

This values charter is a draft statement of the behaviours underpinning each of Hunter New England Health's values.

This charter is currently undergoing a process of consultation and development, and is provided for your information to elaborate on the meaning of the values and indicate the expectations of all employees of Hunter New England Health.

Teamwork

We demonstrate this when we:

- Encourage and support our colleagues
- Commit to, and pursue team goals by actively contributing to team activity
- Take responsibility for our contribution to effective team performance
- Share information and knowledge
- Clarify our evolving roles and team purpose

I will:

- Act in ways that encourage team cohesion by role modelling agreed team behaviours
- Provide leadership for and with my team to resolve team challenges
- Value each member of the team and their unique contributions
- Trust colleagues to do their job
- Actively seek ways of adding value to the team
- Take personal responsibility for team goals as well as my personal goals
- Ensure team successes are celebrated

Honesty

We demonstrate this when we:

- Are trustworthy in our dealings with others
- Communicate and act in a truthful, transparent and open manner
- Provide comprehensive and accurate information to others
- Take responsibility for expressing our point of view
- Acknowledge the results of our actions whether they were intended or not

I will:

- Take responsibility for my words and actions
- Acknowledge when I am wrong
- State how I feel about things so others can understand my concerns
- Meet my obligations for punctuality and attendance
- Critically reflect on feedback relating to an observed drop in performance
- Seek opportunities to give credit to my colleagues who have helped me achieve

Respect

We demonstrate this when we:

- Acknowledge and value the experience and contribution of others
- Communicate and behave in ways that maintain the self-esteem and dignity of others
- Value the diversity of our work colleagues and communities
- Consider implications for others when making decisions

I will:

- Show consideration for others
- Encourage people to express their opinion without fear of repercussion
- Actively listen, hear and confirm my understanding
- Provide reasons and rationale for decisions taken
- Acknowledge the different levels of health care knowledge within the community and provide education and support
- Observe common courtesies, manners and greetings

Ethics

We demonstrate this when we:

- Consistently behave in accordance with the Hunter New England Health values and behaviours
- Work in accordance with organisational and professional codes of conduct, legislative requirements and established standards of practice and behaviour
- Act on perceived inappropriate practice and behaviour

I will:

- Ensure all change and innovation is guided by corporate governance policies for ethical practice (eg. Ethical research committee)
- Speak up if I observe practices that could be perceived as unethical
- Seek feedback on my personal practice should I be uncertain of the ethical principles to be applied.

Excellence

We demonstrate this when we:

- Identify and act on opportunities to continuously improve everything we do
- Encourage personal and professional growth and development through lifelong learning
- Work together to achieve the corporate strategic direction and goals
- Model the values at all times
- Acknowledge what we could have done better

I will:

- Strive to achieve a quality result in everything I do or say
- Seek feedback on the quality of my service/practice and acknowledge areas that need development
- Critically reflect on my personal practice and on our team practice
- Commit to lifelong learning by updating my skills regularly
- Ensure my behaviour enhances the client/patient experience

Caring

We demonstrate this when we:

- Act in a way that provides a quality health experience for the community using our services
- Create a nurturing and supportive environment that reflects our empathy for others
- Support the achievement of work and life balance
- Acknowledge the contributions people make and the challenges they face

I will:

- See the client as an individual, rather than a medical condition
- Recognise when patients and/or team members are troubled and support them appropriately
- Treat people equally, without prejudice
- Be empathic, polite and professional in my interactions with clients

Courage

We demonstrate this when we:

- Seek out and encourage innovation and creativity
- Consider feedback as an opportunity to learn and as a means to promote positive change
- Accept challenge and change
- Question what is and create what could be

I will:

- Create an environment where people can freely express their opinions
- Address difficult issues in a positive manner
- Express my ideas on organisational issues in a constructive manner
- Extend myself to achieve team objectives
- Believe and trust in myself to achieve under difficult circumstances
- Believe and trust in my colleagues to achieve under difficult circumstances
- Stand by my word and the values of the organisation under pressure
- Speak up when I see our values being challenged

Commitment

We demonstrate this when we:

- Follow through on issues we have taken responsibility for
- Comply with organisational and professional standards and policy
- Actively participate within the organisation and extend ourselves when needed
- Take responsibility for our own personal and professional development
- Undertake critical self reflection for self improvement
- Know what is expected of us in the work place with regards to policies and procedures and act accordingly

I will:

- Be responsible for my own actions and own the outcomes
- Demonstrate a 'can-do' approach by showing enthusiasm and dedication to every task at hand
- Follow through on assigned tasks and responsibilities and seek to develop myself to meet organisational needs
- Share knowledge and skills with my colleagues