

South Australian Public Sector Values

Team Pulse Survey

For each statement indicate the degree to which our team demonstrates the behaviours.



We need to do a lot more.



We could do better.



We're doing it well.



SERVICE - We proudly serve the community and government of South Australia.



We serve people courteously, fairly, and effectively.

We know who our customers are, understand their needs, and take their views into account.

We recognise and value internal and external customers equally.

We go the extra mile in order to deliver the best outcomes.

Comments:



PROFESSIONALISM - We strive for excellence.



We exhibit the highest standards of professional behaviour, including working conscientiously and competently in a polite and helpful manner.

We provide honest and objective advice and carefully implement direction without undue delay.

We pursue individual growth and professional learning to develop strengths and improve weaknesses.

We strive to create new and better ways of doing things.

Comments:

 **TRUST - We have confidence in the ability of others.**



We encourage people from other teams and organisations to work with us to achieve the best possible outcomes.

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We embrace responsibility and deliver on commitments to colleagues and leaders.

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We rely on colleagues to collaborate with us in pursuit of common goals and objectives.

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We follow through on obligations to individuals and the community, and keep them informed of progress.

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Comments:

 **RESPECT - We value every individual.**



We identify and understand the situation, feelings, and motives of our associates.

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We acknowledge the contributions of our peers.

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We appreciate openly that people have different backgrounds, circumstances, needs, and capabilities.

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We listen considerately to colleagues, customers, clients, stakeholders, and partners.

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Comments:

 **COLLABORATION & ENGAGEMENT - We create solutions together.**



We engage genuinely with stakeholders and the community and work with them to improve outcomes.

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We build professional relationships with peers in other teams and organisations.

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We involve people in decisions that affect them.

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We ask questions to jointly define problems and identify solutions.

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Comments:

 **HONESTY & INTEGRITY - We act truthfully, consistently and fairly.**



We follow the values and standards contained in the Code of Ethics and model that behaviour as an example for others.

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We fully and accurately disclose information and share available resources without being prompted.

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We take action based on the best available evidence and argument.

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We conduct difficult conversations with empathy, sensitivity, and a determination to resolve issues.

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Comments:

 **COURAGE & TENACITY - We never give up.**



We suggest and support new ideas and better ways of doing things.

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We listen actively, question thoughtfully, challenge openly, and encourage others to do the same.

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We challenge ineffectiveness and remove obstacles to enable ourselves and others to succeed.

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We learn from failure without being discouraged and apply that knowledge to achieve better outcomes.

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 **SUSTAINABILITY - We work to get the best results for current and future organisations of South Australians.**



We identify the long-term resource impacts of the programs and services we design.

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We seek opportunities to collaborate to maximise the collective impact of resources and reduce duplication.

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We manage information, finances, people, and assets prudently.

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We focus on solutions which continue to produce outcomes for the community over the long term.

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Comments: