



ORIENTATION GUIDE FOR VISITING MEDICAL OFFICERS



This orientation guide relates to Standard 1 of the National Safety and Quality Health Service Standards (NSQHSS): Governance for Safety and Quality in Health Service Organisations.

CONTENTS

Welcome	4	Smoking	15
Heritage	6	Social Media	15
Mission	6	Employee Identification	15
Values	6	Standard Infection Prevention Precautions	15
Behaviours that Matter	7	Cabrini Antimicrobial Prescribing Support (CAPS)	15
Cabrini Medical Compact	7	Swipe Cards	16
Vision	8	Patient's Rights	16
Catholic Health Australia Code of Ethical Standards	8	Services and Locations	16
Acting with Courtesy	8	HEALTH & AGED CARE SERVICES	17
Victorian Child Safe Standards	8	Cabrini Residential Aged Care	17
Cabrini Foundation	9	Cabrini Brighton	17
CABRINI OUTREACH	10	Cabrini Malvern	18
GENERAL INFORMATION	11	Business Development	19
Accreditation	11	Cabrini Sessional Consulting Suites Malvern	19
Post-accreditation Procedure	11	Cabrini Elsternwick	20
Re-accreditation	11	Cabrini Rehabilitation and Allied Health	21
Computer Systems and IT Support	11	Cabrini Palliative and Supportive Care	22
Cabrini Medical Professional Portal (Doctor's Portal)	11	Patricia Peck Education and Research Precinct	23
'Find-a-doctor' Specialist Directory Prompt	11	Cabrini Hawthorn East	24
Service Desk	12	People and Culture Division	24
Patient Administration System (PAS)	12	Cabrini Technology Group (CTG)	25
Cabrini Technology Services	12	Cabrini Specialist Centre Hawthorn East	26
Education and Learning	13	Cabrini Sessional Consulting Packages and Information	27
Mandatory Training	13	WARD PROFILES	28
Injury Management	13	Malvern	28
Emergency Codes	13	Brighton	28
Environmental Management	14	APPENDIX 1	29
Incident Reporting (Riskman)	14	Behaviours that Matter	
Occupational Exposures	14	APPENDIX 2	30
Car Park	14	Victorian Child Safe Standards	
Privacy and Confidentiality	14	CABRINI MEDICAL COMPACT	31
Security	15	The Doctor's Responsibility	32
		Cabrini's Responsibility	33

WELCOME TO CABRINI



Thank you for choosing to take the next step of your career at Cabrini – we are delighted to have you on board.

In your new role, you'll have the opportunity to make a valuable contribution to the work of Cabrini Australia and, ultimately, to the communities we serve.

At Cabrini, we are committed to meeting the care needs of our community now and in to the future. There are many initiatives happening across our organisation to help ensure we do this.

Cabrini Health's new clinical services plan has identified opportunities for growth going forward. In line with this, we are looking at how our health services are delivered and where they should be located, and developing new models of care for our community.

The new Cabrini Cancer Institute, to be built alongside Cabrini Malvern, will play a major role in the future of Victorian cancer care. It will bring together researchers and clinicians, allowing them to collaboratively drive research, translate findings into clinical practice and deliver better health outcomes.

We're continuing to grow Cabrini Technology Group by broadening our health technology services and growing our information technology services and expanding our other appliance and equipment services into new sectors and across Australia.

Cabrini Outreach remains committed to identifying ways to fulfil unmet needs in our local communities and beyond, including expanding our Asylum Seeker Service into regional Victoria.

Underpinning our work are Cabrini's values of compassion, courage, integrity and respect. As you settle in to your new role, you will learn more about these values, as well as our mission and our Cabrini heritage.

It's an exciting time to be joining our organisation, and I wish you all the best in your new role.

A handwritten signature in black ink, appearing to read 'Sue Williams', written in a cursive style.

Sue Williams

CHIEF EXECUTIVE



Welcome to Cabrini – it is great to have you on board.

At Cabrini, we are proud to deliver care to our community across a range of clinical services located across our different sites.

You are joining a dedicated team of highly skilled medical professionals, who are committed to delivering excellent care to our patients and residents

Cabrini employs more than 1,600 medical staff, across many specialties, and each member of our team plays an integral role in ensuring we deliver the high-quality care Cabrini is known for.

Our visiting medical officers make up an essential part of our team, and we are committed to ensuring you feel engaged and informed in your role.

We are continuing to expand our use of digital technology, including our Doctor's Portal, to increase engagement and improve communication, and, ultimately, to help us to build a stronger relationship between medical professionals and our hospital administration.

I encourage you to embrace the opportunity to be part of our organisation, and I welcome you to share your feedback and ideas as you settle in to your new role.

I trust that your time at Cabrini will be fulfilling and rewarding, and I wish you all the best with this next step in your career.

A handwritten signature in black ink, appearing to be 'F Kerr'.

Dr Fergus Kerr

GROUP DIRECTOR MEDICAL SERVICES AND CLINICAL GOVERNANCE

HERITAGE

Francesca Cabrini was born in Northern Italy in 1850. Inspired by her deep faith in Jesus Christ, she was a woman of great compassion and courage. She saw her life as a mission to relieve suffering and serve those in need; particularly the poor and excluded. She established health, education and care centres in the USA, Latin America, Europe and England, becoming an inspiration to all whose lives she touched.

At 30, she founded the Missionary Sisters of the Sacred Heart of Jesus and today their mission reaches around the world.

Our Cabrini story started in 1948, when 10 Missionary Sisters arrived in Melbourne. The Sisters thought St Benedict's, a small hospital in Malvern, was a fully functioning hospital but unfortunately this was not so. Without losing spirit, they worked hard to equip and make the place presentable so that they could re-open the facility.

At that time, Melbourne was not the multicultural city that we know today. People were cautious of these Italian Sisters. However, the Sisters recognised there were people in need and with courage and determination, they laid the foundation for the comprehensive healthcare service Cabrini is today.

MISSION

Cabrini is a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus. We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve. We provide excellence in all of our services and work to identify and meet unmet needs.

VALUES

Our values form the base of our mission. They are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

COMPASSION

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

We care deeply about each and every person we serve.

- We respond willingly and positively to help meet the needs of those around us.
- We put people first as we look to provide extra support and care, beyond our professional duties.
- We promote a sense of belonging and community.

INTEGRITY

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times; our mission and values are non-negotiable.
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love.
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents, families and customers.
- We are honest and reliable, making decisions that are consistent with our mission and take responsibility for our own actions.

COURAGE

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person; spiritually, physically and emotionally, creating an environment of hope and healing.
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude.
- We maintain the courage of our convictions and express our values through our actions.
- We continually look beyond our current services to help support and engage with those who are marginalised.

RESPECT

We believe that every person is worthy of the utmost respect and the best possible healthcare.

We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position, and treat them with courtesy, respect, equality and justice.
- We respect ourselves, our colleagues and the excellence of the services we deliver.
- We identify and respond to emerging healthcare needs in our community.
- We manage our resources wisely and actively seek to minimise our impact on the environment.

BEHAVIOURS THAT MATTER

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The Behaviours that Matter have been identified through consultation with employees and are the minimum standard expected for all who work at Cabrini. They describe the organisational culture that we think is fundamental to our mission to ‘provide excellence in all of our services’.

Unacceptable behaviours have also been identified and are described in Appendix 1. These behaviours are inconsistent with our values and have a detrimental effect on others. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your Manager, another senior employee or People and Culture.

