

Position Description

Position Title	Family Support Case Manager
Directorate	Community Strengthening
Department/Business Unit	Community Wellbeing / Youth and Family Services
Team	Family Support Services
Classification	Band 6
Date	July 2025
Reports to:	Senior Team Leader Family Support Services
Supervises:	Nil
Internal Liaison:	Youth & Family Services inc. other Family Support Case Managers, Team Leaders and Coordinator of Youth and Family Services, Maternal Child and Health team, Children's Services team, Other Council departments.
External Liaison:	Families, Children, and Young people, Dept of Families, Fairness & Housing (DFFH), The Orange Door – Southern, Southern Melbourne Area Integrated Family Services Alliance, Schools – primary and secondary, Community Agencies – across the South-East, Community Health, and Mental Health Services

Position Objectives

Your primary purpose in this position is to:

- Support to vulnerable families with children and young people with a focus on the safety, wellbeing, and stability of the child/ren.
- To work as a multi-disciplinary team to deliver a high-quality confidential service that conforms to legislative frameworks and ensuring the safety and wellbeing of all families.
- Provide case management to families referred through The Orange Door and Child Protection.
- Provision of case management including crisis assessment to vulnerable families and facilitate appropriate referrals.
- Develop, facilitate parenting support groups for families to obtain social, practical, emotional, and educational support.
- Develop, facilitate, and evaluate child specific programs, including middle years groups for vulnerable children to enhance their social, practical, and emotional skills that strengthens their health and wellbeing and connection to school and community.

Key Selection Criteria

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

- Degree qualifications in Social Work, Psychology, Behavioural sciences, or related field relevant to child and family welfare, along with demonstrated knowledge and relevant experience in working with vulnerable families. Relevant knowledge and experience should also include:
 - Demonstrated knowledge and experience in Case Management practice including Risk Assessment and direct practice of family and parenting interventions.
 - Demonstrated knowledge of relevant legislations and frameworks relating to Child Safety, Risk Assessments and Planning.
 - Demonstrated experience in the development, implementation, and evaluation of group programs for children, young people, and parents.
- Demonstrated ability to liaise and work cooperatively with a wide range of Community organisations,

services providers, and other relevant bodies, supporting vulnerable families within a culturally diverse community.

- Demonstrated ability to manage time, prioritise and organise own workload whilst working within a multi-disciplinary team.
- Excellent interpersonal and communication skills, including demonstrated ability to record appropriate case notes and produce reports supporting evidence-based case.
- Demonstrated intermediate computer skills including sound knowledge of the suite of Microsoft Office products and EDRMS such as Objective.

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 [mandatory]
- ☒ 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:

Service Provision	<ul style="list-style-type: none"> • Accept appropriate referrals and undertake initial assessments of families referred through The Orange Door. • Carry a full case load and case manage clients referred from The Orange Door, Child Protection. • Undertake appropriate recording of all assessments, ongoing contact, reviews, and closures utilising the systems provided. • Work with families in identifying their strengths and needs and provide families with a choice of appropriate and available services provided by City of Greater Dandenong (CGD) or through referral to another agency. • Ensure that families are involved in the process of designing interventions, which includes timelines for the use of services. • Identify real or potential health, development, and family-related dysfunction, referring on to appropriate services or taking appropriate intervention measures to assist parents to access services. • Provide information and assistance on issues related to parental health, including family planning and family violence. • Enhance families' knowledge of and access to community services and resources. • Assist clients to access groups which enhance their social and parenting skills. • Advocate on a family's behalf when dealing with other services, agencies, and government departments. • Work with a multi-disciplinary team to ensure culturally sensitive and holistic service provision. • Provide a Family Support service that meets the current DFFH program and service plan and implementation guidelines. • Research, develop, implement, and evaluate group programs for both parents and children.
--------------------------	--

Education and Information	<ul style="list-style-type: none"> • Ensure information in appropriate formats is available for families regarding the range of family services provided by the Council, Government, and non-government agencies and to encourage use of these services. • Use interpreters as required. • Source health education and promotion leaflets in the appropriate languages. • Attend relevant professional development networks and sessions as required.
Accountability and Reporting	<ul style="list-style-type: none"> • Recognise the rights and privileges of the child in line with the 'Best Interests' framework and the need for special safeguards, legal or otherwise, to protect his/her well-being without distinction. • Knowledge of the relevant Acts including the: Child Youth and Family Act 2005 and the Vulnerable Children's and Youth Strategy, Department of Human Services Child Safe Standards. • Work in line with Councils Plans and Strategies including, but not limited to the Community Wellbeing Plan, Child Friendly Cities, Children's Plan and Youth and Family Strategy. • Be familiar with the Child Protection Protocol and Mandatory Reporting Legislation and implement provisions appropriately. • Knowledge of and adhere to Privacy Legislation and ensure that all records and information pertaining to service users are maintained in a secure, confidential, and accurate manner. • Become familiar with and conform to Council's Occupational Health and Safety, Access and Equity, and Equal Employment Opportunity Policies.
Effective working relationships with relevant Community and Government agencies	<ul style="list-style-type: none"> • Strengthen linkages between the Family Support Service and a range of primary and tertiary Care Service providers who care for vulnerable families. • Working with the Service system in order to provide appropriate referral pathways for vulnerable families.
Continuous Improvement	<ul style="list-style-type: none"> • Participate in the Youth and Family Services planning processes. • Use customer feedback to inform Service delivery. • Regularly review customer satisfaction as per Family Support Services protocols. • Participate in planning, research, and evaluation, incorporating a Quality Assurance Framework of the Service as required. • Receive regular feedback and support from the Team Leaders and Coordinator of Youth and Family Services. •
Working out of Hours	<ul style="list-style-type: none"> • This position may require participation in availability 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. • 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.
First Aid Activities	<ul style="list-style-type: none"> • Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>

