



Find out more about  
Albury Wodonga and  
working with us

# You can make all the difference.

*Make the move today*



## Candidate Information Pack

Find out more at [awh.org.au/recruitment](http://awh.org.au/recruitment)

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# Welcome

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Albury Wodonga Health is one of the world's few cross-border health services, caring for people across Northeast Victoria and Southern New South Wales. While we operate under the jurisdiction of Victoria's Department of Health, **51** percent of our emergency department presentations and **51** percent of our inpatients are residents of New South Wales.

We have two primary hospital campuses in Albury and Wodonga with a further **22** sites around the region that offer diverse community, mental health, allied health and sub-acute services. Our workforce includes approximately 3,500 headcount of dedicated professionals who collectively cover a service catchment of more than 73,000km<sup>2</sup>. To put that in perspective, Albury Wodonga Health services an area larger than the state of Tasmania.

This year alone we treated and triaged more than 41,000 inpatients and a further 68,000 emergency department presentations. More than 17,000 surgeries were performed in our seven operating theatres. Beyond hospital-based care our specialist outpatient and Allied Health programs support people with a varied and complex range of health needs to ensure they can fully participate in our community and enjoy the best possible quality of life.

Yet we are more than the sum of our bed numbers and operating theatres. We are a health service that intersects with people at all stages of life. From our maternity unit that delivers more than 1600 babies each year to our Palliative Care team who support people through their end-of-life journey, Albury Wodonga Health is a service that is a constant and trusted presence in the lives of everyone in our region.

Importantly, we are growing. Work has begun on a new hospital at our Albury site which will significantly expand the capability and complexity of services we can offer the community. Our evolution will continue as we explore contemporary models of care that allow people to get the support they need without having to travel to Melbourne or Sydney.

Our mission is to be regional healthcare leaders who offer world-class care while nurturing our next generation of clinical experts through education, training and research. Our purpose is to deliver safe, reliable, responsive patient care. Our vision is the best of health for our entire community. We are Albury Wodonga Health.

