

JUSTICE

Justice is a balanced and fair relationship with self, our neighbour, all of creation and with God.

To practise justice we:

- Address issues in a respectful manner, as they arise and with the appropriate person.
- Give positive feedback and accept constructive feedback.
- Contribute to the workload as a team.
- Actively discourage gossip and be faithful to colleagues.
- Respect confidentiality at all times.
- Acknowledge that bullying and discriminating behaviour is not acceptable in the workplace.

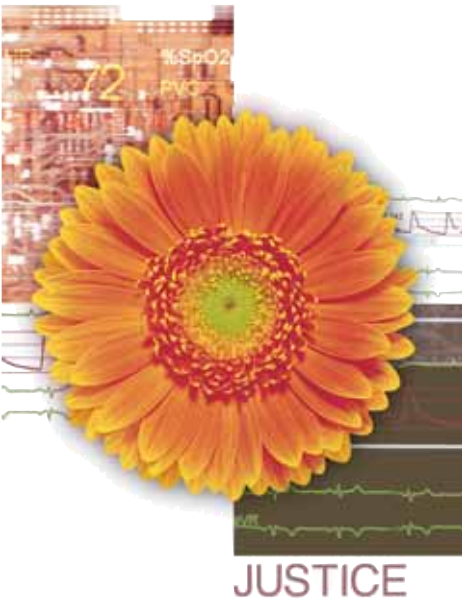


EXCELLENCE

Excellence is giving the optimum standard of care and service within the scope of available resources.

To achieve excellence we:

- Take responsibility to inform and be informed.
- Encourage caregivers to contribute to decision making.
- Strive to do our best and add value to everything we do.
- Encourage development opportunities for caregivers.
- Actively participate in change processes.
- Encourage new ideas.



*Bringing our
values to life
through our behaviour.*



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St John of God Health Care Inc.

ARBN 051 960 911 ABN 21 930 207 958 (Limited Liability) Incorporated in Western Australia.





St John of God Health Care

aims to continue the healing mission of Jesus Christ through the provision of health care services that promote life to the full by enhancing the physical, intellectual, social and spiritual dimensions of being human.

VISION

The Vision of St John of God Health Care is that we live and proclaim the healing touch of God's love where we invite people to discover the richness and fullness of their lives, give them a reason to hope, and a greater sense of their own dignity.

CAREGIVERS

The term "caregiver" is used to describe all employees because every person, regardless of whether they are involved in direct hands on care, contributes to the well being of patients.

VALUES

The Values of St John of God Health Care influence how caregivers deliver services throughout the organisation.

Our Values are: Hospitality, Compassion, Respect, Justice and Excellence. Each Value stems from a set of beliefs and principles and each has roots in the Christian Scriptures.

Certain behaviours flow from our commitment to our Values. All five Values are inter-related and each serves as a moderating influence on the others. Together these Values constitute a code which is used to enhance the culture within St John of God Health Care.

Integrating our Values into the professional lives of our caregivers enables St John of God Health Care to fulfil its Mission and remain faithful to its heritage.

Our Values guide the organisation, providing a sense of unity and direction. They are also an invitation for caregivers to express themselves in their own unique way as we strive together to be faithful to the Mission. In the complex, fast-moving world of health care, we want to retain the flexibility and capacity to change while remaining true to our identity.

Caregivers at St John of God Health Care are encouraged to promote behaviours that bring our Mission and Values to life.

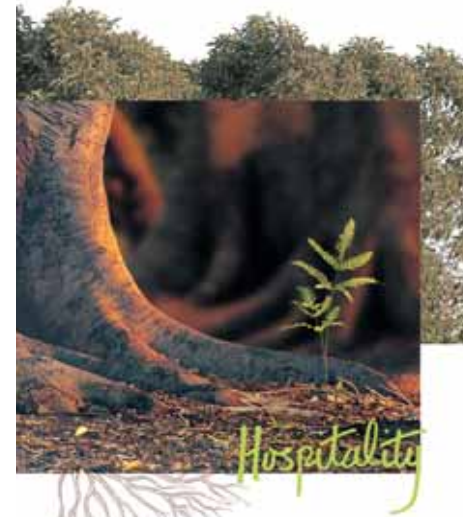
CODE OF CONDUCT

This Code of Conduct:

- Provides a guideline for caregivers who are striving to express the five Values in their particular area of work.
- Assists in clarifying the organisation's expectations for new caregivers.
- Presents agreed standards of behaviour for performance management and a caregiver's development.
- Provides a guide in recruiting and selecting caregivers.

The behaviours outlined in this Code of Conduct are measured as part of our bi-annual caregiver satisfaction survey, enabling us to continue to reinforce our Values based approach to health care.

Caregivers at St John of God Hospital, Murdoch, contributed to the development of the initial Code of Conduct in 2001, which was then adapted across the rest of St John of God Health Care. The Code of Conduct is a helpful guide for caregivers who are striving to articulate the five core Values in their particular area of work.



HOSPITALITY

Hospitality is a welcoming openness to all: to the familiar and the mystery of self, people, ideas, experiences, nature and to God.

To practise hospitality we:

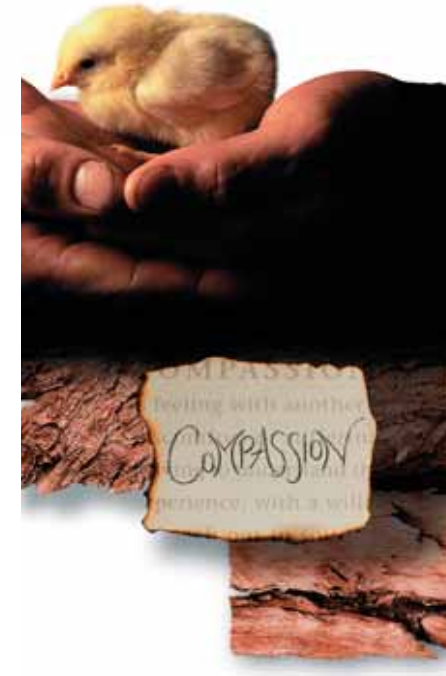
- Participate in creating a friendly work environment.
- Welcome and value new caregivers.
- Acknowledge people by smiling and being friendly.
- Are well mannered and courteous.
- Use a pleasant tone of voice.
- Care for the physical environment at work.

COMPASSION

Compassion is feeling with another in their discomfort or suffering, striving to understand the other's experience, with a willingness to reach out in solidarity.

To be compassionate we:

- Recognise, nurture and appreciate others.
- Provide support to others in their time of need.
- Show kindness and generosity in all aspects of our role.
- Demonstrate concern and understanding towards patients and families.



RESPECT

Respect is the attitude which treasures the unique dignity of every person, and recognises the sacredness of all creation.

To show respect we:

- Take care to use language that does not offend or demean a person's dignity.
- Acknowledge by our actions that each person has a right to our respect.
- Are aware of colleagues' commitments so that they can manage their time effectively, are able to be punctual and meet deadlines.
- Treat all things with care including equipment, furniture, buildings, gardens and personal belongings.