

Guiding Principles



Guiding Principles are those behaviours that we live by in order for us to be a successful organisation.

In short, it is **how** we achieve success.

COOPERATIVE TEAMWORK

We work together, across the whole organisation, united in our purpose, seeking each others advice, recognising individual strengths and playing our part in the team.

CUSTOMER SERVICE

We understand and meet our customers' needs.

SUSTAINABILITY AND COMMUNITY FOCUS

We care about social, economic and environmental sustainability for our city and focus on delivering good outcomes for our communities.

LEADERSHIP

We inspire a shared vision, lead by example and help others to excel. We promote and support these guiding principles.

ACCOUNTABILITY

We hold ourselves accountable, celebrate our successes and own and learn from mistakes.

INTEGRITY

We are committed to acting ethically, fairly, honestly and with integrity in everything we do. We deliver on our promises.

COMMUNICATION

We communicate openly, honestly and clearly.

EXCELLENCE

We set high standards and are determined in our quest to achieve them.

INNOVATION

We value innovation, initiative, resourcefulness and creativity.

RESPECT

We trust and support each other and respect people for their character and their ideas, treating everyone with courtesy.

I commit to these Guiding Principles

Signed

Date