



## ROLE DESCRIPTION

<b>Role Title</b>	General Practitioner – Lameroo/ Pinnaroo/ Karoonda Medical Practice
<b>Classification</b>	MD02 - Consultant
<b>Local Health Network</b>	Riverland Mallee Coorong Local Health Network
<b>Hospital / Service</b>	Karoonda & District Soldiers Memorial Hospital Lameroo District Health Service Pinnaroo Soldiers Memorial Hospital
<b>Division</b>	Medical
<b>Role reports to</b>	Executive Director Medical Services, RMCLHN
<b>Role Created/ Reviewed Date</b>	August 2022
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
<b>Immunisation Risk Category</b>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C

## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<ul style="list-style-type: none"> <li>&gt; Provide high quality inpatient, outpatient and community based general practice specialist services with the provision of high standard clinical services to Mallee Medical Practice, Karoonda, Lameroo and Pinnaroo Health Services and in other clinical areas as required.</li> <li>&gt; Required to work with limited or no direction or supervision and to exercise a high degree of professional judgement and clinical competence in a multi-disciplinary setting.</li> <li>&gt; Responsible for the overall smooth day to day management of the clinical workload of the medical practice and the nearby health services.</li> <li>&gt; Responding to health site MET/Code Blue/Code Black calls as required.</li> <li>&gt; Provide supervision, training, and direction to Trainee Medical Officers and GP registrars as required.</li> <li>&gt; Participate in teaching and quality assurance activities and undertake health promotion and community education activities.</li> <li>&gt; Conduct and support research within the Local Health Network.</li> <li>&gt; Encourage and support teamwork for optimal clinical service outcomes.</li> <li>&gt; Expert advice for internal and external committees and workgroups as requested.</li> </ul>
<b>Direct Reports:</b>
<ul style="list-style-type: none"> <li>&gt; Pre-vocational medical staff, TMOs and GP Registrars in Mallee Medical Practice and associated hospitals in Karoonda, Lameroo and Pinnaroo.</li> <li>&gt; Medical students.</li> </ul>

**Key Relationships/ Interactions:****Internal**

- > Responsible to the Executive Director Medical Services – professionally, administratively and clinically to the relevant on-call and on-duty specialists.
- > Medical, Nursing, Allied Health and Para-medical colleagues in a collaborative relationship
- > Developing and maintaining harmonious and professional working relationships with other health workers or service providers, such as inpatient medical unit, outpatient, and community health services, allied health providers, Mental Health Services, etc.
- > All salaried medical staff at RMCLHN & Local general practitioners and Visiting Medical Specialists.
- > Medical Education Committee.
- > Safety and quality committees as requested for the hospitals & LHN.
- > LHN Committees and working parties as requested.

**External**

- > Developing and maintaining harmonious and professional working relationships with external emergency services such as SA Police and SA Ambulance Services.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Ability to manage patient load in a busy work environment.
- > Ability to maintain contemporary practice whilst based in a regional centre.
- > Capacity to work shifts across Monday to Friday and Saturday morning, and on-call as rostered.
- > Geography – RMCLHN is a rural health service with widely distributed facilities and staff.
- > An ability to practice General Practice medicine across a broad spectrum of clinical presentations and demographic.
- > Ability to work as part of team in handling acute presentations.

**Delegations:**

Nil (*All requests are referred to the Executive Director Medical Services*)

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SA Health values and strategic directions.

<b>General Requirements:</b>
<p>*NB Reference to legislation, policies and procedures includes any superseding versions</p> <p>Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:</p> <ul style="list-style-type: none"> <li>&gt; <i>Work Health and Safety Act 2012 (SA)</i> maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements.</li> <li>&gt; <i>Return to Work Act 2014 (SA)</i>, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.</li> <li>&gt; Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).</li> <li>&gt; <i>Children's Protection Act 1993 (Cth)</i> – 'Notification of Abuse or Neglect'.</li> <li>&gt; Disability Discrimination.</li> <li>&gt; <i>Independent Commissioner Against Corruption Act 2012 (SA)</i></li> <li>&gt; <i>SA Information Privacy Principles</i></li> <li>&gt; Relevant Awards, Enterprise Agreements, <i>Public Sector Act 2009 (SA)</i>, <i>Health Care Act 2008 (SA)</i>, and the SA Health (Health Care Act) Human Resources Manual.</li> <li>&gt; Relevant Australian Standards.</li> <li>&gt; Duty to maintain confidentiality.</li> <li>&gt; Smoke Free Workplace.</li> <li>&gt; To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.</li> <li>&gt; Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.</li> <li>&gt; <i>Health Practitioner Regulation National Law (South Australia) Act 2010</i></li> <li>&gt; <i>Mental Health Act 2009 (SA) and Regulations</i></li> <li>&gt; <i>Controlled Substances Act 1984 (SA) and Regulations</i></li> <li>&gt; <i>Professional Practice Standards and competencies consistent with area of practice as varied from time to time</i></li> </ul>
<b>Handling of Official Information:</b>
<p>By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.</p> <p>SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.</p> <p>SA Health employees will not misuse information gained in their official capacity.</p> <p>SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.</p>
<b>White Ribbon:</b>
<p>SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures, or guidelines issued by SA Health regarding acceptable workplace behaviour.</p>
<b>Cultural Statement:</b>
<p>Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.</p>

