



VISION

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

We want to be known as an organisation that sets the highest healthcare standards because we believe this is what our community deserves.

We are committed to being an employer of choice, where people enjoy their work and take pride in their contribution.

An ongoing commitment from the Board, Executive, Managers and Staff to a shared set of core values, will enable us to achieve excellent health outcomes for our community.

The values identified in this booklet have been selected by staff as key elements critical to achieving the outcomes we have set for ourselves and the community. Our Values tell us what behaviours and decisions are acceptable and what we expect of ourselves and each other.

OUR VALUES

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:

HOW WE RESPECT

We value RESPECT because it enables us to act without bias and with sensitivity to a person's beliefs, wishes and feelings.

We treat everyone with mutual respect and sensitivity, recognising the importance of diversity.

At Benalla Health we demonstrate respect by

- Maintaining confidentiality and privacy
- Being courteous and polite to everyone
- Treating everyone equally
- Valuing everyone's contribution
- Being punctual and responsive

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

Empathy requires us to continually seek to understand the other person.

EXCELLENCE

We value EXCELLENCE because it enables us to continually strive to develop new healthcare standards to benefit our community.

The pursuit of excellence challenges us to change and to innovate. Our Quality and Risk Management program supports ongoing evaluation and review to ensure that our services are aligned with best practice principles.

At Benalla Health we demonstrate excellence by

- Being professional and enthusiastic
- Being prepared to listen to new ideas
- Taking pride in our appearance
- Participating in on-going education
- Challenging each other to improve and be innovative

Only our best is good enough for those of whom we care.

COMPASSION

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.

ACCOUNTABILITY

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

We consistently do what we say we are going to do.