In living this value we will:

- Willingly share information, knowledge and skills with each other
- Appreciate each other’s strengths and what they contribute to the team
- Demonstrate a “can do” approach
- Recognise, praise and thank our colleagues
- Be a team player and work collaboratively to help others, including those outside of our department. Avoid using the phrase, “That’s not my job”
- Promote confidence in Western NSW LHD by speaking well of our co-workers and any part of our Health system especially, but not only, in front of patients

What we can expect of each other

As employees of NSW Health there is no higher responsibility than to provide a high quality and caring environment for our patients, clients and co-workers. It only takes one person to make a difference, either positive or negative. When we choose to work within the Western NSW Local Health District, we are choosing to commit to and be accountable for demonstrating the CORE values & behaviours of Collaboration, Openness, Respect and Empowerment.

This document has been developed from the work of individual departments within our LHD to ensure that we promote the culture and working environment that we all expect.

In living this value we will:

- Communicate honestly and openly
- Explain things in a way people can understand
- Give and receive constructive feedback in a timely manner and turn it into an opportunity to improve
- Speak up when we observe inappropriate behaviour or practice
- Own our mistakes and acknowledge when we are wrong
- State how we feel so others can understand our concerns

In living this value we will:

- Respect religious and cultural diversity, as well as those with special needs
- Address conflict directly and in a way that focuses on early resolution
- Take the time to really listen – to co-workers, patients, customers, guests
- Remember that body language is a powerful communicator
- Be empathetic, polite and use basic manners in our interactions with others
- Take ownership and accountability for our areas of responsibility

“People may not remember exactly what you did, or what you said, but they will always remember how you made them feel.”
- Thomas L. Garthwaite