



Sydney
Local Health District

Staff Accountability Framework

Working together to build healthy teams



Sydney Local Health District was established as a legal entity on 1 July 2011 as part of the National Health Reform process. It marked the beginning of a new era in healthcare delivery in NSW. The change to the Local Health District followed a transition from Sydney South West Area Health Service to the Sydney Local Health Network in January 2011, ahead of the final transition to a Local Health District with its own Board. On 1 July 2021 the Sydney Local Health District celebrated 10 years of operations. Through its hospitals, clinical and support services, the staff in Sydney Local Health District have a proud history of caring for our patients. Our vision is excellence in health and healthcare for all.

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Message from the Chief Executive



Thank you for joining Sydney Local Health District.

Our District is one of the top-performing local health districts in Australia, supported by our shared commitment to excellence in health and healthcare for all.

We are in a fortunate position to be able to offer exciting, life-long careers and continually look for new ways to support our staff. We provide ongoing education, opportunities to be part of exciting initiatives, to share ideas and collaborate with others and improve the health and wellbeing of our workforce through our wellness programs.

In our District, we know our staff are our most valuable resource, and we support and value everyone's contributions.

This framework outlines our core expectations of all staff. These expectations help us work together to build healthy teams and support each other to deliver the highest quality care to our patients, their families, and our community.

Warm regards,

A handwritten signature in black ink that reads 'Deb Willcox'.

Deb Willcox AM
Chief Executive
Sydney Local Health District

Being part of Sydney Local Health District

Every staff member in our District has the unique opportunity to make a difference every day in our workplace. We are all part of the experience of our patients and their families, communities and our colleagues. We work together to support excellence in patient and family centred care.

We all have responsibility to promote a positive culture in our workplace and create an environment that we are all proud of.

Our patients. Our people. Our culture.

In our District we define managers as any person who has responsibility for staff and/or the use of resources. This might be a supervisor, manager, department head or director.

This framework has four guiding principles which outline the key expectations of all our staff and how you can incorporate them into everyday practice.



Be present



Engage others

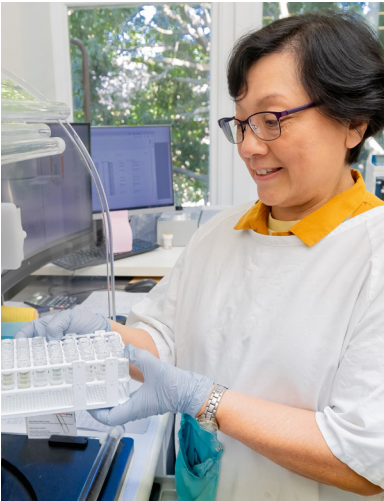


Support excellence



Love what you do

These four guiding principles are underpinned by our **core values** of *collaboration, openness, respect and empowerment.*



Staff Accountability Framework

Be present

Our patients, their families and our community need us all to be present when we are at work. Being present is about being engaged in our work and those we work with whether in the workplace or working remotely.

Being fully present in our workplace activities contributes to the positive workplace culture that we are proud of and increases our job satisfaction.

In our District we:

- Give others our full attention so that we are able to actively listen
- Are mindful of the needs of others including our colleagues, our community, our patients and their families
- Are aware of and take responsibility for our work environment
- Are aware of and take responsibility for safety in our workplace
- Are involved in, interested in or engaged by our daily activities
- Take responsibility for our own actions within the workplace

Engage others

An effective and high quality service can only be provided when people work together as part of a team towards a common goal. This requires effective and respectful communication. Our team is the service we work within, the services we work with and the District as a whole.

In our District we:

- Take opportunities to connect with others through meaningful and respectful conversations
- Utilise different modes of communication to stay connected
- Actively engage with our colleagues in team huddles, check-ins and meetings
- Take opportunities to provide meaningful and respectful feedback to our managers and colleagues
- Are open and receptive to feedback about our own performance from our managers and colleagues
- Recognise the best in others and appreciate their contributions
- See ourselves as being part of a larger organisation working towards our strategic goals

Support excellence

In everybody's job there are recognised standards that need to be met. These standards include those found in policies, procedures and guidelines. We are all responsible for achieving these and being part of a culture of continuous improvement. Each day at work we strive to do our very best.

In our District we:

- Are open to change and understand that in the health system things are continually changing
- Understand and continually work towards the key performance indicators (KPIs) that are relevant to our role
- Act on feedback about our performance
- Reflect on our performance and seek opportunities for professional development
- Support each other to strive for excellence every day
- Meet set timeframes for work and escalate concerns if timeframes cannot be met
- Share ideas about how services and care can be improved
- Support the ideas of others so we can continually improve our services
- Share concerns with our line manager
- Escalate issues in a timely manner
- Take a problem solving approach when we identify things that could be done differently

Love what you do

We all have the opportunity every day to make a difference with the work that we do.

We take pride in what we do and we understand the contribution that we can make to the welfare of our community. Everyone in our District has the capacity to make a difference and create positive change.

In our District we:

- Show compassion to ourselves and others
- Take care of our own health and wellbeing so that we are in the best position to do our jobs and support others
- Care about, respect and value our colleagues
- Care about the experience of our patients, their families and the community
- Value the reputation of our organisation
- Celebrate and acknowledge the successes and achievements of our colleagues
- Consider ourselves role models for others
- Find satisfaction in the work that we do

Sydney,
it's *your* local
health district



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Local Health District

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