

Engaging with Sport workers

Violence and aggression is not OK.

The way we interact and behave impacts on our health and safety.

Our 'customers first' value means we will try our best to meet your expectations.
HELP US TO HELP YOU.

YOU CAN EXPECT US TO:

Be courteous, professional and responsive in dealing with your needs

Be open and accountable – providing the information you need and sharing how decisions are made

Provide everyone an opportunity to have their say and listen to your feedback

Keep you well informed and provide accurate advice and services

Work co-operatively to understand your needs

Be inclusive, respectful and non-discriminatory

Take an active role in creating and maintaining a safe environment for everyone

WE ASK THAT YOU:

Act in a manner that is not violent or aggressive

Respect what our role allows us to do and what it does not

Explain how you really feel but also be open to other ideas

Use calm and appropriate forms of communication

Constructively participate in conversations

Be inclusive, respectful and non-discriminatory

Take an active role in creating and maintaining a safe environment for everyone

All Sport workers have the right to a safe workplace.

Sport has a zero tolerance approach to aggressive and violent behaviour.



Customers first

- Know your customer
- Deliver what matters
- Make decisions with empathy



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