CABRINI MEDICAL COMPACT

The Cabrini Medical Compact outlines the commitment from Cabrini and from medical staff to mutual respect and optimal outcomes through out commitment to safety quality and care. The compact was introduced following feedback from doctors. Led by senior medical staff, it captures the expectations and goals between the doctors and the Cabrini Health Board.

The Cabrini Medical Compact is included as an appendix to this document, on page 29.

VISION

We serve people across all stages of life, encompassing spiritual, physical, emotional and social care reflecting the Code of Ethical Standards for Catholic Health & Aged Care.

These standards can be accessed at <http://www.cha.org.au>

The wellbeing and happiness of our customers, patients, residents and families is our mission and central to what we do. We seek to understand and better meet the needs of our community.

At Cabrini, we strive to provide clinical service excellence by learning, researching and continuously improving the quality of our care and having motivated staff committed to our healthcare mission. Our services are delivered in well designed, modern facilities and using proven modern technology, equipment and clinical practice. We aim to enhance health and quality of life by treating sickness and working with our patients and their families to anticipate, prevent and ease suffering. We extend our reach to patients, residents and family members, and we seek to continuously expand our social outreach and community benefit programs. To achieve this growth, we need to deliver an outstanding patient and family experience. This will enable us to maintain profitability and thereby continue investment in high quality services that respond to community need.

CATHOLIC HEALTH AUSTRALIA CODE OF ETHICAL STANDARDS

The Code of Ethical Standards is addressed to all healthcare practitioners working in Catholic health and aged care organisations. It sets the standard in which ethical healthcare practices can be pursued. Respect for the dignity of the person and the promotion of the common good are its goals. It provides practical guidance for anyone working in healthcare and for all who wish to deepen their understanding of, and reflection on, the theological and ethical context in which good healthcare is provided.

View the Code of Ethical Standards on the Catholic Health Australia website:

<https://www.cha.org.au/code-of-ethical-standards>

ACTING WITH COURTESY

Cabrini is committed to working in partnership with our customers, patients, residents, their families and carers to ensure they receive the best care possible.

Please respect our patients' and residents' rights at all times. Our patients and residents have the right to:

1. Access the best and most appropriate healthcare
2. Safe and high-quality care
3. Be treated with respect, dignity and consideration, taking into consideration religious and cultural practices
4. Be informed about services, treatment, options and costs in a clear and open way
5. Be included in decisions and choices about care
6. Privacy and confidentiality of their personal information
7. Comment on care and have their concerns addressed.

Excerpt from the Patients' rights and responsibilities policy located on Prompt.

VICTORIAN CHILD SAFE STANDARDS

Cabrini complies with the Victorian Child Safe Standards 2015, all relevant state and territory legislations and the National Catholic Safeguarding Standards.

All children who come into contact with Cabrini employees have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm.

All Cabrini staff must comply with all policies.

PROMPT: **Child safe organisational framework**

PROMPT: **Mandatory reporting of suspected child abuse**

PROMPT: **Working with children check**

Please refer to Appendix 2, at the end of this document, for more information about the Victoria Child Safe Standards.

CABRINI FOUNDATION

The Cabrini Foundation provides an important link between Cabrini, its donors, supporters and the community. It is important to remember, many of our patients become donors as a means of expressing their gratitude for the outstanding care provided by our employees across Cabrini. The Foundation's purpose is to seek philanthropic support to assist Cabrini in improving the health outcomes of the community. A critical role is to maintain a strong and trusted relationship with our donors and to encourage them to become lifetime supporters. The Foundation team is committed to providing the same high standard of care in their stewardship of donors as Cabrini's medical teams provide to patients.

It is not well known that Cabrini is a not-for-profit healthcare provider. Limited financial support is received from government and no financial support is received from the Catholic Church.

The Foundation actively fundraises to support the specific funding needs of Cabrini. Alternatively, donors can make a donation in support of a particular cause, project, department or area of their interest.

All funds donated to the Cabrini Foundation support the delivery of special projects, purchase of new equipment, provision for scholarships, education and training opportunities, leading-edge research and delivery of new programs and services.

The Foundation receives income from a wide variety of sources including general donations such as gifts to specific fundraising appeals, gifts in memory or celebration, workplace giving, fundraising events, corporate sponsorship, grants from philanthropic trusts and bequests. This diversity of funding ensures a sustainable funding base from which to invest in new technologies and new patient services that further Cabrini's reputation for excellence in healthcare.

The Cabrini Foundation Strategic Plan for 2020-25 identifies four pillars of funding needs at Cabrini: equipment; refurbishment of old wards; research and education scholarships and the proposed Cabrini Cancer Institute.

Visit the Cabrini Foundation website:
<https://cabrinifoundation.com.au/>



CABRINI OUTREACH

Cabrini's charitable and social outreach program was formalised in 1992, in response to a request by the Cabrini Sisters to more closely align our organisation to their missionary vision and goals. In 2018, the program was formally relaunched as 'Cabrini Outreach,' coinciding with a shift to delivering frontline services for some of the most vulnerable and disadvantaged people in Australia and overseas.

Cabrini Outreach Limited has been registered as a charity with the Australia Charities and Not-for-profit Commission and has received Deductible Gift Recipient (DGR) status and tax exemptions from the Australian Taxation Office.

The Cabrini Outreach mission is to seek social justice, alleviate social inequality and enable better healthcare for people seeking asylum and people experiencing intergenerational disadvantage within Australia and overseas.

To disrupt inequity and intergenerational disadvantage, Cabrini Outreach's strategic goals are to:

- deliver services that respond to unmet need
- improve access to health services for people who suffer entrenched social disadvantage
- improve the quality of health care delivered by our partners
- engage people in our social justice issues.

We encourage all Cabrini employees to learn more about, and become involved in, our programs, services and social justice causes. Employees can contribute through a variety of ways, including volunteering, fundraising, advocacy or making pre-tax payroll deductions through the Cabrini WeCare workplace giving program.

Visit Cabrini Outreach website:

<https://www.cabrinioutreach.com.au/>

Our major programs and services include:

ASYLUM SEEKER AND REFUGEE HEALTH SERVICES

The Cabrini Asylum Seeker & Refugee Health Hub (the Hub) was established in 2016 to provide comprehensive primary healthcare and specialist mental health services to people seeking asylum, newly arrived refugees and other temporary visa holders who are not eligible for Medicare or who have Medicare but no or low income.

PHARMACY WAIVER PROGRAM

Cabrini Outreach provides support in the form of a fee waiver for people seeking asylum who are not able to afford essential medicines. Clients who meet eligibility requirements can have the cost of their medication covered by the pharmacy waiver program.

ASYLUM SEEKER HEALTH RESEARCH

Cabrini Outreach conducts research to improve the quality and accessibility of mental health services for people seeking asylum and refugees.

INTERNATIONAL HEALTH

We work with our international partners in Eswatini (formerly Swaziland), Ethiopia and Papua New Guinea to support the health of women and children.

PLACE-BASED INTERGENERATIONAL DISADVANTAGE

Cabrini Outreach has committed itself to supporting new responses aimed at disrupting complex place-based intergenerational disadvantage in Victoria.

SOCIAL JUSTICE PROGRAM

Our Social Justice Program is informed by two millennia of Catholic thought and social teaching. In the Catholic view, Social Justice is best understood as a virtue that challenges us to create a more just and inclusive society.

