



## COUNCIL VALUES

### POLICY STATEMENT

#### HUNTERS HILL COUNCIL VALUES

At Hunter's Hill Council Values are at the **heart** of what we do and who we are. As such, we are represented by the following Values:

**Honesty**  
**Excellence**  
**Accountability**  
**Respect**  
**Team Work**

Our Values help Council to:

1. Provide a framework of how we treat one another at work
2. Provide a framework of how we treat our customers
3. Help us make sense of our working life and how we fit into the big picture
4. Provide a framework for achieving our Vision and increasing the effectiveness of our organization.
5. Creating an environment conducive to job satisfaction and innovation.
6. Differentiating Council from other organisations.
7. Impact on professional practice.
8. Help Council to success and for staff to reach their goals and objectives
9. Provide a measurement of success for individuals ie indicators in performance reviews.

The Values are broken down into indicators, as follows:

#### **Honesty**

- Being open and honest with each other.
  - Being reliable and delivering on our commitments.
  - Acting fairly and lawfully.
- Updated October 2012
- Being consistent in our decision making, behaviour and interactions.
  - Maintaining high standards of personal conduct and character.

#### **Excellence**

- Listening and responding to the needs of both our internal and external customers to understand their needs.
- Delivering prompt, courteous and helpful service.
- Providing services and facilities that offer value to the community in terms of cost, quality, reliability and timeliness.
- Providing a range of services and programs that meet the needs of the community as effectively and economically as possible.
- Ensuring our decisions are economically, socially and environmentally sustainable.
- Having positive interactions with other staff and the community.

#### **Accountability**

- Being reliable, responsible and delivering on our commitments.
- Acknowledging and assuming responsibility for our actions, decisions and reporting.
- Making sound decisions based on Council's Code of Ethics, Policies and Procedures.
- Taking responsibility for the actions required to achieve the outcomes in the Delivery Plan.
- Manage resources and logistics efficiently and effectively.
- Strong leadership and effective planning.

#### **Respect**

- Treating others with kindness and fairness.
- Speaking to staff, management and customers in a respectful and courteous manner.
- Respecting people's differences and accepting their individual characteristics.
- Embracing diversity.
- Acknowledging the ideas and contributions of others and celebrating successes.
- Working in a safe manner.



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## Teamwork

- Willingness to be flexible in assisting others when they need help.
- Sharing knowledge, ideas and talents to problem solve and achieve outcomes.
- Listening to, and respecting, other people's views.
- Working with other organisations as partners.

## AUTHORISATION AND REVIEW

Updated October 2012