Our Values

Whyalla City Council Values and Behaviours Framework

Context / Value	We Deliver	We Belong	We Collaborate	We Serve
	Accountability, Clarity, Leading by Example, Empowerment	**Trust, Open Communication, Inclusion, Courage**	**Teamwork, Collaboration, Respect, Open Communication**	**Community-minded, Continuous Improvement, Sustainability**
As Individuals and as Teams	I am clear about my responsibilities and follow through on commitments, raising risks early if delivery is at risk.	I treat others with respect and speak up constructively when behaviour or actions are disrespectful or misaligned with our values.	I proactively share information, involving the right people at the right time to develop solutions, aligning on decisions, and supporting them once agreed.	I have the customer and community front of mind in my decisions.
	I openly give and receive constructive feedback with good intent.	I listen to and genuinely consider different perspectives, addressing concerns and behaviour issues openly and respectfully.	I proactively and constructively resolve conflicting priorities, including those beyond my immediate team, with a focus on collective success	I work together with others to deliver timely, high-quality services and identify ways to improve how we serve the community.
As Leaders	We set clear expectations, model accountability, and act early and consistently on performance and behaviour.	We are accessible, actively listen, and act consistently on performance issues and values aligned behaviours.	We actively connect teams, resolve cross-council priorities, and role model collaboration beyond our own areas.	We enable timely decision making and support continuous improvement in service delivery.
In Community	We deliver services as promised and communicate clearly and promptly when timeframes, outcomes, or expectations change.	We engage with community members respectfully, listen to their perspectives, and respond in ways that demonstrate they have been heard.	We work across teams and departments to provide coordinated, seamless services to the community.	We act professionally, efficiently and constructively to address customer requests and feedback