



# Values and Behaviours

## Respect

- I treat others with sensitivity and dignity
- I value and accept others' differences
- I treat others as I would wish to be treated
- I always try to challenge those who bully, intimidate, undermine or blame others
- I preserve the privacy and confidentiality of all
- Any information I convey about others is factual and relevant to my role at Epworth HealthCare
- I do my best to acknowledge employees and customers with eye contact and a greeting
- If visitors need directions, I will help wherever I can and if feasible I will take them to their destination

## Excellence

- I always strive to have a positive attitude and do my best
- I encourage others to also achieve their full potential
- I willingly share my ideas and knowledge with others
- I endeavour to take pride in all that I do
- I am committed to maintaining the highest standards
- I always endeavour to do things right the first time
- I strive towards maintaining the highest standards of safety for patients, employees and visitors in my work environment

## Community

- I am a team player
- I care about the safety and well-being of others around me
- I always aim to speak positively and constructively about Epworth HealthCare
- I always aim to manage problems or issues constructively within the Epworth HealthCare clinical and administrative teams
- I am proud to work at Epworth HealthCare and contribute to the communities in which we operate
- I try not to impact on the work of others by saying "it's not my job"
- I always seek to enhance Epworth HealthCare's reputation

## Compassion

- I show empathy and support to patients and their families at a time of vulnerability
- I endeavour to care for and support others
- I am sympathetic to the emotions and feelings of others
- I try to build trust with others
- I do my best to make time for and listen to others
- I strive to address concerns with kindness and consideration

## Integrity

- I am open, honest and transparent in my approach
- I do what I say I will do
- I respect and display Epworth HealthCare's professional standards and policies
- My appearance and dress are professional and reflect my respect for our customers
- I promote professional behaviour in myself and others
- I take pride in my department, contributing towards maintaining a clean and safe working environment that is litter-free
- I strive to gain the trust of others
- I will only utilise my position for the benefit of the organisation and our customers

## Accountability

- I am responsible for my decisions and actions
- I feel a personal responsibility for the reputation of Epworth HealthCare
- I take an active interest in things being done well at Epworth HealthCare
- I am open and honest if I make a mistake and regard this as an opportunity to learn
- I actively listen and communicate honestly with others
- I am accountable for the skills required for my position and undertake appropriate training to maintain these competencies
- I do my best to take action to improve things that are not right and challenge those whose behaviour is not representative of our values
- I have an understanding of the impact on others when my behaviours are not in accordance with Epworth HealthCare's values