

<b>Position Title</b>	<b>Strategic Planning and Projects Officer</b>
<b>Directorate</b>	Community Strengthening
<b>Department/Business Unit</b>	Safe, Active and Connected Communities
<b>Team</b>	Sport and Recreation
<b>Classification</b>	Band 6
<b>Date</b>	April 2026
<b>Reports to:</b>	Coordinator Sport and Recreation
<b>Supervises:</b>	N/A
<b>Internal Liaison:</b>	<ul style="list-style-type: none"> <li>• Executive Group</li> <li>• Management Group</li> <li>• Other Council units</li> </ul>
<b>External Liaison:</b>	<ul style="list-style-type: none"> <li>• Residents and tenants</li> <li>• Sporting and recreational groups and organisations</li> <li>• Schools</li> <li>• Governing sporting associations</li> <li>• Government departments</li> <li>• Business groups</li> <li>• Local, regional and state professional networks</li> <li>• Neighbouring councils</li> <li>• Leisure / sport networks</li> </ul>

### Position Objectives

Your primary purpose in this position is to:

- Prepare, develop and review Council policies, frameworks and programs that guide the strategic planning, capital investment, policy development and provision of sport, recreation facilities and services across the City of Greater Dandenong.
- Research and analyse emerging trends and issues in sport, recreation and physical activity to ensure Council's policies and practices remain current, evidence-based and aligned with industry standards and

best-practice principles.

- Develop a Recreation Needs Assessment policy and framework to guide the strategic investment, prioritisation and development of sport and recreation infrastructure, ensuring facilities meet current and future community needs and support increased participation.
- Review and monitor existing and future master plans and strategic asset management documents relevant to Sport and Recreation to identify priority projects for future capital investment and capital works programs.

### Key Selection Criteria

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

- Degree or diploma qualification in recreation planning, sport or related field with some relevant work experience. Alternatively, lesser formal qualifications with substantial relevant experience, or substantial relevant experience in the field of specialist expertise will also be considered. Relevant experience includes working with target groups, and an understanding of strategic issues associated with the sport

and leisure industry.

- Experience with the development and implementation of strategic planning and/or policy development as they relate to sport and recreation infrastructure to address the current and future needs of council.
- Well-developed problem solving and communication skills, particularly the ability to resolve complex problems involving stakeholders.
- Demonstrated project management ability involving sport, recreation and physical activity projects including capital works projects, policy development and future planning.
- Experience identifying sport, recreation and physical activity needs and implementing appropriate programs and events to address needs, as well as funding and sponsorship opportunities.
- Demonstrated ability to engage all stakeholders and effectively work and liaise with a diverse community to build productive community partnerships.
- Excellent time management skills including the ability to manage own workload and meet deadlines.
- Availability to attend club meetings, leisure contract meetings, forums and events, sometimes outside of working hours, as required.
- Working knowledge of MS Office suite.

You must hold and supply these licences, registrations, certificates, etc., prior to any offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Police Check
- satisfactory (and ongoing) Working with Children's Check (Employee)
- current valid (and ongoing) Victorian Driver's Licence

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<p><b>Planning and strategy development</b></p>	<ul style="list-style-type: none"> <li>• Develop, review and monitor key strategies, frameworks and plans for the provision of active recreation and sport services, taking account of the unique features of the Greater Dandenong community.</li> <li>• Research and evaluate key trends and emerging issues within the sport, recreation and physical activity sector, providing expert advice and applying the theoretical principles and theories to key policies in the context of the municipality.</li> <li>• Provide input to the development and as required, implementation of key strategies and policies to Greater Dandenong's sports clubs and leisure providers to increase the participation rates of target groups e.g. women and girls, juniors, marginalised communities.</li> <li>• Coordinate and consult across Council departments in the development of recreation and sport policies and projects.</li> <li>• Provide input to the development of key sport and active recreation procedures and policies for the provision of community recreation and sporting services within the community.</li> <li>• Research, monitor and keep up to date with relevant government policies and legislation that affects the provision of recreation and sport.</li> </ul>
<p><b>Sport, active recreation, and physical activity infrastructure development</b></p>	<ul style="list-style-type: none"> <li>• Provide input into the development and review of master plans in collaboration with other council departments as they relate to sport and recreation.</li> <li>• Contribute to the development and maintenance of asset management plans for recreation and sport assets, in collaboration with council's Asset Management team.</li> <li>• Liaise with state and regional sport and recreation associations and other external and internal partners to develop facility standards for sports and recreation capital projects that comply with statutory and relevant sporting association standards.</li> <li>• Research and analyse trends in sports and active recreation infrastructure development to identify potential improvement program for building and infrastructure asset renewal, upgrades and new projects.</li> </ul>

