

## Position Description

Position Title	Public Safety Project Officer
Directorate	Community Strengthening
Department/Business Unit	Safe, Active and Connected Communities
Team	Community Safety
Classification	Band 6
Date	September 2024

Reports to:	Coordinator Community Safety
Supervises:	Nil
Internal Liaison:	All departments
External Liaison:	Council residents, customers and general public. Funding agencies. External Contractors and Consultants. Victoria Police and other relevant Government Departments (Local, State, Federal)

### Position Objectives

Your primary purpose in this position is to:

- To provide highly effective, efficient and responsive CCTV monitoring, maintenance and reporting for Council's Public Space CCTV portfolio, by:
  - Coordinating, monitoring and reviewing Council's policies, guidelines and reports to ensure compliance with relevant federal and state legislation relating to Council's CCTV network.
  - As directed, use innovation to develop and implement infrastructure-based improvements and projects for Council's public space CCTV network, aimed at improving public safety.
  - Proactively seek out and apply for grant funding opportunities related to public safety (CCTV and CPTED specific) projects, ensuring external resources are leveraged to enhance community safety initiatives.
- This role predominantly involves delivering projects within the CCTV portfolio; however, the role will also be required to contribute to the development, design, and implementation of broader community safety initiatives that will increase actual and perceived levels of community safety across the municipality.

### Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- A degree or diploma or equivalent qualification in Justice Studies, Criminology, Business Management, or equivalent.
- Demonstrated understanding of community safety principles and practices.
- Demonstrated experience in project delivery, planning and management.
- Strong contract management and stakeholder relationships management skills including ability to engage a variety of stakeholders and build productive successful relationships.
- Strong customer service skills, including ability to deal with diverse clients in a sensitive and appropriate manner.

- Strong communication and interpersonal skills, including engaging with different audiences and influencing to achieve outcomes.
- Problem solving skills including use of innovative solutions to resolve problems encountered and achieve improvements, in policy, systems and processes.
- Willingness and capability to work evenings and weekends and undertake rostered on-call availability.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☐ ongoing First Aid and CPR (specify) including:
  - ☐ Provide First Aid (Level 2)
  - ☐ Provide First Aid in an Education and Care Setting
  - ☐ First Aid Management of Anaphylaxis

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>CCTV Program and Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide a highly effective, efficient and responsive CCTV monitoring and reporting system for Council's Public Space CCTV Network in line with Council's policy and protocols.</li> <li>• To uphold Council's obligations and requirements under the <i>Privacy and Data Protection Act (2014)</i>, <i>Charter of Human Rights and Responsibilities Act (2006)</i> and the <i>Freedom of Information Act (1982)</i>.</li> <li>• Provide input into policy development for CCTV management, considering local, regional and state-wide trends, legislation and an understanding of Council's direction to support informed decision-making.</li> <li>• Initiate the development, design, and implementation of evidence-based community safety initiatives that will increase actual and perceived levels of community safety across the municipality, including infrastructure-based projects and programs for Council's Public Space CCTV network.</li> <li>• Coordinate delivery of projects allocated to position, within legislative and corporate guidelines, to ensure staff/contractors deliver specified project outcomes on time and on budget.</li> <li>• Implement innovative approaches and contribute to strategic planning to enhance Council's CCTV network and community safety initiatives, ensuring adaptability to emerging trends and community needs.</li> <li>• Facilitate project specifications, support the calling of quotes and tenders, evaluation of tenders and recommendations of preferred tenderers.</li> <li>• Provide monthly reporting on financials and project status related to Public Space CCTV projects.</li> <li>• Keep up to date with developments, legislation and regulations relevant to all aspects of the role.</li> </ul>
<b>Grant Funding</b>	<ul style="list-style-type: none"> <li>• Seek out and identify grant and other funding sources for public space CCTV projects/programs.</li> <li>• Make recommendations to Coordinator and/or Manager in relation to funding opportunities.</li> <li>• In consultation with and with support from other business units, prepare funding applications and submit for approval.</li> <li>• Liaise with funding bodies in relation to grant applications, funding obtained and grant acquittals.</li> <li>• As directed, deliver funded projects/programs.</li> </ul>

<b>Communication and Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>• Develop strong client contract manager relationships.</li> <li>• Develop a community of practice among neighbouring councils to develop rapport and a collaborative approach to Public Space CCTV and Public Safety.</li> <li>• Respond to customer requests and enquiries within specified time frames</li> <li>• Represent the council at meetings, forums, and events related to community safety, and contribute to partnership working and networking opportunities.</li> <li>• Strong communication and interpersonal skills, with the ability to engage effectively with a wide range of stakeholders.</li> </ul>
<b>Working out of Hours</b>	<ul style="list-style-type: none"> <li>• This position may require participation in an on-call roster where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid.</li> <li>• If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.</li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety.</li> <li>• Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li> <li>• Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</li> <li>• Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures.</li> <li>• Participate in health and safety training programs and initiatives.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Understand obligations and act in an appropriate manner with and around children</li> <li>• Promote positive work practices with children</li> <li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li> <li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>• At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