GENERAL INFORMATION

ACCREDITATION

POST-ACCREDITATION PROCEDURE

Please ensure the accreditation details in your confirmation letter are correct; particularly regarding your scope of practice and any specific procedures you intend to perform at Cabrini that require special credentialing. After signing to indicate your acceptance, please return the signed letter to:

Medical Accreditation Officer

Fax: 9508 1146

Email: accreditation@cabrini.com.au

Please ensure the letter has your Cabrini provider number. This Cabrini Provider Number allows you to access the Cabrini Medical Professional Portal and Cabrini Information Services.

RE-ACCREDITATION

Three months out from your expiry date, an invitation to submit a re-accreditation application will be sent to you. Please note, applications can only be submitted via the link listed in your invitation.

Any queries should be sent to accreditation@cabrini.com.au.

COMPUTER SYSTEMS AND IT SUPPORT

CABRINI MEDICAL PROFESSIONAL PORTAL (DOCTOR'S PORTAL)

The Doctors' Portal is Cabrini's online communication portal for doctors. It can be accessed via the Cabrini website – www.cabrini.com.au (Click on **“For Specialists” – “Accredited Cabrini doctors' login”**). Please ensure you login to the Doctor's portal to check for communication and updates from Cabrini.

To log into the Doctor's Portal you will need to enter your surname, date of birth and provider number. If you have not advised a provider number, you will not be able to access the portal.

'FIND-A-DOCTOR' SPECIALIST DIRECTORY

If you have regular consulting or procedural sessions at Cabrini, you can promote your Cabrini-related services by requesting to be listed in our publically available 'Find-a-doctor' Specialist Directory.

Specialist Directory:
www.cabrini.com.au/find-a-doctor

The **'Add me to Specialist Directory'** online request form is available in the Doctor's Portal.

If you change details such as your address or phone number, this can be done via the doctors portal.

PROMPT

Cabrini's policies and related documents can be located on PROMPT, accessible via the Doctor's Portal. PROMPT provides a single point of access to Cabrini's policies, procedures and guidelines to ensure we deliver safe, quality services and care.



SERVICE DESK

The service desk is the central point of contact for assistance with computer related issues, including email set up. The service desk is staffed during the hours of 7 am to 6 pm; outside of this time, calls are diverted to an on-call service.

You can contact the service desk by emailing servicedesk@cabrini.technology or by telephoning:

- Extension 1010 (internal call)
- (03) 9508 1010 (external call)

PATIENT ADMINISTRATION SYSTEM (PAS)

PAS is an online system that enables us to track patient flow across all Cabrini sites except Ashwood. The system includes inpatients, emergency, theatre, outpatients, billing/receipting, medical records and coding, interdependencies are pathology, medical imaging, pharmacy, communications (switchboard), hotel services, nutrition and pastoral services.

You can access certain parts of PAS via “Clinical Viewer.”

MY HEALTH RECORD

Cabrini submits health information to My Health Record and all Medical Staff are encouraged to access this important source of clinical information.

CABRINI TECHNOLOGY SERVICES

There are a range of complimentary technology services available for you. These include:

- Clinical Viewer: mobile access to real-time patient clinical information and demographics. Medical Imaging and pathology results can be viewed over WiFi or the internet from wherever you are. The emergency department clinical record is visible on the Viewer and this will also form the platform for electronic medication management and online test ordering.
- Cabrini Guest Wireless: wireless internet access within all Cabrini Health sites.
- Suite Network Connection: LAN access for Cabrini suite tenants.
- Webster: access to pathology results.

- PACS and Intelliviewer: access to medical imaging studies with advanced interface..
- eMM: an electronic medication management system designed to reduce medication errors. Allows mobile prescribing and medication reviews. eMM has been rolled out across all Cabrini sites.
- CHARM: An electronic prescribing system chemotherapy prescribing.
- Single Sign On: Allows login to ward computers using your swipe card without the need to re-enter a password.

More information on how to apply for and access these services can be found in the IS Service Catalogue – Consulting Suites document in the Doctor’s Portal. Alternatively, you can contact the Information Services Help Desk on 9508 1010 or at helpdesk@cabrini.com.au.

EDUCATION AND LEARNING

MANDATORY TRAINING

To ensure Cabrini meets the NSQHS Standards, you are required to undertake mandatory training modules as a prerequisite to your ongoing accreditation at Cabrini. The details of this are outlined in the Orientation and Training Requirements for Medical Practitioners policy. Certifications of training completed from recognised external agencies are accepted.

PROMPT: **Orientation and Training Requirements for Medical Practitioners**

INJURY MANAGEMENT

When injuries occur Cabrini is committed to assisting in the process of providing the safe, timely and durable return to work of injured employees. The Injury Management Program has been established to reflect Cabrini's commitment to its injury management process ensuring the best outcomes for employees within the framework set by the Victorian Workers Compensation legislation.

All injuries which occur travelling to and from work, at work or whilst conducting work related activities must be reported to the OHS Department immediately via the online reporting system, RiskMan.

The WorkCover officer/WHS representative will work in collaboration with the injured employee and the immediate manager to plan for a safe and durable return to work. In some cases, the inclusion of an independent Occupational Rehabilitation provider is introduced to assist with the management of the return to work process.

EMERGENCY CODES

It is important you familiarise yourself with the emergency codes.

RESPOND BLUE	Cardiac arrest
RESPOND PINK	Neonatal/paediatric medical emergency/ cardiac arrest
MET CALL	Medical emergency
RESPOND RED STANDBY CONFIRMED	Fire alarm activated Fire or smoke sighted
RESPOND PURPLE	Bomb threat
RESPOND YELLOW	Internal emergency
RESPOND GREY	Aggression
RESPOND BLACK	Serious risk of harm
ACTIVE SHOOTER	ESCAPE, HIDE, ACT
RESPOND ORANGE	Evacuation
ALL CLEAR	Emergency code

At Malvern and Brighton, MET call, Respond Blue and Respond Pink are emergency codes for medical emergencies. Respond Pink is the code called when the patient is under 18 years old. MET Call and Respond Blue are used for adults. A dedicated team will respond to provide emergency clinical management.

At all sites, employees witnessing a patient or visitor in distress on a ward should activate the emergency call button or inform a nearby employee, then dial extension 1555 for Malvern and Brighton, or 0-000 and ask for "ambulance" for all other sites.

For aggression and violence issues, there are Respond Grey and Black. *Respond Grey is only available at Cabrini's Malvern, Brighton and Prahran sites at the time of writing.*

There are also codes for fire (red), bomb threat (purple), internal emergencies, such as a significant spill, water leak or loss of power (yellow), active shooter (doesn't have a colour). Evacuation also has a colour (orange) but is a response, not an emergency type, to move people to a safer area away from the incident.

ENVIRONMENTAL MANAGEMENT

Cabrini is committed to managing our resources actively and wisely to prevent pollution, minimise our environmental impact and reduce our carbon footprint. Our Environmental Management System (EMS) establishes targets for each campus directed towards achieving ongoing incremental improvements and these are audited regularly.

In 2012, Cabrini achieved Environmental Accreditation for the first time. Since then, ongoing initiatives such as our recycling program and plant upgrades have resulted in significant reductions in general waste tonnage, electricity and gas usage.

Our new buildings are designed to be environmentally sustainable with water tanks, solar photovoltaic systems and machinery and plant equipment that is more efficient, using less water and energy.

PROMPT: **Environmental Policy**

INCIDENT REPORTING (RISKMAN)

An **incident** is defined as an unexpected event which could have resulted, or did result, in harm to a person and/or a complaint, loss or damage.

A **clinical incident** is an unexpected event that could have, or did, lead to harm for one or more patients or residents receiving healthcare.

