

KEY ORGANISATIONAL ACCOUNTABILITIES

Our Purpose	Providing the Best Care for the people of the West, in the right place and the right time.
Western Health Focus: Best Care	Our Best Care Framework outlines how Western Health – in partnership with our patients and their families; building on the strengths of our clinical and health support staff; and supported by managers, the executive and the board – continues to strive for high quality care that is person-centred, co-ordinated, right and safe.
Direction 1: We partner with patients and families	<p><i>Our patients and families are actively involved in their care and connected to the right services.</i></p> <p><i>To support the achievement of this Direction, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Consistently engage with our patients, carers and community to learn about their needs • Consistently tailor our care to suit all cultures, identities and abilities • Empower patients prior to, during and after their care, so they can manage their condition, advance their recovery and feel supported in making decisions
Direction 2: We care for our people	<p><i>Our employees and volunteers are supported, engaged and equipped to embrace a dynamic future.</i></p> <p><i>To support the achievement of this Direction, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Support each other to be their best, by promoting a safe and inclusive workplace • Foster a culture that empowers all, encourages innovation and respects wellbeing • Embrace new opportunities and continue their great work
Direction 3: We deliver services for the future	<p><i>Our services are expanding within and beyond hospital walls, advancing high-quality and connected care. To meet the needs of our communities, we are expanding our services, locations and technology options.</i></p> <p><i>To support the achievement of this Direction, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Strengthen our profile with personalised care options within and beyond hospital walls • Provide equitable and timely access to our services, delivered in a socially responsible way • Provide a range of care options to give patients greater choice around how and when they receive care • Utilise digital services that are pro-active, smart, and inclusive ensuring more people can benefit irrespective of place

Our Vision

Together, we deliver the healthcare of the future
Simple – Sustainable – Connected – Innovative

<p>Direction 4: We are better together</p>	<p><i>Our respectful relationships with our community, system-wide partners and each other drive collaboration and better outcomes.</i></p> <p><i>To support the achievement of this Direction, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Engage and collaborate to improve the health and wellbeing of our communities • Listen, learn and act, so that patients can benefit from our collective worth to achieve their health goals • Innovate across clinical and non-clinical teams to live and deliver Best Care for people of the West
<p>Direction 5: We discover and learn</p>	<p><i>Our innovation, research and education inspires and benefits our patients, employees and communities, to deliver a better future.</i></p> <p><i>To support the achievement of this Direction, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Question, investigate, evaluate, adapt and innovate as we share, mentor, encourage and learn • Drive continuous improvement of the quality and sustainability of our services and facilities to ensure accessible care for future generations • Encourage life-long learning; fostering curiosity and supporting each other to lead and participate in research and education, and to be recognised as specialists in their fields
<p>Occupational Health and Safety Obligations – all employees</p>	<p><i>Contribute to a safe and healthy working environment by ensuring that:</i></p> <ul style="list-style-type: none"> • Your obligations for Occupational Health & Safety (OHS) and WorkCover rehabilitation are met • Western Health's Occupational Health and Safety policies and procedures are adhered to in your day to day duties and tasks • Work practices and conduct are performed in a manner that will not endanger anyone • Unsafe work practices, hazards, near miss incidents and accidents are reported to management • A culture of safety and wellbeing is promoted by contributing ideas/suggestions and supporting other employees in safe work practice • Your knowledge and application of infection control and hygiene precautions are in accordance with infection control policies and procedures
<p>Occupational Health and Safety Obligations – additional for managers & supervisors</p>	<p><i>Model proactive leadership, drive and commitment to ensure:</i></p> <ul style="list-style-type: none"> • Compliance with OHS and WorkCover legislation • OHS policies and procedures are followed by all employees and contractors • A safe and healthy environment for employees, contractors, patients and visitors • Risks are identified, assessed and controlled as far as is practicable with injury prevention being a high priority • Safe work systems and controls are in place, which are regularly monitored for effectiveness • The Western Health prescribed OHS training and education sessions are attended • Suitable training is provided to employees to be able to perform tasks safely with adequate records kept

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	<ul style="list-style-type: none">• Interpretation of Health and Safety systems are provided for non-English speaking employees, where required, to ensure understanding and competencies• Unsafe work practices, hazards, near miss incidents and accidents are reported online via RiskMan• Consultation with employees is undertaken prior to changes made to work practices or work environment that may affect their wellbeing• Health and Safety initiatives are developed and delivered to continually improve Western Health's safety maturity (culture).• Contractors that are engaged to perform work have undergone the contractor induction process
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