

# Banuyle Community Health Our People



Being the best we can



**BANYULE**  
Community Health





# A Message From The Board

Welcome to Banyule Community Health. Our people and our deep sense of history are what makes this service a great place to work and volunteer. We know if we clearly articulate our values, our approach and our expectations, and provide a supportive work environment, we will go a long way to creating a strong and healthy workplace culture.

We are proud of what Banyule Community Health has achieved in the past and of the truly genuine relationships it has today with the community and its partners.

Engaged staff and volunteers with a clear understanding of our values and approach will ensure our community are treated with dignity and respect, directly translating to better health outcomes for our community.

The Board of Directors wishes you well on your journey at Banyule Community Health and reminds you of the privileged role it is to work in our community. Staff and volunteers are the torch bearers of our values and approach in what they do on a daily basis.



# Our Values

**Respect** – honouring diversity and equity

**Excellence** –going above and beyond

**Courage** – advocate and innovate

**Dignity** – the right to be heard and valued

# Our Approach

## Equity & Social Determinants

Making best use of our resources to redress inequities in health.

## Community Participation

Deeply connecting to our community and ensuring direct accountability to our stakeholders.

## Person Centred Care

Acknowledging that people's unique circumstances matter and embracing our clients' goals, capacity and focus.

## Learning Organisation

Encouraging dialogue, debate and discussion and connecting staff to a compelling purpose and approach.

## Good Governance

Stewardship that ensures the service is solvent, safe and accountable and well positioned to provide services today and into the future.

# Banyule Community Health Core Capabilities

The behaviours, skills, abilities, attitudes and aptitude we expect of BCH staff:

- Fostering Community and Inter Agency relationships
- Showing Leadership and Teamwork
- Being Adaptable and Responsive
- Maintaining Professionalism
- Upholding Public Accountability
- Ensuring Child Safety





# Supporting you to work at Banyule Community Health

## • Code of Conduct

Our code of conduct articulates the values and principles that guide staff work practices, interactions and behaviour within our organisation. They are the foundation on which the organisation operates and apply across all organisational levels.

## • Policies, Procedures and Program Manuals

Banyule Community Health policies and procedures and program manuals are developed and reviewed within a robust governance structure that provides sound corporate and clinical oversight, ensuring compliance with legislative and service delivery obligations, and providing direction that ensures that Banyule Community Health remains responsive and committed to the community and people that it serves.

## • Position Descriptions and Performance Monitoring System

To ensure that staff have an understanding of their responsibilities, Banyule Community Health uses clear position descriptions, describing the program and position objective, and detailing the role and duties of the individual. For clinical roles a Scope

*Annual Staff Climate Survey  
93% of respondents to the 2015 Survey  
viewed Banyule Community Health as  
an employer of choice*

of Practice statement is included. This is supported by a Performance Monitoring System that includes individual work plans and regular review and feedback.

## • Human Resources

Banyule Community Health has a dedicated HR team to manage the HR functions. The HR team's role ensures support and guidance is provided to workers and managers according to industrial law, industrial agreements and HR policy & procedure. Supports for staff include:

- o Employee Assistance Program (EAP)
- o Salary Sacrifice
- o Family flexible work arrangements
- o Health & Well Being activities



## Investing in our Staff

### o Annual Frances Baum Fellowship:

Awarded annually, the Frances Baum Fellowship supports Banyule Community Health staff to address issues of priority and significance to our community

- o Training and Development Program
- o Annual Innovation forum
- o Robust OHS Systems including risks and incident management systems
- o Continuous Quality Improvement underpinned by a learning orientation
- o Leadership opportunities
- o Organisational communication strategies



## Our Community

Banyule Community Health is a successful vibrant organisation that would not be possible without the support, involvement and feedback from the local community. At Banyule Community Health, community involvement is a crucial element in governing, planning and delivering services. We believe that the community has the right to participate in, debate and be active in decisions that affect their daily lives and their own care. This fundamental belief and commitment ensures the agency has direct accountability to its stakeholders. A deep connection to the local community and a commitment to developing a service response tailored to the community's needs have shaped the service since its inception.

Banyule Community Health actively encourages the involvement of volunteers across a diverse range of programs and services within the organisation. At Banyule Community Health we recognise the importance of matching the skills, support required and the volunteer role so we ensure that opportunities are offered to meet the needs of individuals, the agency and the community.

Community involvement includes:

- Consumer representation on committees and interview panels
- Volunteering
- Peer Support programs
- Robust complaints and feedback systems



# The Banyule Community Health Commitment to our Community

BCH has a culture of Person Centred Care and Consumer Participation encouraging and empowering members of the local community to be involved. Clients participate in the review, planning and design of services at all levels of the organisation; membership to the Board of Directors, organisational committees, staff selection panels, community lead programs, and in their personal health care.

Banyule Community Health uses the experience and expertise of community members on interview panels for all vacancies. This approach provides a strong accountability mechanism.

## From our staff:

"Having a member on the interview panel demonstrated that the agency did see community members in decision making and that I would be expected to approach the role this way too."

## From our community members:

"I felt great being able to contribute and that my past experiences were valuable."









# About Us

Banyule Community Health is a stand alone, not for profit organisation, governed by a volunteer Board of Directors to deliver on its purpose 'to improve the health and wellbeing of our community'. Banyule Community Health works across many sites and delivers multiple modalities of care and support in the primary health and welfare sector. Building on its strong values base and reputation of being truly responsive to its community, Banyule Community Health strives to continually provide high quality services, develop partnerships, which benefit its community and innovates to create better health outcomes and health equity.



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[bchs.org.au](http://bchs.org.au)