***We hope you can join us.***



# AWH 2022-2023 Snapshot

## AWH In Numbers

  
**296,799**  
 CATCHMENT  
 POPULATION

**174**   
**VOLUNTEERS**

**63,549**   
**ED PRESENTATIONS**

  
**1,695**  
**BABIES BORN**

**343 BEDS**  
 (INCLUDING 95 MENTAL HEALTH BEDS)

**7**   
**THEATRES**

**38,967**   
**IN-PATIENTS**

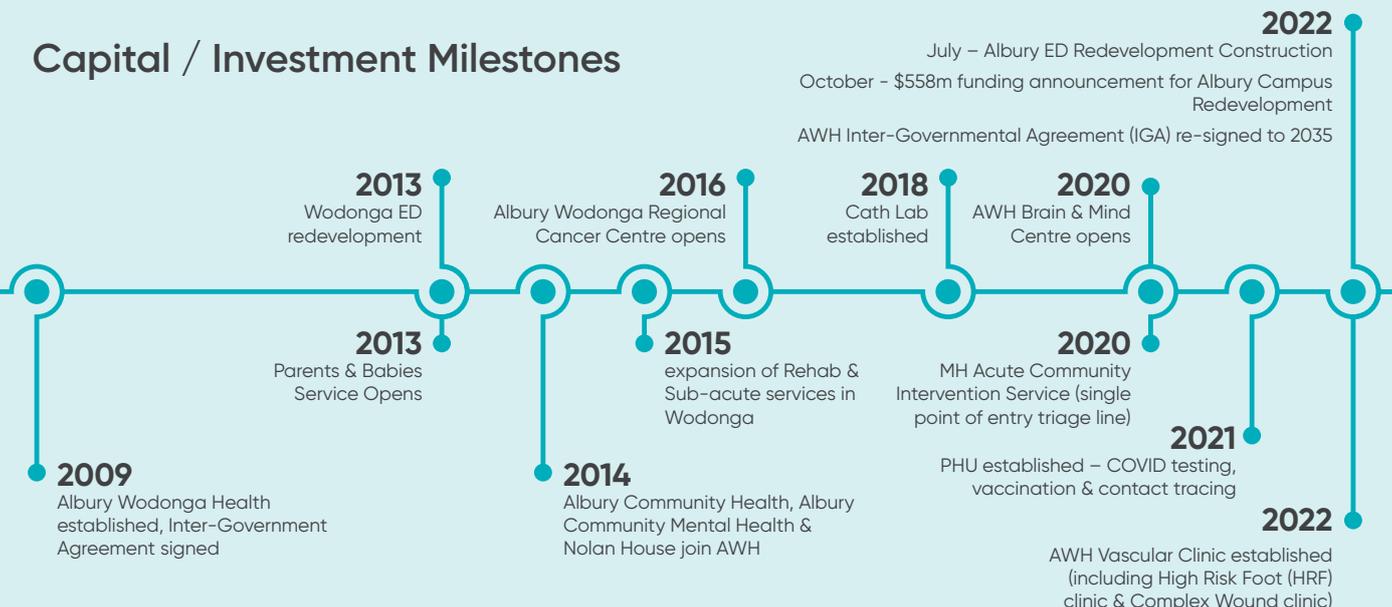
 **24 SITES**

 **9,311 SURGERIES**

 **3,314 STAFF**

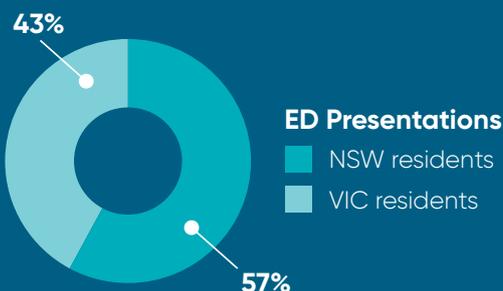
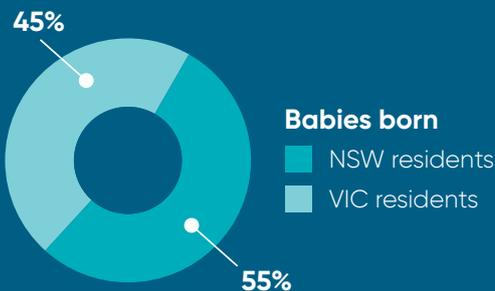
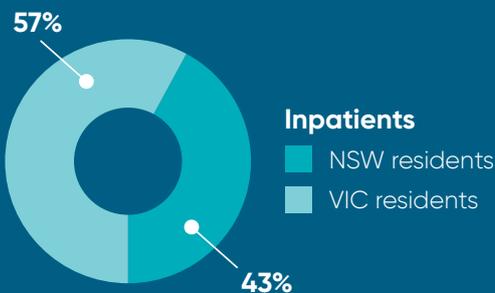
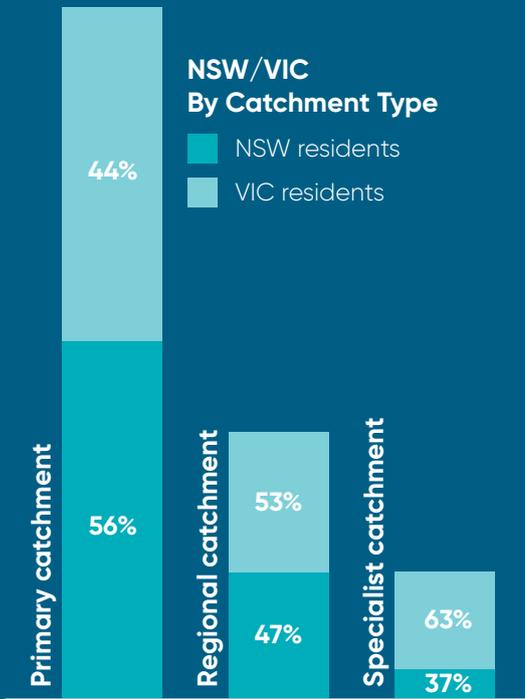
## The AWH Journey So Far

### Capital / Investment Milestones



### Service / Operational Milestones

## A Unique Cross Border Model



# The Organisation

Albury Wodonga Health is a unique cross-border health service spanning the border of Victoria and New South Wales, providing public health care to a population of almost 300,000 people.

