

# Behaviour Expectations at Cabrini



## At Cabrini, person-centred care is our primary focus.

We are committed to providing patients, family members and carers with safe, effective, and compassionate connected care. We do this in an inclusive, respectful, and responsive way, that meets your individual preferences, needs and values.

We will treat you in a personal and memorable way at every stage of your healthcare journey.

We acknowledge it can be a stressful experience visiting a hospital.

To ensure that we meet your individual needs it's important that we form an effective partnership by listening to each other and respecting each other's views. This includes:

- **Speaking to each other with respect, honesty, and kindness**
- **Listening to each other's point of view**
- **Treating each other without prejudice, and with consideration for cultural diversity**
- **Respecting each other's time and space**

Just like our patients and visitors, our Cabrini workforce is a diverse mix of gender, age, nationality, race, culture, religion, sex, sexual orientation and appearance.

- **Discrimination, bullying and harassment of a staff member, and**
- **Aggressive and abusive behaviour has no place at Cabrini.**

The partnership between you and our staff who provide your care is vital. Respect and consideration of others is at the heart of this partnership. Through courtesy, respect and kindness we can create a positive experience together.

The *Australian Charter of Healthcare Rights* explains your rights about making decisions concerning your treatment and care, as well as your responsibilities to ensure staff can best meet your needs.

## Our people are people too.

Through courtesy and respect we can  
create a positive experience *together.*