## Vision and Hearing Requirements

- ☐ This position requires a vision test
- ☐ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work – works in a team of people and not exposed to isolation</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others – Verbally</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others - Written</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating – high levels of</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>concentration required while completing required tasks</i>					
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

### Accountability and Extent of Authority

The position is directly held responsible for:

- Maintaining and improving both actual and perceived levels of safety within civic precincts.
- Maintaining the effectiveness of CCTV and related public safety infrastructure systems and procedures.
- Delivering projects aimed at improving overall public safety.
- Implementing innovative solutions and strategies to enhance CCTV systems and improve public safety, in line with community safety objectives and Council priorities.
- In relation to resource management, the freedom to act is governed by clear objectives and budgets with a regular reporting mechanism to ensure adherence to goals and objectives.
- The effect of decisions and actions taken by this position is usually limited to the quality or cost of the

programs and projects being managed.

- In relation to the provision of specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant, but it is usually subject to appeal or review by the Coordinator and/or Manager Safe Active and Connected Communities.
- Where involved in policy and procedure development the work is usually of an investigative and analytical nature, with the freedom to act prescribed by the Coordinator. The quality of the output can have a significant effect on the process of policy development.

## **Judgement and Decision-Making Skills**

Judgement and decision-making is within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.
- The position is required to make independent decisions associated with day-to-day activities, having reference to business unit plans, council policy and codes of practice.
- Position is required to determine appropriate courses of action where no clear policy or precedent exists, or when the issue is more complex than routinely encountered.
- Required to make well thought through, sound judgements and decisions on:
  - Application of specialised expertise, advice, and recommendations on Project issues.
  - Allocation of resources to meet work demands, including planning and priorities.
  - Managing plans, budgets, contracts and contractors.
  - Implement methods, procedures and processes to deal with situations as they arise.
  - Varying programs and approving works, interpreting regulations and codes of practice.
- Design improvements and technical solutions relating to the CCTV portfolio.
- In more complex matters, the position is responsible for recommending actions to the Coordinator and/or Manager, in line with council codes of practice, policy and established procedures.
- Decisions are subject to review by the coordinator and guidance and advice are usually available.

## **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- This position requires proficiency in the application of theoretical or scientific discipline, within the field of crime prevention and community safety principles and practices.
- High level understanding of current best practice in CCTV systems and relevant legislation.
- Ability to contribute innovative solutions and strategic insights to enhance the effectiveness of public safety programs and initiatives.
- Excellent customer service skills and a high level of understanding of relevant legislation.
- High level of understanding of current best practice in public area CCTV systems.
- Demonstrated experience in seeking grant funding, project planning and management, including project management experience within the public sector.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- In relation to managing allocated resources this position is required to be familiar with relevant budgeting techniques to contribute to the strategic directions of the Community Safety Team by contribution to Council's Long Term Financial Plan.

## **Management & Interpersonal skills**

The essential position requirements include:

- Demonstrated interpersonal skills including planning, prioritising, managing and organising own work, within a dynamic environment so as to achieve specific and set objectives of the Community Safety Team in the most efficient way possible, within the resources available and within a set timetable.
- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee's development.

- Demonstrated ability in resolving complex/sensitive safety related issues.
- This position is required to have the ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities.
- This position must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intraorganizational problems.

### **Verification & Approvals**

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Occupant</b>			



### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### Planning & Organising

Thinks from a holistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

### Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## Council's REACH Values

### Respectful

We respect and care about our community, each other and ourselves.  
We act with integrity at all times and in all matters.  
We take time to listen to and seek to understand the other point of view.  
We strive to understand and respect the diversity of our community and our workplace.  
We understand our role in the community and respect the responsibility that comes with

### Creative

We care about getting the best outcomes.  
We constantly ask: What's the future and what's possible?  
We have the courage to try new ideas.  
We strive for excellence in everything we do.

### Engaged

We listen to our community and respond.  
We work together with our community and each other, to achieve the best outcome.  
We have the confidence to challenge the status quo, to reach for better outcomes.  
We are action-oriented in identifying and responding to new challenges.

### Honest

We tell the truth, even when we know people may not want to hear it.  
We form our opinions and give advice from sound, evidence based research.  
We act with humility and apply the highest standards of ethical behaviour to everything we do.

### Accountable

We are proud of our city, our community and our achievements.  
We spend our time and effort on solutions rather than looking for someone to blame.  
We take responsibility for our actions.