### We are...

a cross-border health service

Victorian Department of Health managed

funded via Inter Government Agreement

Victoria's 2nd largest regional health service

### We provide...

A wide range of hospital and community based services

Primary, regional and specialist healthcare services from 24 sites across northeast Victoria and southern NSW

Regional service for Mental Health and Cancer Services

## Values And Culture

To achieve our vision, we believe in and are guided by our values which determine our behaviours:



### Our Vision

The Best of Health



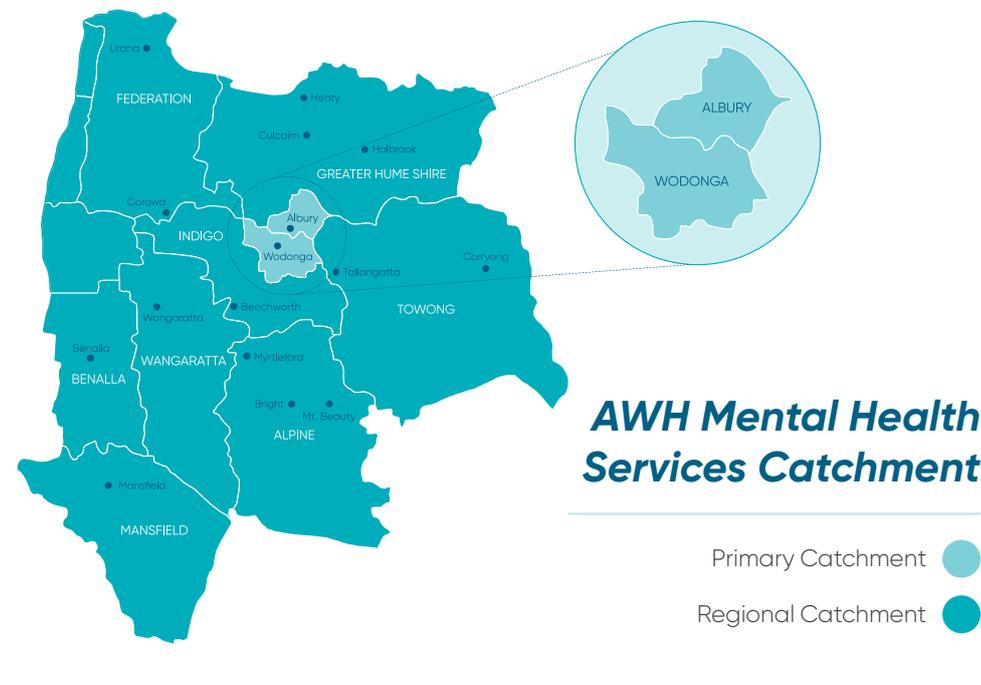
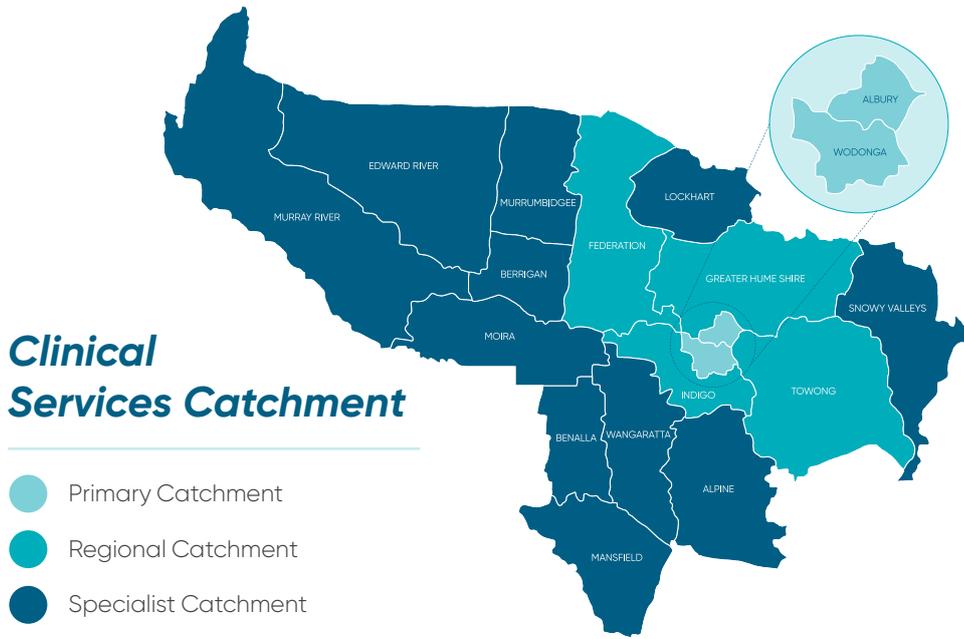
### Our Purpose

We deliver complex health services to improve the health and wellbeing of our community.



### Our Values

Respect	Trust	Ethical
Compassion	Teamwork	Patient and Client focused
Accountability	Equity	





## Diversity, Inclusion, and Gender Equity

AWH is committed to a diverse workforce through equal opportunity. We celebrate, support, and stand in solidarity with people of different ages, gender, ethnicity, physical ability, religious belief, work experience, educational background, and those who identify as part of the LGBTQIA+ community. We consider it an incredible benefit to our organisation and community that we serve to have a culturally diverse workforce.



