

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



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.

eastgippsland.vic.gov.au



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

Creating a great place to work that delivers quality services to our customers and community



We treat all with courtesy and dignity

BEHAVIOURAL STATEMENTS

- Listening with a genuine intent to understand and inform decisions
- Treating each other with empathy, equity and kindness
- Acknowledging different views in decision making



We focus on taking the correct course of action

BEHAVIOURAL STATEMENTS

- Acting honestly and ethically
- Being open and transparent
- Building trusted connections



We build and maintain productive relationships

BEHAVIOURAL STATEMENTS

- Helping each other deliver our shared outcomes
- Being actively engaged and sharing information
- Being clear about roles and responsibilities



We are responsible for our actions and outcomes

BEHAVIOURAL STATEMENTS

- Being transparent in our decision making
- Accepting responsibility for our actions
- Delivering on our commitments