

vetwest

animal hospitals

Our MISSION

To be the first choice in veterinary care for Western Australian pet families through the provision of high quality and compassionate patient care.

Our Organisational Principles

Quality

High quality patient care is our primary objective and driving factor. We pride ourselves on the provision of high quality services and products through the development and application of our medical, patient and customer service standards of care.

Value

Value is the main factor by which we will be measured by our clients and in order to succeed, we must always clearly demonstrate the value of the services and products that we provide. We understand that value is not only related to price, but to the quality of the entire experience.

Our People

Our success as a company relies fundamentally on the strength of our people. We aim to provide our employees with an open, collaborative and stimulating work environment with a culture based on mutual respect, opportunity, success and reward.



Leadership

We believe that effective leadership should be structured, present and accessible. Our leadership strategy is based on a practice and overall management level support network which provides both personal and team motivation, direction and accountability.

Innovation

Innovation provides the means by which we may achieve advances in all areas of practice performance. By utilising innovative advances in medicine, technology, training, management and marketing techniques, we aim to continually develop and stay at the forefront of the veterinary industry.



Information

We believe that consistency in standards, protocols and procedures is essential to maintaining and improving the quality of our services. We facilitate this with central, accessible information. We utilise advances in technology to ensure the accessibility and open, collaborative use of information.

Efficiency

Our business model is based on gaining efficiencies and economic advantages through operating on a large scale. This allows us to maintain our leadership structure and access resources, equipment and skills that would not otherwise be obtainable.

Success

We aim to achieve mutual success at a personal, practice and organisational level. Profit is a key factor in measuring our success as it provides a clear indication of whether we are providing our clients with services and products that they value. It also allows for reinvestment into the development of our people and our practices.

Community

We have a strong commitment to the local and global community and believe in providing our support to those most in need. The Vetwest Co-donation Charity scheme encourages our team members to contribute to our nominated charities by matching all donations dollar for dollar.

Environment

We acknowledge that the world's natural resources are limited and must be conserved to provide for a bright and sustainable future. Our commitment to environmental protection is reflected in our policies and procedures and we strive to operate in an environmentally and economically responsible and sustainable manner.