## Disability

We are an inclusive employer welcoming people from all backgrounds, and are increasingly investing more time and efforts in creating a disability confident organisation, which ensures inclusion and enables employment for people with disability.



## Aboriginal Employment Plan

As part of AWH's commitment to workforce diversity, inclusion and service access for Aboriginal and Torres Strait Islander people and communities, the Aboriginal Employment Plan assists in the employment of Aboriginal people in both clinical and non-clinical roles within the organisation.



# AWH Where It All Comes Together

Working at Albury Wodonga Health means you have a chance to grow, to contribute to an expanding health service, and to fulfill your professional and personal passions. As the largest regional health service between Sydney and Melbourne, the work we do is challenging and rewarding. And the region we live in means there is time to find balance, whether it's family, culture, community, the outdoors, or a combination of each.

## PROFESSIONAL & PERSONAL BALANCE

### **Balance. Professional & personal passions.**

We all want to fulfil our passions, both personal and professional. As the largest regional public health service between Sydney and Melbourne, the work we do is challenging. It fuels our professional passion, so when we have downtime, we want to maximise every minute.

The Albury Wodonga region offers a large range of spectacular ways to enjoy time away from the job. From outdoor activities amongst local rivers, lakes, mountains and trails, to the gourmet delights of our cafes, restaurants and wineries, to an abundance of cultural experiences from a thriving local theatre and arts community. The balance of lifestyle offered in our region allows our team to enjoy their passions without compromising career opportunities.

## CAREER DEVELOPMENT & GROWTH

### **Growth. Specialist Training and Career Development.**

Our region and our health service is growing, and with growth comes opportunities. AWH provides the perfect 'sweet spot' – we're not as big as a metro health service, but we're big enough to offer training, development and experience across a diverse range of care situations.

We offer scope for movement and change, with a focus on personal development and education, including in-region specialist training programs for skills advancement. We offer a range of opportunities including mentoring, supported education and a multitude of programs that offer new opportunities that encourage growth. With structured training and career path programs, you won't compromise your career for lifestyle.

## CULTURE & COMMUNITY CONTRIBUTION

### **Contribution. Your Contribution makes a difference.**

Access to high quality public healthcare is a key factor in attracting businesses and residents to Albury Wodonga. In response, we're growing and expanding, and have a bold vision to be Australia's leading regional health service.

Every AWH employee contributes to meeting the current healthcare needs of our large community, and will play an integral role in our future vision of providing world-class healthcare within the region, minimising the need for patients to travel for their care.

Working for AWH is an opportunity to bring your skills to an area where they are needed most. We're local people, caring for other local people. Your contribution makes a very real difference to the lives of people in our region.

## LIFESTYLE BENEFITS & REWARDS

### **Lifestyle. City lifestyle with country benefits.**

Living and working within the Albury/Wodonga region offers a multitude of lifestyle benefits. You'll have access to all the perks you'd expect a large regional city, including high quality schooling, shopping, the arts, music and theatre. And when need your big city fix, Melbourne, Canberra and Sydney are just a drive away. Major airlines also operate from Albury Airport, flying into Sydney, Melbourne Adelaide and Brisbane.

You'll come for the city conveniences, but you'll stay for the country lifestyle and affordability. From more affordable housing and free parking to shorter commute times, the lack of traffic and easy access to services gives you more time for fun, family and friends. And if being an active part of a thriving local community is important to you, there are lots of ways to get involved. With vibrant multi-cultural and ethnic communities and active social and competitive sporting opportunities across every code, we have it all!

# Organisational Chart



# Joining Our Team

## The Recruitment Process Explained

### Step 1

Candidate reviews and calls. Someone will call you to discuss the role and organise an interview.

### Step 2

Panel interview. This will be with your leader and with other key peers within the organisation. They'll give you more insight into the team, what your day-to-day will be like and the impact you will be able to have.

### Step 3

Final discussion with an offer of employment to join our team.

### Step 4

Complete and provide all documentation and training required prior to start date.

The recruitment process can vary and it generally takes anywhere from 4–6 weeks to start with AWH from following initial candidate calls. As part of your recruitment process you may meet with a variety of people from different areas of the organisation all working to bring better health to our community, including potential peers, managers and the recruitment team.

