	STANDARD	Version:	1
	Corporate Standards for Employees	Date Adopted:	18 February 2020
		Next Review Due:	18 February 2024

1. STATEMENT

Wattle Range Council is committed to developing and maintaining an organisational culture where appropriate workplace behaviours are integrated into all practices and across all departments. This culture of trust, teamwork and fun has a positive impact on staff morale and personal well-being.

2. DEFINITIONS

Supervisor: the immediate supervisor or line manager of the employee.

Employee: any person working for Council on a full time, contractual, part time or casual basis and includes a person working for the council on a temporary basis.

3. PRINCIPLES

3.1 Scope

Council's Corporate Standards for Employees sets the foundation for behaviours to be observed by all Council employees.

Wattle Range Council employees are committed to:

- Serving in the best interests of the community that Council represents
- Discharging their duties conscientiously and to the best of their ability
- Acting honestly in every aspect of their work and being open and transparent when making decisions or providing advice to their Council and their broader community
- Performing their official duties in such a manner as to ensure that public confidence and trust in the integrity and impartiality of their Council is strong
- Respecting the law, and the resolutions made by the Council
- Making reasonable endeavours to ensure that they have current knowledge of both statutory requirements and best practices relevant to their position.

Council's Chief Executive Officer will make reasonable endeavours to ensure that employees have current knowledge of both statutory requirements and best practices relevant to their position.

Please note that these Standards are not applicable to complaints or grievances that are unlawful under legislation e.g. bullying, sexual harassment and discrimination. Where people feel they have experienced any of these behaviours they should refer to the Human Resources Policy and Prevention of Bullying and Harassment Policy.

3.2 Organisational Values


Council's Organisational Values provide the framework for how we treat one another at work. They provide us with guidelines for behaviour and are the 'essence' of our culture, setting the 'do's' and 'don'ts' within the workplace.

Our Organisational Values are:

Trust - This is the glue that binds us together as a community. Doing what we say we are going to do and being honest and transparent in both our intentions and actions helps build trusted relationships.

Teamwork - This is the cornerstone of high performing organisations, embracing the diversity of thoughts and experiences that exist within a team generates a broader range of innovative ideas and leads to better decision making. Individuals perform better when they are a valued member of a team, they are more confident, they have more fun and they are more productive. We become

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more resilient when we know that someone is watching our back, and we are more likely to cope under stressful or difficult circumstances.

Fun - The importance of enjoying what we do and how we do it should never be underestimated. Having fun at work builds stronger teams and enhances relationships. Recognising and celebrating our successes no matter how big or small they are encourages the right behaviours in the workplace and ultimately enhances our performance.

3.3 Responsibilities as an Employee of Council


- Comply with all Council policies, codes and resolutions that are relevant to their particular role.
- Deal with information received in their capacity as a Council employee in a responsible manner.
- Provide accurate information to the Council and public at all times.
- Take all reasonable steps to ensure that the information upon which employees make decisions or actions is factually based and that all relevant information has been obtained and is considered.
- Not release or divulge information that the Council, Council Committees or Chief Executive Officer has ordered be kept confidential, or that the Council employee should reasonably know is information that is confidential, including information that is considered by the Council or the Chief Executive Officer in confidence, subject to the *Ombudsman Act 1972* and the *Independent Commissioner Against Corruption Act 2012*.
- Not make improper use of information, including confidential information, acquired by virtue of their position.
- Ensure that relationships with external parties do not inappropriately interfere or influence judgement, decisions and/or actions.
- Report any perceived or actual conflicts of interest to the CEO as per section 120 of the Local Government Act.
- Comply with all lawful and reasonable directions given by a person with the relevant authority and/or delegation to give such directions.
- Only make public comment in relation to their duties when specifically authorised to do so and restrict such comment to factual information and professional advice.
- Refrain from discussing operational matters with elected members of Council unless expressly authorised to do so from a member of the Executive Leadership Team (ELT).

3.4 Behaviours

Council employees will:

- Act honestly in the performance of official duties at all times, as required by Section 109(1) of the *Local Government Act 1999*.
- Act with reasonable care and diligence in the performance of official duties, as required by Section 109(2) of the *Local Government Act 1999*.
- Discharge duties in a professional manner.
- Act in a way that generates community trust and confidence in the Council.
- Act in a reasonable, just, respectful and non-discriminatory way when dealing with all people.

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- Ensure that personal interests, including financial interests, do not influence or interfere with the performance of their role.
- Comply with all Council policies, procedures, guidelines and legislative requirements.

3.4.1 What are positive behaviours?

Being aware of other people's feelings, including listening and seeking common ground as an initial point for dialogue when differences occur, while at the same time recognising that differences are enriching. Through positive, respectful communication, one person has the power to improve morale, productivity and teamwork.

Wattle Range Council encourages many positive behaviours in the workplace. These include but are not limited to:

- Honesty
- Respect
- Teamwork
- Positive attitude
- Fun
- Pride
- Encouragement
- Recognition
- Accountability
- Self-discipline
- Confidentiality


3.4.2 What are un-acceptable behaviours?

Unacceptable behaviours are those that are inconsistent with our Organisational Values.

