



## Compassion

*We put people first*

We are compassionate and care deeply for those around us, treating everyone with kindness and empathy.

### What this looks like:

- > We put the patient at the centre of everything we do
- > We ask people how they are going and we listen actively to their response
- > We consider how our actions might impact others.

### What we avoid:

- > Being inattentive to others
- > Making assumptions about others or being dismissive of their concerns
- > Judging others without understanding their personal story.

## Accountability

*Each of us is responsible for our commitments, our behaviour and the quality of our work*

We trust everyone to use their best judgement and behave ethically at all times, acting in the best interests of our patients, our people and Epworth.

### What this looks like:

- > Being open and honest about making a mistake, and seeing it as an opportunity to learn
- > Following through on the commitments we make and taking ownership for the quality of our work
- > Being committed to providing the highest quality care and representing Epworth as a staff member.

### What we avoid:

- > Concealing or not admitting a mistake and being unwilling to learn and improve
- > Failing to speak up for the things that impact negatively on staff or patient safety
- > Disrespecting patients or fellow staff members or acting in a way that could damage the reputation of Epworth.

## Respect

*We are proudly inclusive and treat everyone with dignity*

We encourage and celebrate difference and treat everyone as a valued equal.

### What this looks like:

- > We listen to everyone's perspective and take on board new ideas
- > We are inclusive, accepting and considerate of other people's experiences
- > We look to solve any workplace issues constructively.

### What we avoid:

- > Being disrespectful or inconsiderate of others
- > Speaking badly about someone else behind their back
- > Failing to treat patients as individuals and valuing their voice.

## Excellence

*We are committed to providing the highest quality healthcare for our patients*

We constantly push ourselves to be our best, to improve and learn and we arrive every day inspired to make a difference.

### What this looks like:

- > We do the little things well that make a big difference in people's lives
- > We have a continuous improvement mindset and we share our knowledge with each other whenever relevant
- > We communicate clearly with others to avoid misunderstandings.

### What we avoid:

- > Being dismissive to a suggestion about a different way of doing something
- > Being content with average results or becoming complacent on the job
- > Being resistant to continually developing our knowledge and skills.