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:

Emergency Management	<ul style="list-style-type: none">• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none">• Take reasonable care of their own health and safety.• Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.• Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.• 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.• Participate in health and safety training programs and initiatives.
Child Safety	<ul style="list-style-type: none">• Understand obligations and act in an appropriate manner with and around children• Promote positive work practices with children• Establish boundaries around acceptable and unacceptable behaviour in relation to children• Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none">• 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.
Compliance	<ul style="list-style-type: none">• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.• Perform other duties as directed within the limits of acquired skills, knowledge, and training.• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.• At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none">• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none">○ zero tolerance of racism and expectations that staff will act on incidents of racism○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none">• Support Council's 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.

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.)

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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
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	Provide case management Provision of coaching and case direction to family support case managers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation	Work as part of the Family Support Services Team and provide coaching to case managers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally	Clients Stakeholders Internal Staff Family Support Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written	Reporting Internal Communication External communication with stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy	Case Management Engagement with Internal and External Stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks	Case Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities	Case Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing	Case Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>all aspects of the position</i>	Coaching				
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day	Case Management Coaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope	Case Management Coaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope	Case Management Coaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position	Case Recording	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – 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	Dealing with complex situations and complex clients Aggression Trauma Perpetrators Risk management and safety planning	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	Changing direction of case plans via client and / or professionals involved; Court system; Police intervention	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- ☒ This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – 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"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – 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"/>
Fine manipulation/pinch grip – 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"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – 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"/>
Pushing/Pulling – 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"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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:

- This position accepts appropriate referrals from and provides information to referrers, including from The Orange Door and Child Protection
- Where responsible for managing resources, the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where providing specialist advice to and regulating a wide range of Family Services 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 are usually subject to appeal or review by Team Leader Family Support Services or the Coordinator Youth and Family Services.
- Where providing formal input to the development of operational policies, procedures, and guidelines within the family support services team specifically and the youth and family services unit generally, the freedom to act is prescribed by a more senior position. Accordingly, 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, particularly those contained within the Best Interest Case Practice Model and Framework.
- The work may involve improving and/or developing methods and techniques generally based on previous experience and problem solving may involve the application of these techniques to new situations.

Independently:

- Exercise discretion when working on parenting skills and accessing appropriate services with vulnerable families.
- When determining day to day aspects of providing the Family Support Service to families.

With Input Senior Team Leader Family Support Services:

- When assessing, reviewing, and closing client cases or planning Service improvements.
- For secondary consultation purposes, in cases of suspected child abuse or critical incidents.
- When needing to purchase equipment.

Recommends and Identifies to the Senior Team Leader Family Support Services:

- Planning, Marketing, Service integration to other Youth and Family Service staff.
- Improvements to operational policies, procedures, and guidelines within the Family Support Service team, specifically where these assist the department to improve service quality and efficiency.

Guidance:

- Guidance and advice are usually available from the Team Leader and other key Youth and Family Services team members

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of relevant theoretical and scientific disciplines, including the underlying principles as distinct from the practices involved, including:
 - Comprehensive understanding of the Children Youth and Family Act 2005 and Privacy legislation as well as all routine procedures and processes used within the Youth and Family

Services in order to provide a high-quality service to families with children under 18 years, from diverse social and multicultural backgrounds,

- Knowledge of child and youth development in working with vulnerable families along with an understanding of the Best Interests framework and its application in working with vulnerable families; and
- Knowledge and skills in Case Management and relevant frameworks including the 'Best Interests' framework' as well as knowledge of the current and relevant City of Greater Dandenong policy directions when working with families and children.
- Assisting the Team Leaders to provide a high-quality flexible Family Support Service through an understanding of the long-term goals of the Youth and Family Services business unit and of the relevant policies of both the unit and the wider organisation.
- Proven capacity to contribute to a team, in a productive, structured, cooperative, and integrated way.

Management & Interpersonal skills

The essential position requirements include:

- Work within the broader multidisciplinary Youth and Family Services team to ensure comprehensive and streamlined service provision to families, managing time, setting priorities, planning, and organising one's own work to achieve specific and set objectives of the Youth and Family Services Unit in the most efficient way possible within both the resources available and a set timetable, including:
 - Establishing and maintaining positive relationships with at risk families including CALD communities.
 - Crisis management, regular administration tasks [including writing related reports where relevant] and group programs, within designated timelines as set by the Family Support Procedure Manual.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities including preparing external correspondence to a wide range of community organisations, services providers and other relevant bodies.
- Ability to liaise with their counterparts in a wide variety of other agencies and professional organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Verification & Approvals

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

	Name	Signature	Date
Occupant			

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 wholistic 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.