**Special Conditions:**

*\*NB Reference to legislation, policies and procedures includes any superseding versions*

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > All doctors are required to be credentialed by the SA Health Regional Credentialing Committee as a pre-requisite to practice.
- > All doctors are required to maintain current registration with AHPRA as a pre-requisite to practice.
- > Rights of Private Practice in accordance with the Private Practice Agreement.
- > There is a requirement to participate in the relevant college CPD programs and re-certification.
- > Required to participate in five and a half days a week roster.
- > There is the requirement to participate in an after-hours on-call roster, including undertaking call-back/recalls as necessary.

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<p><b>Responsible for achieving optimal Patient Care Outcomes by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Providing expert standards of clinical care for primary care, outpatients and admitted patients, both acute inpatients and aged care residents.</li> <li>&gt; Providing consultation service for hospital staff and other medical practitioners, as required.</li> <li>&gt; Providing expert standards of clinical care in Rural General Practice, where relevant.</li> <li>&gt; Providing appropriate levels of clinical care for patients from other specialty areas until they can be managed by their own teams.</li> <li>&gt; Ensuring appropriate follow up of medical problems with the patient's general practitioner (if different to medical practitioner providing care to the patient), other specialist, or service, and providing communication to facilitate ongoing care.</li> <li>&gt; Organising admissions and discharges, liaising with inpatient teams at other hospitals as necessary.</li> <li>&gt; Early recognition of high-risk patients and implementation of safe, timely retrieval practices.</li> <li>&gt; Ensuring a high standard of clinical practice by all junior staff.</li> <li>&gt; Being actively involved in training and assessing junior staff.</li> <li>&gt; Developing and managing clinical review programs as part of continuous quality improvement.</li> <li>&gt; Reporting all adverse events and near misses to SLS.</li> <li>&gt; Reporting potential medico-legal matters or high-risk incidents to the Clinical Risk Manager and Executive Director of Medical Services in a timely manner.</li> <li>&gt; Being actively engaged in morbidity and mortality review.</li> <li>&gt; Being an advocate for infection control through modelling good hand hygiene and wearing personal protective equipment when required.</li> <li>&gt; Ensuring that information about care provided in is complete and is received by the subsequent care provider (e.g., patient's usual GP, Nursing Home) in a timely manner.</li> <li>&gt; Assisting the hospital and LHN to meet its key performance indicators including meeting the length of stay initiative.</li> <li>&gt; Conducting consultations and procedures that include assessing, analysing, diagnosing, managing, treating, educating, and supporting patients.</li> <li>&gt; Adhering to required work practices that ensure satisfactory patient flows through the Health Service and the meeting of performance targets.</li> <li>&gt; Coordinating appropriate follow up care of patients and investigations.</li> </ul>
<p><b>Contribute to an environment of positive teamwork and communication and a multi-disciplinary approach to clinical care by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Working harmoniously with all members of the clinical team to achieve service delivery excellence and being responsive to the expectations and needs of both clinical and non-clinical colleagues.</li> <li>&gt; Demonstrating the ability to work consistently positive within a team (and/or across teams) to achieve team goals.</li> <li>&gt; Ensure that service provision and the activities of the medical practice and hospital are customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients.</li> <li>&gt; Maintaining and initiating regular and professional communication with all relevant colleagues and managers.</li> <li>&gt; Resolving any workplace conflict or grievances in a professional manner and through the correct organisational processes.</li> </ul>
<p><b>Contribute to the maintenance of a high organisational standard of Customer Service by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Acting in a professional manner at all times when dealing with internal and external clients.</li> <li>&gt; Positively promoting the organisation both internally and externally.</li> <li>&gt; Providing prompt, professional, and courteous service to all clients including colleagues, other health sites, and the community.</li> <li>&gt; Maintaining confidentiality on all issues relating to the organisation, the clients, and fellow colleagues.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Treating all consumers with respect and equality whilst being responsive to their needs.</li> <li>&gt; Lead, develop and foster a positive work culture which is based on RMCLHN values and promotes customer service, learning and development, safety, and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li> <li>&gt; Engendering a patient focus in-service delivery by:             <ul style="list-style-type: none"> <li>o Ensuring that patients and families are able to exercise their rights and responsibilities.</li> <li>o Ensuring that patients and families are given adequate information upon which to base treatment decisions.</li> <li>o Being responsive to patient and family complaints.</li> </ul> </li> </ul>
<p><b>Contribute to the maintenance of sound administration and documentation practices by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Ensuring that all documentation is accurate and completed in a professional and timely manner and is in accordance with any organisational and/or legislative requirements where applicable.</li> <li>&gt; Ensuring the effective management of human, financial and physical assets within the practice through appropriate planning, allocation of resources to achieve agreed business and strategic plans.</li> </ul> <p>Medical Records:</p> <ul style="list-style-type: none"> <li>&gt; Ensuring timely documentation of the clinical service in the patients' medical record.</li> <li>&gt; Ensuring timely completion of computerised patient information records.</li> <li>&gt; Documenting care accurately and objectively and ensuring that junior staff do likewise.</li> <li>&gt; Notes should be written contemporaneously.</li> <li>&gt; Comments should be accurate and objective and written with the knowledge that the patient has the right to inspect their record under Freedom of Information legislation.</li> <li>&gt; The content of the medical record should be concise, relevant and structured with each entry having a date and time and the writer being clearly identified both by a signature, a printed name and a position description.</li> <li>&gt; Clinicians should use approved abbreviations only.</li> <li>&gt; Completing discharge summaries preferably before patient leaves hospital or within 48 hours of leaving hospital.</li> <li>&gt; Ensuring relevant diagnosis and procedures have been documented in the medical record for coding purposes.</li> </ul>
<p><b>Assist in the provision of leadership and appropriate supervision of junior medical staff by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Actively contributing to the implementation of changes in delivery of services where necessary.</li> <li>&gt; Demonstrating leadership in the achievement of targets required by both RMCLHN and the SA Health.</li> <li>&gt; Ensuring appropriate case load and clinical mix of patients.</li> <li>&gt; Providing advice on diagnosis, investigation, and management.</li> <li>&gt; Participating as a Term Supervisor in providing education and support for TMOs whilst on rotation in the practice, completing appropriate assessments and documentation, as required.</li> </ul>
<p><b>Contribute to your personal and professional development to meet the changing needs of your position, career, and industry by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Attending and being actively involved in all Mandatory and other relevant training sessions provided by the organisation within required timeframes.</li> <li>&gt; Participating in training activities that enhance clinical competencies.</li> <li>&gt; Undertaking training as required attaining and maintaining required competency of skills and knowledge applicable to the role.</li> <li>&gt; Evaluating own practice through performance planning and review.</li> <li>&gt; Maintaining current professional knowledge and skills for management competency.</li> <li>&gt; Practicing within own abilities and qualifications</li> <li>&gt; Ensuring that appropriate standards of service are maintained through active participation in Quality Improvement programs</li> <li>&gt; Being an effective role model for staff.</li> </ul>

