

THE VISION WAY IS OUR WAY, EVERY DAY

The Vision Way is a shared understanding of our vision, values and behaviours. These principles guide us in the way we 'show up' in our workplaces every day and set the expectations we have of ourselves and each other.

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1 THE VISION WAY IS OUR WAY
Our core values are more than just words. They guide our decision-making and behaviour and are central to our Code of Conduct.
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2 WE GENUINELY CARE
Regardless of our role, we really care about our patients and their families, our colleagues, our work, our facilities and our resources. We consistently work to the best of our ability.
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3 RESPECT FOR OTHERS TAKES MANY SHAPES
We accept and value difference. We are inclusive and friendly. We are dedicated to providing a workplace that is free of unlawful discrimination, harassment and bias.
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4 WE UNITE TO DELIVER GREAT CARE AND SERVICE
Our patients, families, customers and team members come from diverse backgrounds and cultures, which may be different to our own. To deliver great service, we must meet their needs.
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5 WE ARE PROFESSIONAL AND LAW-ABIDING
The way we present and conduct ourselves and uphold the law and company standards shows we care about what we do and the people we support. It is a sign of our integrity.
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6 WE ARE LIFELONG LEARNERS
To keep delivering high-quality care and services, we must maintain contemporary job skills and keep current with changing legislation or industry practices.
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7 WE RESPECT AND PROMOTE PRIVACY AND CONFIDENTIALITY
We understand our responsibility to use confidential or personal information concerning patients, their families or the business legally and with integrity.
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8 COMPLAINTS ARE AN OPPORTUNITY TO KEEP ON IMPROVING
Complaints are an opportunity to understand another point of view, make changes and continually improve. We take complaints seriously, investigating and seeking resolution as soon as possible.
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9 WE ACKNOWLEDGE OUR RESPONSIBILITIES TO OUR SHAREHOLDER(S)
We acknowledge we are a commercial organisation and must work to provide an appropriate financial return to our owners and shareholders.
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10 WE TAKE OUR VALUES SERIOUSLY
We hold ourselves to account and accept that The Vision Way underpins all VEI and VHG business practices. Managers have a special responsibility to role model and set the standard for values-based leadership.

If you have any questions or feedback, please contact:



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