These include but are not limited to:

- Laziness
- Dishonesty
- Lying
- Bullying
- Backstabbing
- Silence (lack of communication and inaction)
- Whinging
- Wandering eyes
- Gossiping

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3.5 Addressing Workplace Behaviour Issues

If any staff member is concerned about workplace behaviour they are encouraged to pursue one of the following resolutions:

1. Self-Resolution

Where a person feels comfortable in doing so, they should attempt to resolve the matter themselves via a conversation with any other parties involved.

Tips for ensuring the conversation remains positive and productive include:

- Meet in an appropriate neutral and private location.
- Try to imagine the other persons perspective, and how it is affecting their work and life.
- Try not to be defensive.
- Listen without interrupting.
- Really listen – do not plan your response until the person is finished talking.
- Reflect back on what you have heard.
- Ask clarifying questions.
- If you do not understand what they would like you to change, ask.
- Remember, if they have to come to you, it is important to them.
- If you feel your behaviour has been misunderstood, explain.
- Try to agree on future interactions.

The focus on self-resolution is to encourage a culture where honest and constructive dialogue is valued.

Any self-resolution must be undertaken within our values and in accordance with this standard. Council does not condone people behaving in a confrontational, aggressive or abusive way.

2. Seeking Support

If you would like to resolve the situation yourself but are unsure of how to approach the person concerned, you may seek guidance from your immediate Supervisor or the Human Resource and Risk Manager.

As per the Employee Assistance Procedure, you may also seek assistance by contacting the **Employee Assistance Program (EAP)** for guidance.


3. Management Assistance

Where a person does not feel comfortable addressing a concern with the person involved, or where they have attempted to resolve the matter themselves without success, they are encouraged to approach their immediate Supervisor.

Where the Supervisor is not available or not appropriate, the matter may be addressed to another Supervisor or escalated to a higher level depending on the issue. Where there are no Departmental Managers available, the HRRM may be asked to facilitate the process.

The Supervisor will assist the employee with the issue using the relevant Council policies and procedures and assist in initiating discussions with the Supervisor of the other employee and without passing judgement, agree to a course of action.

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This course of action is likely to be:

1. Supervisors meet together with each employee (and workplace representatives), and without passing judgement seek comment / response, and seek a way forward from the employee i.e. provide assurance that the alleged behaviour will not continue.
2. Supervisors will highlight the requirement for confidentiality.
3. Each employee will be advised of support available through EAP.
4. Supervisors meet to discuss a way forward.
5. Supervisors meet with each employee in regard to advising resolution / joint agreement. Managers will make clear the expectations regarding behaviour / actions and the requirements of Council's Human Resources Policy, Code of Conduct for Employees, Organisational Values and Corporate Standards to each employee.

4 REVIEW

Corporate Standards for Employees shall be reviewed by ELT every four years in consultation with employees.

5 AVAILABILITY

These Corporate Standards are available for inspection without charge at the following location during ordinary business hours:


- Principal Office, "Civic Centre", George Street, Millicent
- Council Website: www.wattlerange.sa.gov.au.

A copy of the Corporate Standards may be purchased from the Principal Council Office upon payment of a prescribed fee in accordance with Council's Schedule of Fees and Charges.

6 REFERENCES & FURTHER READING

References	<ul style="list-style-type: none"> • Wattle Range Council 2018 Australian Workers Union Enterprise Bargaining Agreement • Wattle Range Council 2018 Australian Services Union Enterprise Bargaining Agreement • Customer Experience Policy and related procedures 	<ul style="list-style-type: none"> • South Australian Municipal Salaried Officers Award • Local Government Employees Award • Local Government Cafes, Restaurants and Snack Bars Award
Relevant Legislation:	<ul style="list-style-type: none"> • <i>Local Government Act 1999</i> • <i>Independent Commissioner Against Corruption Act 2012</i> 	<ul style="list-style-type: none"> • <i>Public Interest Disclosure Act 2018</i>
Relevant Policies / Procedures / Guidelines	<ul style="list-style-type: none"> • Gifts and Benefits Guideline • Declaring a Gift or Benefit Procedure • Declaring a Gift or Benefit Form • Human Resources Policy 	<ul style="list-style-type: none"> • Prevention of Bullying and Harassment Policy • Employee Assistance Procedure • Public Interest Disclosure Procedure • Register of Interest Declaration • Register of Interest Procedure

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7 ADOPTION & AMENDMENT HISTORY

The table below sets out the adoption, review and amendment history of the policy.

Version No:	Issue Date:	Authorised by:	Description of Change:	Minutes Reference:
1	18 February 2020	ELT	Adopted as a standard by ELT	Item 6.3
N/A (non-substantive amendments)	23 June 2023	CEO	Changed from Internal to Public document; removed reference to superseded Code of Conduct; and minor formatting changes made.	CEO and DCS approval

8 EMPLOYEE ENDORSEMENT

I _____ have read, understood and received a copy of the Wattle Range Council Corporate Standards and acknowledge the required standard of my performance and behaviour.

Signed: _____

Date: _____

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