



**HRCC Councillors 2024-2028**

**Ways of Working Charter**



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## 1. OUR CHARTER

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This Charter outlines the agreed values, principles and behaviours that guide how the Horsham Rural City Councillors will conduct themselves throughout the 2024-2028 Council Term.

These values, principles and behaviours reflect our obligations outlined in the *Local Government Act 2020* while the Charter has been developed as a companion document to our Model Code of Councillor Conduct. It will be our 'Ways of Working'.

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## 2. OUR VALUES

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The following high-level values will guide our interactions within the Councillor Team, with council staff, the community and our stakeholders.

Horsham Councillors will:

1. Be respectful and genuine.
2. Do what we say we will do.
3. Be supportive and approachable.
4. Be connected to our community.
5. Be future-focused and optimistic.

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## 3. OUR PRINCIPLES

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Horsham Councillors commit to the following Principles

*For our community:*

- **Public Unity:**  
We will refrain from publicly criticising each other and promote a united front for the community. Councillors will not get involved in campaigns or other activity that will erode the trust of our community or each other.
- **Positive Communication:**  
We will actively acknowledge and appreciate Council achievements to foster a positive atmosphere in our dealings with each other and our community.
- **Commitment to Continuous Improvement:**  
We will strive for excellence by seeking new knowledge, challenging preconceptions and implementing changes that enhance performance and results over time.



- **Be open to feedback:**  
We will be receptive to constructive criticism and differing views without taking these personally; we will consider such feedback with an open mind and a willingness to change our views.
- **Community-Centric Decisions:**  
We will make decisions based on merit and for the benefit of the whole community, irrespective of the popularity of those decisions.
- **Consistent Decision-Making:**  
We will ensure decisions align with previous decisions and commitments and avoid individual agendas.
- **Financial Responsibility:**  
We will acknowledge finite resources, adhering to standard budget processes for funding decisions. We accept that the Council's resources are not infinite and funding decisions of projects and works in the final year follow the normal budget processes.
- **Active participation:**  
We will ensure that all Council reports and supporting documents are read to ensure all Councillors can actively and constructively participate in Council meetings and make informed decisions.

*For our Councillor colleagues and staff:*

- **Respect for Diversity:**  
We will recognise and respect the diversity of each Councillor and staff member, valuing their opinions, beliefs, values, age and life experiences.
- **Active and Open Listening:**  
We will strive to understand and consider the perspectives of our fellow Councillors.  
  
We will listen to the staff and respect their opinions and advice.
- **Respect other's time:**  
We will respect time pressures and keep to allocated speaking times to ensure all Councillors have an equal opportunity to be heard.
- **Empathy:**  
We acknowledge and appreciate the challenges our Councillor colleagues may face and commit to supporting each other.
- **Governance**  
  
We commit to modelling good governance by respecting and understanding the different roles between Councillors and staff.



- **Culture**

We will strive to build a positive culture for the Councillors and all staff, working as one organisation for the community.

- **Understanding Pressures:**

We will recognise the pressures faced by fellow Councillors when deliberating on Council matters.

- **Mindful Communication:**

We will be mindful in our communication with each other by paying attention to modelling positive tone and body language, ensuring effective communication within the group.

We will seek support from the Mayor and CEO to ensure we explain Council decisions and convey our individual views respectfully and appropriately.

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#### **4. OUR BEHAVIOURS**

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In addition to the above leadership principles, HRCC Councillors commit to the following behaviours to ensure we are a responsive and respectful Councillor Team:

- **Support for the position of Mayor and CEO:**

We commit to a culture of no surprises to ensure the Mayor and/or CEO are provided with advance notice of any areas of concern and use them (or their delegate) to mediate any concerns that may arise where appropriate.

- **Respectful Public Debate:**

Debating is an important and necessary part of our role but will be done respectfully whenever and wherever Councillors meet.

- **Media Collaboration:**

We will work to support the Mayor with media-related challenges and opportunities and respect media protocols when doing so.

- **Responsible Social Media Use:**

We will use social media for information sharing and highlighting the Council's achievements. Councillors will not engage in abusive or other risky interactions on social media.

- **Decision Acceptance:**

Accept majority decisions promptly, seeking the Mayor's support if challenges arise before, during or after decisions are taken.

We will seek support from the Mayor and CEO to ensure we explain Council decisions and convey our individual views respectfully and appropriately.



- **Team Building:**

Actively participate in regular socialising, team building and celebration activities.

- **Code of Conduct:**

The Councillor Code of Conduct will be used in accordance with its intent and complaints will be managed by working closely with the Mayor and the CEO on strategies to manage disputes and minimise the likelihood of any formal complaints.

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## 5. OUR COMMITMENT TO CONTINUOUS IMPROVEMENT AND ONGOING REVIEW

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Horsham Councillors will:

- Commit to the principle of Continuous Improvement.
- Dedicate the time and energy to actively review and provide honest feedback to each other in a way that builds teamwork.
- Identify areas for improvement, training or further support needed by individual Councillors or the whole Council. The Mayor and/or CEO of the day will ensure that these are scheduled and provided, consistent with the obligations for good governance in the Local Government (Governance and Integrity) Act and Regulations 2024.
- Hold regular sessions and discussions with the CEO on feedback provided from the organisation and the Councillors on their respective performance, areas of concern or areas for improvement.



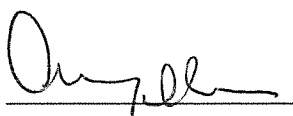
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Cr Brian Klowss



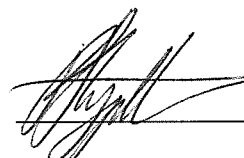
Cr Cam McDonald



Cr Angie Munn



Cr Dean O'Loughlin



Cr Bec Sluggett



Cr Todd Wilson