All our positions are advertised on our recruitment page: [awh.org.au/recruitment](http://awh.org.au/recruitment)

Please speak to our People and Culture Team if you need us to accommodate any specific requirements as part of your recruitment process.



### Tips to keep in mind.

Be yourself. Let your experience and authenticity come through. We want to meet the real you.

Prepare. Learn more about us through our web pages, social channels and most importantly read the position description.

Be curious. Ask questions and take the opportunity to check your understanding of the organisation and the role.

Be ready. We will ask questions related to the role and what you might do in a hypothetical example.

Documents at the ready. We care for people who are at their most vulnerable so we are diligent, be ready to supply many documents such as immunisation records, police checks, working with children and APHRA to name a few.

**We are here to help you and hope to benefit from your excellence and experience as an addition to our growing team.**

## ***What To Expect In Your First 6 Months And Beyond***

If you are successful in your application, you will join an induction session to introduce you to our organisation. Within your first six months your manager will also work with you to prepare professional development planning and performance review criteria that will be reviewed annually.

There will also be some mandatory training that all staff are required to complete when joining Albury Wodonga Health.

Once you've joined the AWH team also ask us about:

- Access to scholarships and continuous development funding
- Salary sacrificing, meal and entertainment cards and vehicle leasing
- Volunteering opportunities
- Career development opportunities
- Employee discounts on fitness passports, movie tickets and access to our comprehensive EAP service for you and loved ones

## ***Quality And Risk Management***

Albury Wodonga Health is committed to employee and patient safety and quality of care. You will play a role in this by:

- Participating in the development and maintenance of a quality service by applying professional standards and participation in quality improvement activities.
- Complying with the policies, procedures, practices and organisational goals and objectives of AWH.
- Contributing to the development and maintenance of the AWH Risk Management Framework and applying the framework to identify, evaluate and minimise exposure to risk across the organisation.
- Meeting the requirements of our Code of Conduct.

A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.



## Organisational Responsibilities

The following criteria are requirements for all employees. These may be assessed through the selection process and as part of your Professional Development / Performance Management review cycle.



### Communication:

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.



### Safe Practice and Environment:

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.



### Equal Employment Opportunity:

- Commitment to the principles.
- Supports diversity in the workplace.



### Information Management:

- Collects and uses data as required



### Organisation Awareness:

- Being aware of the organisational goals and objectives and contribute positively to their attainment.



### Integrity:

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.



### Primary Health:

- Promotes the social view of health, early intervention, health promotion and harm minimisation.



### Infection Control:

- Hand Hygiene.
- Standard precautions



### Quality Improvement:

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.



### Resource Management:

- Ensure all allocated resources are managed in an efficient and accountable manner.



### Self Development:

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.



### People / Patient Focused Environment:

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.



### Teamwork / Collaboration:

- Work effectively with others to achieve mutual aims, and to identify and resolve problems
- Influence an environment free from horizontal and vertical violence.

# Albury-Wodonga



On the historic banks of the Murray River, the charming twin cities of Albury and Wodonga offer a delicious food scene, wineries, outstanding schools, a thriving arts culture and endless outdoor adventures with easy access to ski fields, lakes and mountain trails. Albury Wodonga is more than a meeting point of two cities and two states on either side of the Murray River. It's also where a sophisticated urban centre meets gentle rolling countryside.

Whether you prefer the relaxed café scene, or the many adventures to be found on boats, bikes and golf buggies, a life in Albury-Wodonga suits every pace of life. Browsing in boutiques, sampling the regional produce, listening to an eclectic assortment of live music and getting back to nature defines the region's every day.



## The Great Outdoors

The Murray River is a natural playground. Go swimming, kayaking, paddle boarding and cycling at Noreuil Park. Cycle or walk the scenic Wagirra Trail, an eight-kilometre journey along the river that captures Wonga Wetlands, a birdwatcher's paradise, and the Yindyamarra Sculpture Walk, which tells the story of Aboriginal history and the cultural significance of the Murray River. You can also fish and boat on Lake Hume.



## Arts and Culture

The Murray Art Museum Albury (MAMA) is one of the best regional galleries in Australia. You'll find contemporary art and important Indigenous works. Another great local art experience is watching the Flying Fruit Fly Circus perform and taking circus classes. Visit the beautiful Albury Botanic Gardens for wild colours – the garden and flower show Gardenesque is in October – and the Bonegilla Migrant Experience, an army camp that was turned into a reception and training centre for new migrants post-World War II.



# Thank you for your interest in joining the AWH team

[awh.org.au/recruitment](http://awh.org.au/recruitment)



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