words, attitudes and behaviours.









We value EMPATHY because it enables us to understand people's individual feelings, to see things from their point of view, and to care for their emotional, physical and spiritual well-being.

We accept that we are all different and that members of our community may experience a variety of emotions, including fear, anger, grief and disappointment when we are interacting with them.

At Benalla Health we demonstrate empathy by

- Being mindful of others
- Taking the time to listen
- Being considerate and understanding
- Providing encouragement to others
- Understanding the needs of those we interact with















We value COMPASSION because it enables us to demonstrate a deep awareness of another's suffering.

Compassion is more than just wanting to help and it is more than simply feeling sorry for someone.

At Benalla Health we demonstrate compassion by

- Listening respectfully
- Accepting people without judgement
- Having sound communication skills
- Being sensitive to other's needs
- Showing concern to all

Compassion is about demonstrating care in action.







We value ACCOUNTABILITY because it enables us to take personal responsibility for our words, our attitudes and our actions. Each of us has a responsibility to provide a quality service.

Accountability is reflected in our approach to customer service.

At Benalla Health we demonstrate accountability by

- Taking responsibility
- Delivering on our promises
- Acknowledging and rectifying our mistakes
- Always working to the best of our ability
- Understanding and adhering to policies and procedures