

Our Service Value

RIGHT TOUCH

Key Behaviours

Fair and Proportionate

Aware of the Bigger Picture

We strive to...

Be fair, reasonable and well-informed.
Ensure our actions support good regulatory outcomes for all our stakeholders and give certainty and confidence.

Anticipate developments that may affect us and those around us.
Be curious and inquisitive, ask questions and challenge assumptions. Be flexible and enabling of responsible innovation.
Plan for the future and think of the impact of our work.

COLLABORATIVE

Open

Decisive

Look outward, share ideas, listen to others and embrace their knowledge.
Collaborate with everyone.
Be approachable, transparent and accountable.

Make decisions in a timely manner with confidence and clarity.

VALUE FOR MONEY

Effective and Productive

Professional

Pursue our priorities energetically.
Get it right first time and swiftly deliver effective outcomes.
Innovate to find creative solutions and work more efficiently.

Be experts, we are role models and we support others.
Be reliable because we are consistent, pay attention to detail and are focussed on quality.