A **work health and safety incident** is an unplanned event that could have, or did, lead to harm to employees, contractors, visitors, volunteers or students associated with a Cabrini workplace or work environment. Other harm may include damage to property or harm to the environment.

A **work health and safety hazard** is an item or issue with the potential to cause physical or psychosocial harm to people, or damage to property or equipment.

All incidents, hazards and near-misses need to be reported as soon as possible after the event, using the electronic RiskMan reporting system, as they provide valuable information about hazards and where the organisation should focus to eliminate or minimise the risk of harm from these hazards. Incidents and hazards should also be reported to your supervisor or manager.

PROMPT: **Incident Management Policy & Procedure**

OCCUPATIONAL EXPOSURES

If you sustain a needle stick injury, a splash of blood or body fluids, there are specific processes to be followed. It is essential any occupational exposure is reported immediately to your manager and the Infection Prevention and Control team. The incident needs to be recorded on RiskMan as soon as possible and treatment commenced within an appropriate time frame if required.

PROMPT: **Blood and Body Fluid Exposure Management and Reporting Procedure**

CAR PARK

Please print and complete the **car park application form**: www.cabrini.com.au/assets/Accreditation/Staff-Car-Park-Access-Card-Form.pdf

At Malvern, please take the completed form to Care Park (ph. 9508 4699), level B1 in the public car park.

At Brighton, please contact Daniel Nicolici, Brighton Engineering department, via email: dnicolici@cabrini.com.au

PRIVACY AND CONFIDENTIALITY

Cabrini is committed to the protection of personal privacy of our customers, patients, residents and employees; both verbal and written.

All employees are bound by their employment contracts to respect private and confidential information relating to patients, residents, volunteers and business information and are subject to disciplinary action if they breach this.

Printed patient information should be disposed of in the appropriate secure disposal bins. Patient information includes all medical records and documents such as handover sheets, charts and identification labels. You are not permitted to take any patient-related documents home. Spoken word should also reflect an awareness of confidentiality. Please be mindful of this, particularly in public areas, including lifts.

PROMPT: **Privacy Policy**

SECURITY

Security officers are responsible for maintaining a safe and secure environment for patients, residents, customers employees and visitors. Lost property is managed locally at each campus.

SMOKING

Smoking is **not permitted** within or adjacent to any Cabrini medical, residential or service facility or while wearing a Cabrini uniform.

PROMPT: **Totally Smoke Free Policy**

SOCIAL MEDIA

Cabrini supports the planned use of social media platforms for content distribution and promotional purposes. Social media is managed and maintained by the Strategy and Marketing Department.

Employees are not to use social media to disparage Cabrini or their workplace. Derogatory comments that relate to, or can be connected to, your employment may be grounds for disciplinary action.

PROMPT: **Social Media Policy**

EMPLOYEE IDENTIFICATION

All Cabrini employees, accredited medical practitioners and volunteers are required to wear Cabrini identification.

Prior to, or on, commencement, please use the link below to complete an online request.

www.cabrini.com.au/staff/photo-id-request-form/

Please enter: accreditation@cabrini.com.au in the Cabrini Line Manager/Supervisor/contact section of the form.

Once submitted, the form and photo will be automatically redirected for processing.

STANDARD INFECTION PREVENTION AND CONTROL

Standard precautions are a key first line approach to infection prevention and control. They minimise the risk of transmission of infectious agents from person to person. Standard precautions must be applied in the handling of:

- Blood (including dried blood)
- All other body fluids, secretions and excretions
- Non intact skin
- Mucous membranes

Standard precautions involve:

- Hand hygiene
- Cleaning of equipment and the environment
- Personal Protective Equipment (PPE)
- Safe use and appropriate disposal of sharps
- Appropriate disposal of waste and linen
- Aseptic technique
- Respiratory hygiene and cough etiquette

Effective hand hygiene is one of the most important measures in preventing the spread of infection. When indicated, PPE must also be used. This may include the use of gloves, eyewear, masks, gowns, aprons and face shields.

PROMPT: **Standard Precautions**

CABRINI ANTIMICROBIAL PRESCRIBING SUPPORT (CAPS)

Inappropriate selection or dosing of antimicrobials has been associated with increases in antimicrobial resistance, side effects including Clostridium Difficile diarrhoea and treatment costs. Antimicrobial stewardship is important in minimising these problems while effectively treating infections.

At Cabrini, antimicrobial stewardship is facilitated by the CAPS team, which consists of two infectious diseases physicians, a senior clinical pharmacist and microbiology scientists. This team works collaboratively with doctors, nursing staff and pharmacists to promote and support safe, appropriate antimicrobial prescribing consistent with the Therapeutic Guidelines and other relevant national and local clinical guidelines.

Please contact the CAPS Pharmacist for more information (Monday to Friday, 8 am – 4 pm on 9508 8786).

SWIPE CARDS

Your swipe card is issued when you submit your request for an ID badge. If you need a replacement swipe, please email accreditation@cabrini.com.au and this will be arranged.

PATIENT'S RIGHTS

As a Cabrini staff member you must respect our patients' rights at all time. Our patients' have the right to:

- Know that they should receive healthcare and service in keeping with recognised standards and practice.
- Be treated with dignity, privacy and respect, taking into consideration religious and cultural practices.
- Prompt and courteous treatment.
- An explanation from their doctor of their illness or condition, of what treatment is proposed, the risk involved and the results and meanings of tests or examinations.
- Be involved in decisions relating to their care and treatment.
- The names and professional status of any person providing care to them.
- Information about the drugs they are receiving, their uses and any anticipated side effects.
- Refuse any investigations, treatment or surgery. In most cases, patients have the right to leave the hospital against medical advice. The patient will be asked to sign a disclaimer. The responsibility of their actions would rest entirely with themselves.
- Know estimated 'out of pocket' expenses.
- Know the likely length of treatment, including time in hospital.

SERVICES AND LOCATIONS

HEALTH AND AGED CARE

Cabrini Ashwood: residential aged care

Cabrini Brighton: acute care

Cabrini Elsternwick: women's mental health

Cabrini Malvern: acute, emergency and maternity care

Cabrini Prahran: palliative and supportive care

CORPORATE SUPPORT SERVICES

Hawthorn East corporate office

Patricia Peck Education and Research Precinct, Malvern

RESEARCH AND EDUCATION

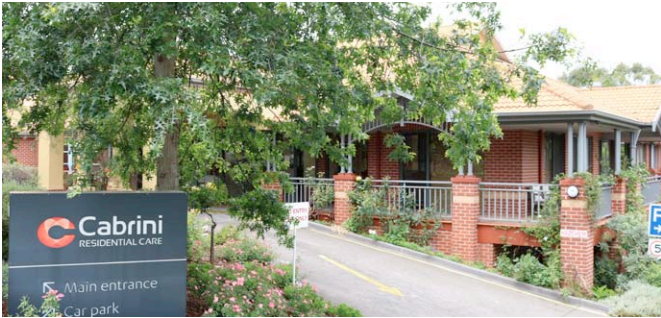
Patricia Peck Education and Research Precinct, Malvern

CABRINI TECHNOLOGY GROUP (CTG)

A division of Cabrini Health providing world-class biomedical and Information and Communication Technology (ICT) across Australia and New Zealand. The Head office is in Mount Waverley, Victoria.

HEALTH AND AGED CARE SERVICES

CABRINI RESIDENTIAL AGED CARE



54 Queens Parade, Ashwood 3147 (03) 9508 3000

Cabrini Residential Care is a 90-bed, fully accredited residential aged care facility. It provides permanent, respite, specialised dementia care and full palliative and end-of-life care. Resident's wellbeing and quality of life are enhanced by a range of social, recreational, spiritual and emotional support activities.

