



Our Vision

- To be recognised as a leader in rural health and community services.

Our Mission

- To deliver through innovation, collaborative partnerships and resource effectiveness, services that provide for the health and wellbeing of the individual and the community.

Organisational Values

Respect:

We value that *all individuals* have the right to be supported in a way that maintains privacy, dignity and safety. This organisation has a commitment to 'doing and showing respect' to all people within this community, our employ or for any other person who comes in contact with Numurkah District Health Service.

Quality:

We provide a service that acknowledges the importance of doing things to the highest possible standards in all areas of the health sector. To honour and support this, Numurkah District Health Service also encourages innovation of new ideas and initiatives that will complement and encourage the growth of the organisation, its people and the community.

Caring:

To care is to ensure that people as individuals and as a group feel safe and supported on an emotional, physical, spiritual and cultural level. We will strive at all times to ensure appropriate holistic and timely care is provided.

Learning:

We value the importance of ongoing education and learning and that this happens on many levels across both the organisation and the community. Our workforce is welcomed to bring skills and ideas along, to participate in ongoing study and learning as well as growing from the day to day lessons through reflection rather than blame. As an organisation we will support our community to understand and learn more about their health care issues and needs as positive health outcomes are a priority.



Expected Behaviours

To achieve a healthy organisation, NDHS expects the following behaviour:

- We are honest and open at all times
- We are accountable for our own actions (behaviours)
- We work collaboratively with a team approach
- We acknowledge everyone has the right to be treated with respect and fairness
- We respond to our roles and responsibilities with commitment, efficiency and in an appropriate time frame
- We consider environmental factors in our work practice
- We provide excellent customer service through responsiveness and effective communication