<p><b>Contribute to teaching and learning activities of the department by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Supporting junior staff in their learning on a day-to-day basis.</li> <li>&gt; Observing junior doctor practice and providing feedback.</li> <li>&gt; Undertaking and promoting undergraduate and postgraduate teaching in the discipline of general medicine and relevant subspecialty.</li> <li>&gt; Assisting in the implementation of teaching programs for GPs, nursing, and allied health staff.</li> <li>&gt; Working with the Flinders University Rural Clinical School and RACE to ensure that:             <ul style="list-style-type: none"> <li>o Undergraduate students can meet the core medical requirement during their rural rotations.</li> <li>o Interns, registered medical officers and trainee medical doctors achieve the goals of the National Junior Doctor Curriculum.</li> </ul> </li> </ul>
<p><b>Contribute to research activities through:</b></p>	<ul style="list-style-type: none"> <li>&gt; Involvement in ethically approved research activities, as opportunities arise with RACE. A formal adjunct appointment with Flinders University may be possible.</li> <li>&gt; Participating in research activities in collaboration with researchers in this or other institutions.</li> </ul>
<p><b>Contribution to effective operation of unit by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Participating in Quality Improvement activities, including the identification of performance standards and increased efficiencies.</li> <li>&gt; Participating in Performance Enhancement activities, including performance appraisals.</li> <li>&gt; Undertaking health promotion activities by exercising opportunistic health promotion.</li> </ul>
<p><b>Contribute to continuous improvement and the quality management system at RMCLHN by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Participating in the development of clinical guidelines and protocols.</li> <li>&gt; Participating in clinical and site team meetings and planning activities.</li> <li>&gt; Demonstrating understanding of and compliance with standards of practice, external legislation and RMCLHN policies and procedures that relate to this position and the organisation.</li> <li>&gt; Aiming to improve the quality of work processes and individual work practices.</li> <li>&gt; Participating in and contributing to the accreditation process including the recording of quality activities in the RMCLHN Quality Register, undertake clinical audits as required.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Bachelor of Medicine; Bachelor of Surgery (MBBS) or equivalent. Appropriate Specialist Qualifications and registrable with the Medical Board of Australia as a Medical Practitioner with Specialist registration in General Practice; or another qualification as defined in the SA Medical Officers Award.

