



Embrace Change

Adapting to change in circumstances and being flexible. Accepting and adopting constantly changing rules and processes. Striving to take on new challenges.



Own it!

Working systematically in accordance with priorities, rules and processes. Taking a positive view to feedback and being self-driven.



Investigate

Working to understand the whole problem by asking questions, piecing together information and correctly categorising information, even when unclear. Following processes to achieve the best outcomes each time, even when things get repetitive.



Act with Grit

Acting with resilience and perseverance in the face of adversity. Ability to maintain professionalism, integrity and wellbeing despite demands, with a view to the overall purpose.



Make it Count

Making decisions confidently based on information and risks. Recognising gaps and inconsistencies, and promptly seeking advice, when required to ensure timely response.



Communicate with Purpose

Conveying information succinctly in accordance with rules and procedures, without personal bias. Reporting data and incidents correctly to enable informed decision making.