CAR PARKING AND PUBLIC TRANSPORT

Limited free parking is available on site, but otherwise fees apply. Parking restrictions must be observed in the surrounding streets.

Bus: Route numbers 624, 700, 734

Nearest bus stop is a five-minute walk from the facility

Trains: Glen Waverley line. Holmesglen Station
10-minute walk from the facility

CAFÉ

There is an onsite café.

Opening hours: Weekdays 11.30 am - 3 pm

Meal vouchers are available after hours. Hot and cold meals are available as well as a variety of snack foods and drinks.

CABRINI BRIGHTON



243 New Street, Brighton 3186 (03) 9508 5888

Cabrini Brighton is a boutique, acute care hospital, open 24-hours, seven days a week. The 138-bed facility specialises in oncology services, women's health, orthopaedic surgery and rehabilitation and general medical and surgical services.

A day oncology and infusion unit, endoscopy centre, respiratory and sleep centre, onsite medical imaging, pathology and radiology are also available.

CAR PARKING AND PUBLIC TRANSPORT

Some paid underground parking is available to employees and can be accessed by either New or Normanby Streets. Please see the "Parking" section of this Guide for more information about accessing employee parking.

Limited parking is also available in the surrounding streets and at the Marine Hotel. Ensure you observe the local council restrictions.

Bus: Route numbers 216, 600, 922, 923, 703, 811, 812

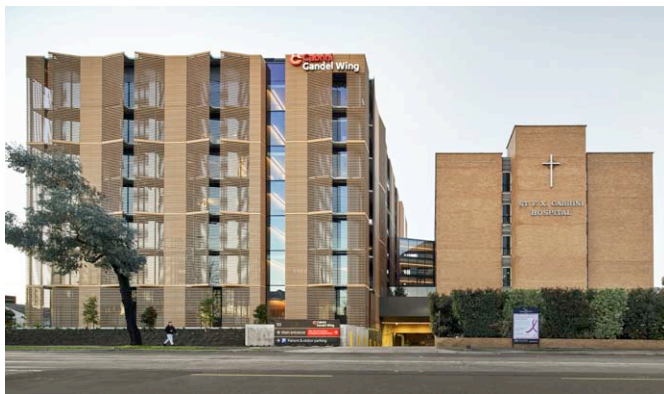
Trains: Sandringham line. Middle Brighton Station

TERRACE CAFE BRIGHTON

The café is located on the Ground Floor adjacent to Main Reception. The café provides a range of meal, snack and drink options for both employees and visitors. As this is a shared service area, it is important that privacy and confidentiality is observed at all times.

Opening hours: 6.30am - 5 pm

CABRINI MALVERN



181 - 183 Wattletree Road, Malvern 3144
(03) 9508 1222

Cabrini Malvern is a 508-bed acute care hospital offering a range of services including coronary care, day procedures, day oncology, emergency care, hospital-in-the-home, intensive care, maternity, paediatrics, medical imaging and pathology.

A Hospital-in-the-Home service is available for qualifying patients who are in a stable condition and would prefer to return to their home while still receiving care. This service provides in-home care to patients who live within a 20km radius of Cabrini Malvern, or in special accommodation near the hospital.

CAR PARKING AND PUBLIC TRANSPORT

This site is one of Cabrini's controlled car parking sites and as such, parking fees apply. Please see the "Parking" section of this guide for more information about accessing employee parking.

Parking restrictions must be observed in the surrounding streets.

Trams: Route 5 to Malvern – Stop 47, Cabrini

Trains: Malvern station is the closest railway station which is a 10-minute walk from the hospital.

ATM

There is an ATM located on the ground floor opposite the Retail Pharmacy.

TERRACE CAFE

The Terrace Café provides a range of meal, snack and drink options for employees and visitors at Cabrini Malvern. As this is a shared service area, it is important that privacy and confidentiality is observed at all times.

Operating hours:

Weekdays: 6.30 am – 7 pm

Weekends and public holidays: 7 am - 5 pm

Employee facilities include:

- Microwaves
- Tea, coffee, water
- Vending machines
- Recharge stations for mobile devices

BUSINESS DEVELOPMENT

Cabrini's Business Development team can assist specialist with consulting suites, GP liaison and onboarding. For more information about these services, please contact Louise Alexander, Director Business Development at lalexander@cabrini.com.au.

The Business Development team also strives to assist GP's to have access to a broad range of specialists and an understanding of Cabrini facilities and services. We compliment this with providing up-to-date information and accredited education about the latest developments in health care and disease management, all delivered by practicing Cabrini physicians and surgeons.

CABRINI SESSIONAL CONSULTING SUITES MALVERN

181 - 183 Wattletree Road, Malvern 3144
(03) 9508 8676

Cabrini Malvern has three sessional precincts. They consist of:

- Cabrini Mother and Baby Centre (CMBC)
- Cabrini Haematology and Oncology Centre (CHOC)
- Cabrini Surgical and Movement Precinct

PACKAGES

There are two package options available.

Basic sessional/meet and greet package

- Fully equipped consulting room including desktop computer/IT/internet access/WiFi and telephony infrastructure. Provision of basic medical consumables and office supplies
- A Cabrini employed receptionist will direct patient arrivals to the sessional occupant or to any directly employed staff and will take general calls and enquiries in relation to consulting activities at the centre during agreed sessions.
- A dedicated local telephone number with ability to divert calls to another location when the consultant is not working within the centre. The telephone system has call accounting software and outgoing call charges are invoiced to the consultant on a monthly basis.

Admin/appointment support package

Basic sessional package, plus:

- Appointment bookings and related management for patient visits at the centre and booking follow up activities (i.e. changes to appointments, cancellations).
- Billing and payment handling for CSC sessions (subject to software constraints)
- Debtor management is not part of this service nor the responsibility of Cabrini.

For more information, please contact Louise Alexander, Director Business Development at lalexander@cabrini.com.au.

CABRINI ELSTERNWICK



Lisa Thurin Women's Health Centre
2-6 Hopetoun Street, Elsternwick VIC 3185
(03) 9508 5100

Cabrini has opened Australia's first private, women's-only mental health hospital at Cabrini Elsternwick.

Located in the new Lisa Thurin Women's Health Centre in the heart of Elsternwick, the Cabrini Women's Mental Health service focuses on treatment for mental ill health.

This modern hospital is the first of its kind in Australia and is a prototype for subsequent services for women. This service primarily focuses on treatment for mental health conditions including:

- Mood disorders (including depression, bipolar, premenstrual dysphoric disorder)
- Anxiety
- Complex trauma (including post-traumatic stress disorder PTSD)
- Addiction

As part of Cabrini Health, this 30-bed inpatient unit with psychosocial treatment programs is coupled with new, individualised treatment methods in a private, secure and empowering setting.

CAR PARKING AND PUBLIC TRANSPORT

Limited free parking is available onsite

Parking restrictions apply on the street

Disabled car parking is available.

Bus: Route 220, 605, 627 (5 minute walk)

Trams: Stop No. 47, Route 67

Trains: Station – Elsternwick Train line – Sandringham (10 minute walk)

CABRINI REHABILITATION AND ALLIED HEALTH

Cabrini's rehabilitation service delivers superior inpatient rehabilitation and high-quality care in a relaxed and friendly environment. There is also a Therapy-in-the-Home service that provides rehabilitation to patients in their own homes with 30km of Cabrini, and our rehabilitation outpatient programs. Our programs include reconditioning, orthopaedics, neurological, movement disorders, cardiac and respiratory.