#### **Personal Abilities/Aptitudes/Skills**

- > Professional integrity, leadership, and motivational skills
- > Commitment to quality improvement
- > Ability to be adaptable to change
- > Good communication skills, both verbally and in writing
- > High standard of clinical practice in General Practice and Emergency Medicine.
- > Ability to work in a multidisciplinary team.
- > Effective interpersonal communication skills.
- > Ability to work independently and exercise a high level of professional judgement and medical competence in a multidisciplinary setting.
- > Respect for the rights and responsibilities of patients and their families.
- > Ability to organise work priorities in planning, development, and implementation of tasks in meeting deadlines.
- > Proven commitment to the principles and practise of:
- > EEO, Ethical Conduct, Diversity and Worker Health & Safety.
- > Quality management and the provision of person and family centred care.
- > Risk management.

#### **Experience**

- > At least two years of post-graduate clinical experience in General Practice
- > Sound Experience in emergency and procedural skills
- > Good theoretical knowledge
- > Sound examination and diagnostic skills in adult and paediatric medicine
- > Knowledge and awareness of quality improvement activities and clinical risk reduction and patient safety techniques
- > At least two years relevant experience employed in a medical position in a community health centre, a primary care centre or an emergency department of a general hospital.
- > Experience in management of medical and surgical emergencies, including application of Advanced Life Support management principles as a team leader
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

#### **Knowledge**

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures. Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Up to date knowledge on the management of general practice and emergency medicine patient.
- > Understanding of the practices and principles of Equal Opportunity.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Advanced Life Support (ALS2) course, or equivalent.
- > Additional and relevant postgraduate tertiary qualifications



### **Personal Abilities/Aptitudes/Skills**

- > Diligence
- > Punctuality
- > Commitment
- > Integrity and honesty
- > Good personal presentation, neat dress standard
- > Respect for others
- > Ability to work within and provide leadership for multidisciplinary team.
- > Ability to work constructively with nursing and medical staff.
- > Demonstrate a flexible approach to working within a multi-disciplinary team.
- > Enthusiasm for shift work roster supporting a 24/7 service

### **Experience**

- > Experience at the appropriate level of professional practice consistent with period of time since graduation
- > Other post graduate activities, qualifications and research and teaching
- > Proven experience in basic computing skills, including email and word processing.
- > Experience in a broad range of medical fields relevant to the practice of rural general practice medicine.
- > Experience in a variety of settings working with a range of populations including Indigenous and culturally and linguistically diverse communities would be an advantage.
- > Experience working with a diverse client group, including mental health clients.
- > Experience in working in a rural setting
- > Experience in teaching and training
- > Experience in research

### **Knowledge**

- > Understanding of the particular cases that may be confronted in a regional medical centre and hospital
- > Theoretical knowledge of current medical practice and new technology
- > Sound knowledge of clinical resource management and its relevance to the concept of devolved management

## ORGANISATIONAL CONTEXT

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### Organisational Overview:

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Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

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### Our Legal Entities:

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SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

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### SA Health Challenges:

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The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

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### Health Network/ Division/ Department:

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Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

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## RMCLHN Values

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The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful -** We treat everyone as equals and value each other's sense of worth.
  - > **Motivated -** We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
  - > **Compassionate -** We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
  - > **Consumer Focused -** We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
  - > **Accountable -** We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
  - > **Resourceful -** We are agile, adaptable and able to deal skilfully, creatively and promptly with new situations and challenges.
  - > **Excellence -** We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.
  - > **Service -** We serve people and our communities courteously, fairly and effectively.
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## Integrity Statement

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As a public sector employee, you have the responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of Integrity within SA Health.

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## Code of Ethics

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The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health and RMCLHN's vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: \_\_\_\_\_

Role Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

### Role Acceptance

#### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of RMCLHN as described within this document.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_