

MEETING THE STRATEGIC VISION

Cornerstones

These are the principles that we believe should be at the forefront of every City Services initiative:

- All operations are aligned with the **strategic vision** of the organisation. As the delivery arm of the Council, it is essential that there is no discord between the strategy and the implementation of that strategy.
- Actions must be founded on the concept of **sustainability**, which enables Council's efforts to be applied in a manner that results in lasting benefit and cumulative gain.

Core values to implement Council's strategic vision

- An unwavering focus on excellent customer service.
- Responsiveness – getting back to people.
- Providing options and solutions; not barriers and obstacles.
- Friendly face of Council – having a human side, showing compassion and understanding.
- Being fair, reasonable, unbiased, objective, and professional in all our dealings.
- Acting with integrity.
- Dissolving and reducing bureaucracy.
- Working toward a quality environment and an improved quality of life for residents.
- Facilitating good outcomes.
- Working within community expectations of affordability.
- Ensuring equitable delivery of services.
- Being flexible and adaptable in our approach.
- Adopting a collegial manner of working - harnessing the strengths of teamwork and the significant talents of the organisation.
- Maximising the benefits of a collaborative pursuit towards common objectives.

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Challenges for 2009/2010

To ensure we can continue to provide an affordable service in the context of the global economic meltdown where value for money is paramount and needs to be balanced with moving our strategic direction forward while meeting community aspirations.

