

## Our Core Values and Behaviours



### OPEN, HONEST AND TRUSTWORTHY

**MEANS:** Behaving with integrity at all times; delivering on our promises; making decisions which are consistent, fair and reasonable; being open to challenge; admitting when we get things wrong and trying to put them right.

### EVERYONE MATTERS

**MEANS:** Being approachable, considerate and compassionate; treating people as individuals, and with dignity and respect; being inclusive; valuing our staff; working to eliminate abusive language or behaviour.

### Active LISTENING

**MEANS:** Explaining clearly; asking for feedback and ideas; conferring with customers, communities, partners and staff; ensuring all our communications are timely, effective, accessible and meaningful.

### WORK TOGETHER, BETTER

**MEANS:** Trusting our staff to do their jobs and giving them the information, tools, resources and training they need to get things right first time; sharing our successes and learning from our mistakes; being positive and professional at all times; supporting one another to do the best possible job; sharing knowledge and the bigger picture.

### CAREFUL WITH RESOURCES

**MEANS:** using taxpayers' money wisely; avoiding waste; being creative and adaptable; looking after our environment; evaluating and improving.