Our inpatient services are currently located at our two acute sites, Malvern and Brighton.

Our clinicians work within a strong multidisciplinary team who collaborate to develop an individualised and comprehensive program to restore each patient to an optimum level of function.

CABRINI OUT OF HOSPITAL PROGRAMS

Cabrini offers a range of out of hospital, or non-bed-based services, along with some bed-based substitutional programs. These services include:

- Hospital in the home
- Post-acute care
- Palliative homecare
- Rehabilitation/therapy in the home
- Chronic disease programs
- Rehabilitation outpatients
- Private allied health services

CABRINI ALLIED HEALTH

Allied Health at Cabrini is akin to most large public and private hospitals. We employ staff from Physiotherapy, Occupational Therapy, Dietetics, Speech Pathology, Social Work, Exercise Physiology, Podiatry, Health Psychology, Neuropsychology, Music Therapy and Art Therapy. We also have a range of Allied Health Assistants. In addition, we credential or subcontract some allied health professionals. Our allied health staff work within most services across Cabrini, and out in the community.



CABRINI PALLIATIVE AND SUPPORTIVE CARE



646 High Street, Prahran 3181 (03) 9508 1000

A 22-bed specialist palliative care hospital which offers a wide range of services including medical support, nursing, pastoral care, counselling and physiotherapy to meet the individual needs of patients living with terminal or life-limiting illnesses.

Cabrini Palliative and Support Care provides palliative and supportive care throughout our hospitals and health facilities, specialising in complex symptom management at the Cabrini Prahran inpatient unit.

The Cabrini Palliative Home Care service provides nursing assessment and care to patients who require assistance with symptom management and end of life care in a home environment, including residential aged care facilities.

CAR PARKING AND PUBLIC TRANSPORT

Limited car parking is available on site. Parking restrictions must be observed in the surrounding streets. Please note that strict clearway zones apply in High Street Prahran during peak times.

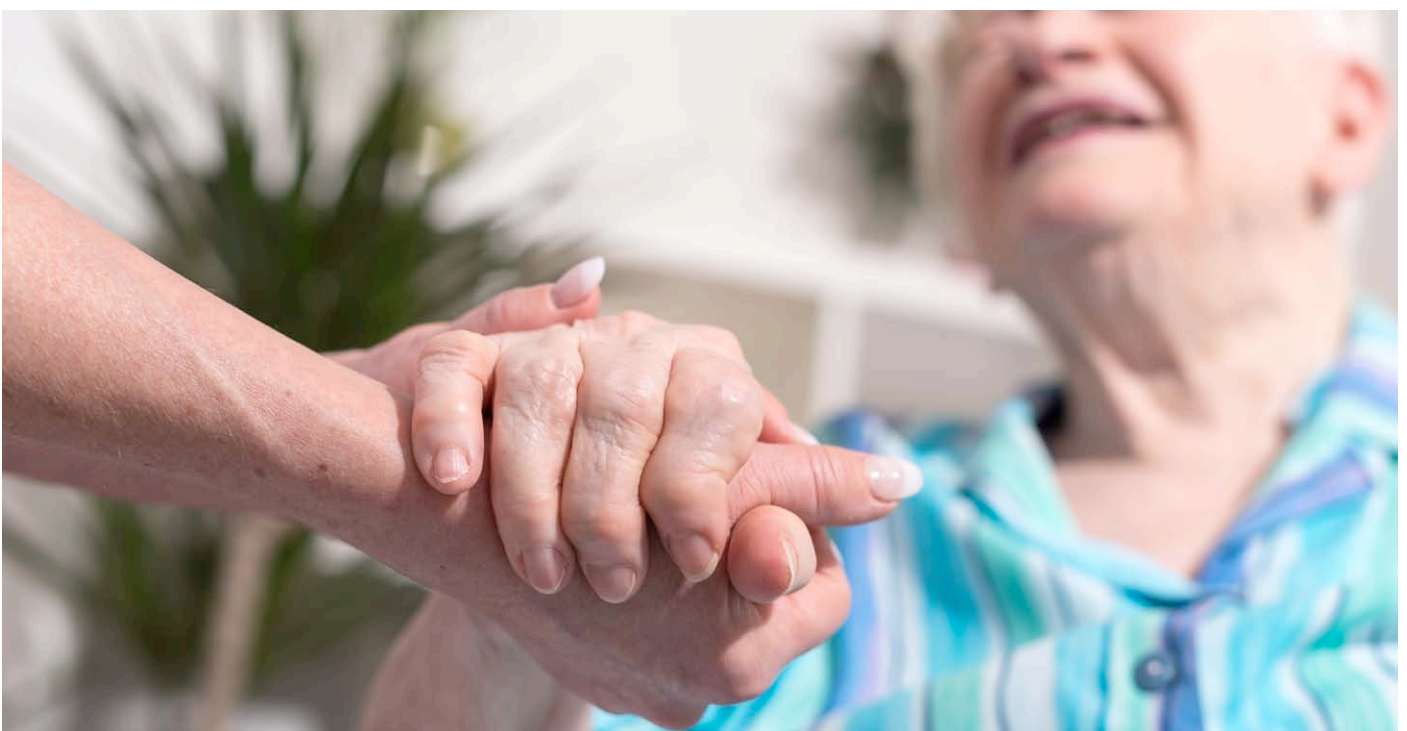
Bus: Route numbers 216, 219 and 220

Tram: Route 6 – Stop 37

CAFÉ

There is a café located on site where employees can order meals at a reasonable cost; however, orders must be made well in advance.

A microwave is available in the staff room.



PATRICIA PECK EDUCATION AND RESEARCH PRECINCT



154 Wattletree Rd, Malvern 3144 (03) 9508 3434

The building accommodates members of the Cabrini Executive, Cabrini Research, Clinical Education, Clinical Governance, and Strategy & Marketing.

Multidisciplinary approaches to teaching, training and research are promoted using state-of-the-art technology: a simulated ward environment, electronic library and advanced telecommunication and video conferencing tools.

Research areas include arthritis, back pain, cancer, care of the elderly, health literacy, nursing, palliative care, patient safety, surgery, psycho-oncology and allied health.

CAR PARKING AND PUBLIC TRANSPORT

Limited onsite paid parking is available. Where possible, employees should use the main car park at Cabrini Malvern.

