



# Our Values

These are the professional and personal values and behaviours that we as employees of the Ambulance Service of New South Wales uphold

## Professional standards of behaviour

Professionalism	
Professionalism is	Professionalism is not
<ul style="list-style-type: none"> <li>&gt; Taking pride in the Ambulance Service and your work</li> <li>&gt; Dedication to the job – going the extra mile</li> <li>&gt; Being a role model</li> <li>&gt; Being honest and acting with integrity</li> <li>&gt; Maintaining your skills and knowledge</li> <li>&gt; Being conscientious and dependable</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Acting contrary to the interests of the Ambulance Service</li> <li>&gt; Abusing rank or entitlements</li> <li>&gt; Behaving unethically, theft or dishonesty</li> <li>&gt; Poor performance or shifting blame</li> <li>&gt; Running the job down</li> </ul>

## Act responsibly and be accountable

Responsibility	
Responsibility is	Responsibility is not
<ul style="list-style-type: none"> <li>&gt; Doing your job to the best of your ability</li> <li>&gt; Following policy and procedure and the Code of Conduct</li> <li>&gt; Acting in the best interests of the Ambulance Service</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Being careless or reckless</li> <li>&gt; Breaking rules or breaching the Code of Conduct</li> <li>&gt; Avoiding difficult tasks</li> </ul>

Accountability	
Accountability is	Accountability is not
<ul style="list-style-type: none"> <li>&gt; Being answerable for your actions</li> <li>&gt; Knowing the rules and the right way to do things</li> <li>&gt; Stepping up in difficult circumstances</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Being ignorant or apathetic</li> <li>&gt; Taking short cuts</li> <li>&gt; Ignoring the rules</li> <li>&gt; Hiding or ignoring issues</li> </ul>

## Promote and encourage teamwork

Teamwork	
Teamwork is	Teamwork is not
<ul style="list-style-type: none"> <li>&gt; Sticking together and helping each other</li> <li>&gt; Mentoring – sharing knowledge and skill</li> <li>&gt; Being cooperative, reliable and supportive</li> <li>&gt; Recognising the achievements of others</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Claiming credit for another's work</li> <li>&gt; Shirking work or leaving work for others to do</li> <li>&gt; Excluding or isolating colleagues</li> <li>&gt; Putting blame on others</li> </ul>

## Show care and respect

Respect	
Respect is	Respect is not
<ul style="list-style-type: none"> <li>&gt; Listening to others and acknowledging differences</li> <li>&gt; Being sensitive to individual needs</li> <li>&gt; Accepting decisions gracefully</li> <li>&gt; Providing encouragement and feedback</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Being rude or judgemental</li> <li>&gt; Intimidation, bullying or aggression</li> <li>&gt; Arguing about or questioning decisions</li> <li>&gt; Running the Ambulance Service down</li> </ul>

Care	
Care is	Care is not
<ul style="list-style-type: none"> <li>&gt; Showing compassion and understanding</li> <li>&gt; Being courteous</li> <li>&gt; Acknowledging the feelings of others</li> <li>&gt; Supporting others – particularly in difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Ignoring the needs of others</li> <li>&gt; Running your colleagues down</li> <li>&gt; Playing favourites</li> <li>&gt; Putting up barriers that prevent positive outcomes</li> </ul>