



Mutual Respect Charter

Our Mutual Respect Charter is based on the principle of mutual respect and cooperation and supports our values of providing a safe and respectful workplace. It outlines the rights and responsibilities of the community, Councillors and staff in all Council-related interactions.

The Charter sets out a shared responsibility for:

1. Safe workplace expectations for our staff in dealing with the community and our customers.
2. Our commitment to serving the community and what people can expect when interacting with Council and its staff.

The Charter reads:

The community has the right and responsibility to:

- Be treated with courtesy and respect
- Be given reasons that explain decisions affecting them
- A fair and impartial assessment based on the facts and merits of the matter
- A timely response
- Express their opinions in ways that are respectful and lawful
- A fair hearing
- Communicate valid concerns and views without fear of reprisal
- Access Council's complaints management policy
- Be informed about the actions taken and outcome of their complaint

Councillors and staff have the right and responsibility to:

- Be treated with courtesy and respect
- A safe and healthy working environment
- Expect honesty, cooperation and reasonable assistance from the community
- Zero tolerance on verbal abuse, offensive behaviour, threats and violence
- Provide reasons for decisions, and ensure that decisions are subject to appropriate review processes
- Be clear on how the matter will be handled, including compliance to statutory and/or legislative processes
- Modify, curtail or decline service in response to unacceptable behaviour which because of its nature or frequency raises health, safety, resource or equity issues

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