LIBRARY

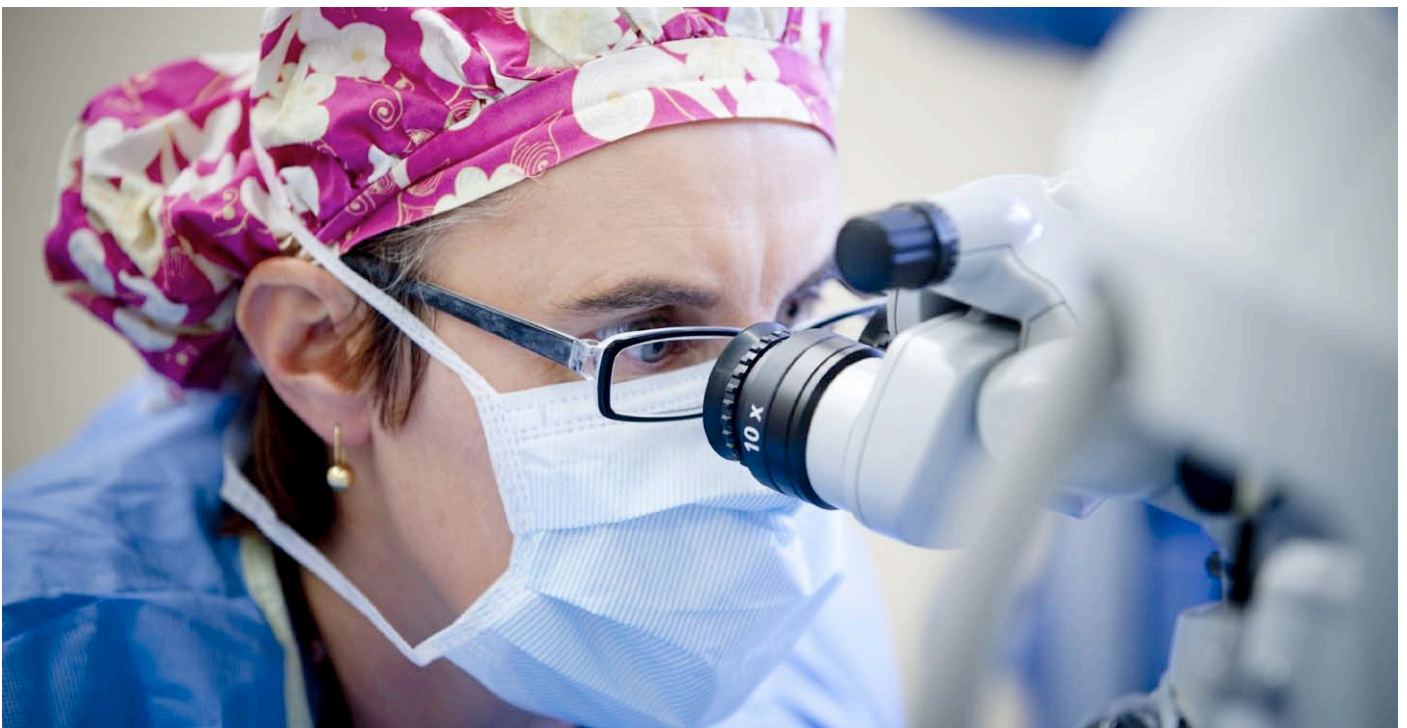
The Cabrini Library is located on the first floor of the Education and Research Precinct.

The Library provides employees and accredited medical specialists with the latest resources in medical, nursing, allied health and non-clinical subject areas. Access to these resources is via Cabinet and remotely through the OpenAthens Software. Group or private study facilities are available, with printing, photocopying and scanning services also provided.

Experienced library staff offer training in information skills and provides simple to complex literature searching upon request.

A document delivery and interlibrary loan service are also available to all employees.

Contact details: library@cabrini.com.au
(03) 9508 3430



CABRINI HAWTHORN EAST



Cabrini Hawthorn East is located at Level 2, 141 Camberwell Road, Hawthorn East 3123

This site houses a range of Corporate Support Services including administrative, technological and information services that underpin and enable Cabrini's operations.

Corporate Support Services located at Hawthorn East include:

- Business Technology Services
- Finance and Accounts Payable
- Health Funds
- Health Information Services and Information Governance
- Legal
- Patient Accounts
- Payroll
- People and Culture:
 - People Services
 - Organisational Development
 - Work Health and Safety
 - Workplace Relations and Policy
- Procurement

PEOPLE AND CULTURE DIVISION

Our People are central to our success. We proactively anticipate, attract, develop, retain and optimise our people to realise their potential and deliver outstanding patient and resident experiences. The division comprises:

People Services

People Services provide employee relations, operational and strategic People Services advice to managers as well as assisting with the development of employees to reach their potential.

Organisational Development (OD)

OD focuses on culture, employee engagement and building leadership capability to improve performance. This includes planning, designing and implementing relevant initiatives, both across the organisation and for smaller groups. Current programs of work include leadership and management development and the employee recognition program to support a culture of learning.

Work Health and Safety (WHS)

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To assist managers and their employees to realise this, the Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, which means the collection of policies, procedures, guidelines, other related documents and resources related to safety, health, injury management and wellbeing.

The WHS Department also builds the capability of managers to manage wellbeing, hazards, incidents and injuries and provides advice and support in the management of these areas.

Workplace Relations and Policy

Workplace Relations and Policy oversees the negotiating of Enterprise Bargaining Agreements and supports the resolution of industrial relations issues. This area is also responsible for policy development in accordance with legislative frameworks.

CABRINI TECHNOLOGY GROUP (CTG)

CAR PARKING AND PUBLIC TRANSPORT

This site is one of Cabrini's controlled car parking sites and as such, parking fees apply. Please see the "Parking" section of this Guide for more information about accessing employee parking.

Limited parking is also available in the surrounding streets. Ensure you observe the local council restrictions.

The facility is easily accessible by bus or tram routes that go through or close to Camberwell Junction.

Trains: Alamein, Belgrave, Lilydale lines. Camberwell station is a 20-minute walk from the facility.



Head Office: 99/45 Gilby Road, Mount Waverley
(03) 9508 1709

Cabrini Technology Group (CTG) is a division of Cabrini Health that incorporates, provides and implements world-class biomedical and Information and Communication Technology (ICT).

CTG is a leader in its field and continues to grow and diversify, providing valuable funding for Cabrini Health while providing clients with a high-quality cost-effective service.

CTG installs, repairs, maintains and calibrates advanced health and IT equipment, providing expert consulting services to over 700 organisations throughout Australia and New Zealand from 14 base locations across Australia plus two in New Zealand. They employ over 400 technical and business staff and have 200 strategic partners.

The group comprises of:

AWA

A totally independent technology services only company and leading provider of Australia wide field technology services to the major enterprise and government organisations, vendors, service providers, integrators and distributors for over 100 years.

AXIS HEALTH

A leading provider of premium quality healthcare equipment and consumable products. Provision of end to end solutions including equipment and service solutions for acute, aged and primary care.

CHEMTRONICS

Biomedical engineering with embedded employees in Cabrini and other hospitals.

CHEMTRONICS DIRECT/ALTER - ASSISTIVE LIVING TECHNOLOGIES & EQUIPMENT RESOURCES

Specialist services on assistive technologies equipment for special needs clients in the community, aged care and disability sectors. Large warehouses are located in Thomastown and Mount Waverley for storing, repairing and distributing assistive devices such as wheelchairs.

HOSPITECH

Independent consultancy for healthcare facilities management.

IN-A-TICK

An independent specialist provider of compliance testing and calibration verification, In-A-Tick helps clients meet their accreditation requirements and ensure a safe working environment for patients and employees.

CABRINI SPECIALIST CENTRE HAWTHORN EAST



Level 2, 141 Camberwell Road, Hawthorn East 3123
(03) 9508 5333

The Cabrini Specialist Centre – Hawthorn East provides the Boroondara community and surrounds with convenient access to world-class specialists and premium health services closer to home.

Complete with four generous consulting suites, the centre is open from 8.30 am - 5.30 pm Monday to Friday.

Services available

- Cardiac Diagnostics
- Cardiology-General and Interventional
- Colorectal Surgery
- Endocrinology
- Gastroenterology
- Haematology
- Neurosurgery
- Obstetrics/Gynaecology
- Orthopaedic Surgery
- Paediatric Dermatology
- Respiratory Medicine
- Upper GI and HPB
- Urology
- Vascular Surgery

CAR PARKING AND PUBLIC TRANSPORT

There is on-street parking available along Camberwell Road, at Camberwell Place and surrounding areas.

Trams: Route 70 and 75 – Camberwell Junction/ Riversdale Road stop, or route 72 – Camberwell Shopping Centre stop.

