



# Byford Health Hub Integrated Service Delivery Charter

## EMHS Vision:

Healthy people, amazing care.  
Koorda moort, moorditj kwabadak.

## EMHS Service Delivery Principles:

- High performing systems and teams
- Doing the right thing
- Supporting diversity and inclusion
- Consumer-centred
- Active partnerships
- Intellectual curiosity
- Valuing our staff

Our vision captures the essence of what we do and what we inspire each other to do every day – show compassion, dedication and professionalism. As a health service which celebrates diversity of culture and languages, it is also important that our vision could be shared in the Noongar language.

## BHH Charter Commitment:

The Byford Health Hub Charter commitment is an approach to care where services are connected in the way they run to feel like one experience for the community. It should occur across all levels of care from promotion of health and wellbeing for the whole community, to assessment and diagnosis, through to treatment and rehabilitation.



## BHH Integration Principles and Commitment

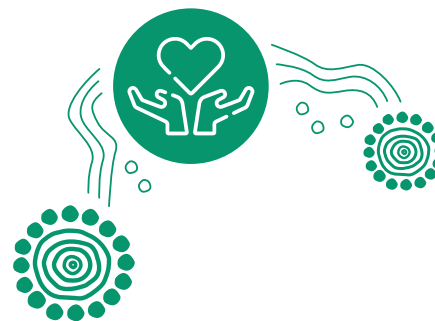
Together put the consumer experience first	Plan together, deliver together	Learn, improve and evolve together	Authentic and purposeful leadership, together at all levels	Communicate together, clearly and consistently
<p><b>Our commitment is to:</b></p> <ul style="list-style-type: none"> <li>• Listen and provide a safe and respectful space.</li> <li>• Strive to connect care for your whole health.</li> <li>• Explain options and keep you informed.</li> <li>• Treat your information with a commitment to privacy and maintaining trust.</li> </ul>	<p><b>Our commitment is to:</b></p> <ul style="list-style-type: none"> <li>• Come together, share, engage and listen to each other and the community.</li> <li>• Ensure Hub priorities are based on current &amp; future community needs.</li> <li>• Tap into existing community groups where we can.</li> </ul>	<p><b>Our commitment is to:</b></p> <ul style="list-style-type: none"> <li>• Learn from existing models.</li> <li>• No matter how small or large, try something new.</li> <li>• Evaluate and seek to understand local impact.</li> <li>• Make changes when we needed.</li> </ul>	<p><b>Our commitment is to:</b></p> <ul style="list-style-type: none"> <li>• Be honest and open about our limits, decision-making, and what can occur.</li> <li>• Involve the community and services in decisions where possible.</li> <li>• Create options for community to meet services and leaders.</li> </ul>	<p><b>Our commitment is to:</b></p> <ul style="list-style-type: none"> <li>• Be responsive to feedback, with action and solutions.</li> <li>• Be welcoming, personalised, and communicate with compassion.</li> <li>• Be transparent on Hub priorities.</li> <li>• Include pathways for feedback.</li> <li>• Answer your questions.</li> </ul>

### Before you enter the Hub we aim to:

- Ensure your information and privacy is respected.
- With your consent, ensure systems are in place to share your story across services.

### During your visit at the Hub we aim to:

- With your consent, integrate care across providers where we can.
- Ensure you feel safe, heard and satisfied with your experience.
- Provide you with a care navigation to help link services and connect you with information.



## YOUR BYFORD HEALTH HUB EXPERIENCE

### When you walk in the Hub we aim to:

- Offer a welcome and open experience, with spaces to easily meet your needs.
- Provide clearly marked pathways for you to know where to go for help.
- Support you with resources so you feel knowledgeable and aware at your visit.

### When you leave the Hub we aim to:

- Offer clear ways to provide feedback on your experience.
- Be transparent with your information and health outcomes.

### If you need additional support outside of the Hub, we aim to:

- Have clear information on the Hub webpage.
- Provide feedback to be reviewed by the Hub Partnership Group.
- Have space at the Hub for community activities.
- Be linked with the Shire to easily circulate information.