	<ul style="list-style-type: none"> <li>• Research, prepare and submit applications to external grant and funding bodies, e.g. State and Federal Government grants, peak bodies / agencies and community groups, including the reporting and acquittal of grant funding obtained as required.</li> <li>• Provide advice on key issues and trends within the sport, recreation and physical activity sector to Council's project management team and other teams as required in the development and implementation of capital works projects.</li> </ul>
<b>Project delivery</b>	<ul style="list-style-type: none"> <li>• Provide consistent and regular reporting on all project statuses to the Coordinator Sport Recreation and Manager Safe, Active &amp; Connected Communities.</li> <li>• Liaise with Council's project management and contracts teams to meet all documentation and legislative requirements and participate in tender and quotation review processes.</li> <li>• Plan and lead the implementation of sport, recreation and physical activity projects funded by Sport and Recreation Victoria and other external agencies and work with project managers to assist in the delivery of Council's capital works program.</li> <li>• Research and source funding from a wide range of external sources, e.g. State and Federal Government grants, peak bodies / agencies and community groups.</li> <li>• Plan, review and monitor asset renewal, maintenance and capital projects relevant to sport, recreation and physical activity including identifying and contributing to the formulation of capital improvement plans and projects.</li> <li>• Provide input and advice into the development of briefs, budget bids, funding applications and feasibility studies.</li> <li>• Manage and provide input to the development of project risk management plans and oversee and monitor the implementation of project risk treatments.</li> <li>• Monitor budgets for nominated projects and report noncompliance.</li> </ul>
<b>Event and program management</b>	<ul style="list-style-type: none"> <li>• Provide input and assistance for the planning and implementation of programs and activities that promote participation in sport, recreation and physical activity including coordinating key events that promote sports participation.</li> <li>• Identify and investigate funding sources for events and programs and liaise with internal departments and external partners to support the development of sports programs and events.</li> <li>• Liaise with relevant departments to ensure appropriate procedures and practices are followed for recreation and sport event management.</li> </ul>
<b>Consultation, media and promotion</b>	<ul style="list-style-type: none"> <li>• Develop positive and ongoing relationships with sporting clubs, state sporting associations, recreation bodies, local and state government representatives and community groups to facilitate the delivery of quality sporting and recreation infrastructure and policy.</li> <li>• Collaborate and effectively liaise with internal and external stakeholders, key sport, recreation and physical activity stakeholders and the wider community to develop innovative and integrated models to encourage participation in physical activity and create environments that are welcoming and inclusive for target groups.</li> <li>• Undertake public consultation with relevant internal and external stakeholders for the planning and development of proposed policy or development projects, and liaise and collaborate with other Council business units, government authorities, other municipalities and relevant stakeholders, as required.</li> </ul>
<b>Community development</b>	<ul style="list-style-type: none"> <li>• Identify and assist in the delivery of sporting and community programs, events and training in relation to active recreation and active living to improve engagement and increase physical activity participation levels within the community.</li> <li>• Identify and develop positive ongoing relationships with key stakeholders within the community to understand their needs and barriers to healthy lifestyles and physical activity.</li> <li>• Provide an effective and positive liaison between Council and community members and organisations for participation in recreation.</li> </ul>

- Attend club meetings, leisure contract meetings, forums and events as required.

## 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.

## Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

## 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>• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies &amp; Procedures</li> <li>• Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards.</li> <li>• Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.</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> <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:</li> </ul>

	<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>
<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

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</b> – 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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of		<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	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>the position within defined scope</i>					
<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 checked="" type="checkbox"/>	<input 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 requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- This position requires a vision test
- This position requires a hearing test

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Crawling</b> – 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"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – 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"/>
<b>Kneeling</b> – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<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"/>
		<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>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					
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" 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 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"/>

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

These descriptors help to classify the position:

### Accountability and Extent of Authority

The position is responsible for:

- Managing resources and/or providing input into the development of policy. The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives.
- Monitoring budgets for nominated projects and reporting noncompliance. The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives.
- Providing specialist advice to clients or to regulate clients, with the freedom to act subject to regulations and policies and regular supervision.
- Formal input into policy development within area of expertise and/or management, usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy development.
- The effect of decisions and actions taken is usually limited to the quality or cost of the programs and projects being managed.

### 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. Guidance and advice are usually available.

### **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- Proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- An understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Familiarity with resource management and relevant budgeting techniques.

### **Management & Interpersonal skills**

The essential position requirements include:

- Skills in managing time, setting priorities, planning and organising one's own work so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable
- An ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in Council 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:

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

# Appendix

## Core Capability Framework – Team Member

### 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

- Accepts personal responsibility for outcomes within their control

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

- 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.