Train: Camberwell station is the closest railway station, which is a 10-minute walk from the specialist centre. Use the Alamein, Belgrave or Lilydale lines.

CABRINI SESSIONAL CONSULTING PACKAGES AND INFORMATION

Level 1 / 141 Camberwell Road, Hawthorn East

INTRODUCTION

Located in one of Melbourne's most desired and affluent areas, Cabrini Health has expanded its operations with a new facility in Hawthorn East. The Cabrini Specialist Centre (CSC), located in the new Camberwell Village complex, which was designed by Elenberg Fraser and built by one of Melbourne's premium developers, boasts luxury amenities and is just walking distance from Camberwell junction.

Cabrini Specialist Centre will open in January 2021 and will provide you with an opportunity to connect with patients, current and new, and general practitioners within the Boorondara area and beyond. This new facility will enable you to provide your patients with an alternative to having their consultations at either Malvern or Brighton, for easier access.

The Cabrini Specialist Centre offers:

- Four generous consulting suites
- Premium quality amenities
- Central location
- Onsite parking for medical staff
- Convenient nearby parking for patients
- Onsite Echocardiogram service
- Conveniently located near diagnostic services:
150 metres to Melbourne Pathology at
124 Camberwell Rd, Hawthorn East
800 metres to IMED Radiology at
563 Riversdale Rd, Hawthorn East

PACKAGES

There are two package options available.

BASIC SESSIONAL/MEET AND GREET PACKAGE

- Fully equipped consulting room including desktop computer/IT/internet access/WiFi and telephony infrastructure. Provision of basic medical consumables and office supplies
- A Cabrini employed receptionist will direct patient arrivals to the sessional occupant or to any directly employed staff and will take general calls and enquiries in relation to consulting activities at the centre during agreed sessions.
- A dedicated local telephone number with ability to divert calls to another location when the consultant is not working within the centre. The telephone system has call accounting software and outgoing call charges are invoiced to the consultant on a monthly basis.

ADMIN/APPOINTMENT SUPPORT PACKAGE

Basic sessional package, plus:

- Appointment bookings and related management for patient visits at the centre and booking follow up activities (i.e. changes to appointments, cancellations).
- Billing and payment handling for CSC sessions (subject to software constraints)
- Debtor management is not part of this service nor the responsibility of Cabrini.

For more information, please contact Louise Alexander, Director Business Development at lalexander@cabrini.com.au.

WARD PROFILES

MALVERN

GROUND FLOOR

- Emergency Department (ED)
- Hospital in the home
- Day Procedure Centre
- Ground West

FIRST FLOOR

- Intensive Care Unit (ICU)
- 1 North – rehabilitation
- 1 South – acute cardiac
- 1 West – acute cardiac
- 1 Central – short stay (general surgery)
- Paediatric ward

SECOND FLOOR

- Central Sterile Services Department
- 2 North – orthopaedic and neurosurgery
- 2 South – maternity services
- 2 West – maternity Services and special care nursery
- 2 Central – short-stay orthopaedic and neurosurgery

THIRD FLOOR

- 3 North – urology and gynaecology
- 3 South – stroke and neurology
- 3 West – general medical
- 3 Central – general medical and surgical

FOURTH FLOOR

- 4 North – colorectal, upper GI and gastroenterology
- 4 South – plastic surgery and vascular surgery
- 4 West – infusion treatment

FIFTH FLOOR

- 5 West – oncology and haematology

SIXTH FLOOR

- 6 West – respiratory and medical specialties

BRIGHTON

GROUND FLOOR

- Orthopaedic surgery
- Day oncology and infusion service

FIRST FLOOR SOUTH

- Surgery

FIRST FLOOR NORTH

- General medical

APPENDIX 1 - BEHAVIOURS THAT MATTER

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put safety first	We are careless, impulsive or take unnecessary risks that may cause harm to the people we serve
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPENDIX 2 - VICTORIAN CHILD SAFE STANDARDS

Speak up - it's your right

Victoria's Child Safe Standards are designed to keep you safe.

Why the standards came about

In 2013, the Victorian Government looked at how safe organisations are for children and young people.

It found that sometimes children and young people have not been kept safe by organisations and the adults who work in them.

More needed to be done to keep children and young people safe in the future.

What are they for?

Out of home care providers, schools, churches, sports clubs, dance schools and other organisations have to keep you safe.

This means:

- Only choosing adults who are safe to work with you.
- Listening to you about what makes you feel safe.
- Acting to protect you if someone hurts you or makes you feel unsafe.

What they mean for you

You can expect to be safe and to feel safe, wherever you go and whatever you do.

You can expect that adults that work with you know how to keep you safe.

You can tell an adult if you don't feel safe and they have to help you.





Cabrini Medical Compact

Mutual respect and optimal outcomes through
our commitment to safety, quality and care.

THE DOCTOR'S RESPONSIBILITY

Embedding patient centred care in everything we do	<ul style="list-style-type: none">• Be mindful of patients' emotional needs, physical comfort, beliefs, values and spiritual needs• Promote shared decision-making, coordinated care and the flow of information• Provide excellent customer service that will grow the Cabrini brand through delivery of mission
Collaboration and collegiality	<ul style="list-style-type: none">• Promote a collegiate culture by participating and leading teams to deliver high quality, safe, value adding and sustainable healthcare• Build strong relationships with our colleagues in primary care• Be respectful of all people and embrace diversity• Practise according to professional and ethical standards
Champion effective and timely communication	<ul style="list-style-type: none">• Document and convey clinical information to patients and colleagues accurately, promptly and using the most effective means• Protect and defend patient privacy including the appropriate use of electronic information
Credibility and respect	<ul style="list-style-type: none">• Uphold Cabrini values: Compassion, Integrity, Courage, and Respect• Take ownership and responsibility for our clinical practice through active participation and utilisation of the craft group structure• Report adverse events according to open disclosure principles• Adhere to Cabrini Code of Conduct, By-Laws, policies and procedures
Leadership and innovation	<ul style="list-style-type: none">• Set the example for all other staff• Value research and innovation• Adopt evidence-based practice• Participate in teaching and mentoring where appropriate• Embrace change and engage constructively to improve our health system• Strive for success

CABRINI'S RESPONSIBILITIES

Cultivating a culture of excellence	<ul style="list-style-type: none">• To provide a safe environment for all stakeholders• Attract and retain outstanding people• Provide the appropriate staff, infrastructure, equipment and operating systems to facilitate quality healthcare• Build the business and secure financial prosperity by means of marketing Cabrini Health services and managing reputation• Develop, promote and support a continuous quality improvement culture• Publish and promote regular data to clinicians on patient experiences, quality and financial outcomes• Embrace opportunities for research and professional development and encourage innovation• Uphold Cabrini values: Compassion, Integrity, Courage, Respect
Transparent consultation with the profession	<ul style="list-style-type: none">• Consult with doctors in the development, implementation and evaluation of local and organisational strategies, business decisions and Cabrini priorities• Provide a range of channels for doctors to provide open, constructive feedback• Close the feedback loop by listening and responding to the doctors concerns
Empower leaders	<ul style="list-style-type: none">• Set clear goals and provide support for their implementation and evaluation• Facilitate teamwork• Motivate others to achieve greatness• Demonstrate credibility through accountability• Show respect, fairness and consistency in decision-making
Recognise achievements	<ul style="list-style-type: none">• Reward positive behaviours that reflect the Cabrini Health values• Acknowledge, celebrate and share successes



Cabrine People Services

Email: peopleservices@cabrine.com.au