

# Our core values

Core values are those values we hold which form the foundation on which we perform our work and conduct ourselves.

Core values are not descriptions of the work we do or the strategies we employ to accomplish our mission. The values underlie our work, how we interact with each other, and which strategies we employ to fulfill our mission.

The core values are the basic elements of how we go about our work. They are practices we use every day in everything we do.

## Customer Focused

A caring and responsive organisation that puts the customer in the heart of everything it does to ensure their expectations and requirements are not only met but exceeded.

## Exceptional Leadership

Leaders are supported in establishing purpose and direction and promoting a culture where everyone can be involved in achieving the organisational objectives.

## Continuous Improvement and Learning

An organisation that is committed to continuous quality improvements through learning, professional development and mentoring.

## Process Approach

An organisation that designs quality in its processes and recognises that results are achieved more efficiently and effectively when its activities and resources are managed as a process.

## Management by Fact

An organisation that employs measurement and analysis of performance to provide critical data and information about key processes, outputs and results.

## Valuing Employees

An organisation that recognises that employees are an asset and that their full involvement enables innovation and creativity.

## Partnership Development

An organisation that is committed to building effective partnerships with consumers by encouraging and supporting their participation and collaboration in the health care processes.

## Social Responsibility

An organisation that models transparent and ethical behavior and recognises the impacts of its decisions on society and the environment.