

RESPECT Individuals demonstrate respect by managing their own performance, acting with integrity and self-awareness, valuing diverse thinking, and demonstrates a growth mind set through learning and development opportunities. At the higher level, this capability requires people to model ethical practice and embeds behaviours we want to see in the agency. Sets challenging personal and organisational performance standards and pursues them with passion and energy.	CONNECT Individuals demonstrate capability through connecting to the customer -experience. At a higher level, customer-centric behaviours seek to leverage opportunities for cross-organisation and whole of sector collaboration for the benefits of the customer.	EXCEL Individuals excel in an accountable and solution focussed way, and actively seeks opportunity through change. At the higher level, this capability requires individuals establishing broad organisational objectives, using data to keep across changing organisational, and community needs, responding in an agile way when opportunity present to deliver better business outcomes or community benefits.	ENABLE Individuals demonstrate capability in core business functions to enable individual and operational performance for the benefit of the business. At the higher level, this capability requires people to build an effective, sustainable and high performing organisation through engaging and aligning human, financial and information resources to achieve strategic targets. Plans for future organisational needs to minimise risk and maximise opportunity.	LEAD Staff demonstrate capability by embracing change, encouraging self-reflection and works with a one team approach. By empowering leadership at all levels, we enable a high-performing, innovative, and future-focused organisation, capable of making a positive difference to all South Australians.
Shows drive, resilience and adaptability <ul style="list-style-type: none"> Is flexible, shows initiative and responds quickly when situations change Gives frank and honest feedback/advice Listens when ideas are challenged and responds constructively Keeps control of own emotions and stays calm under pressure and in challenging situations. 	Communicates effectively <ul style="list-style-type: none"> Clearly explains complex concepts and arguments to individuals and groups Creates opportunities for others to be heard Writes fluently in a range of styles and formats suited to the intended audiences. 	Deliver results <ul style="list-style-type: none"> Takes responsibility for delivering on intended outcomes Ensures team/unit staff understand expected goals and acknowledges success Identifies resource needs and ensures goals are achieved within budget and deadlines Ensures financial implications of changed priorities are explicit and budgeted for. 	Project Management Savvy <ul style="list-style-type: none"> Establishes performance outcomes and measures for key project goals, and defines monitoring, reporting and communication requirements Prepares accurate estimates of costs and resources required for more complex projects Communicates the project strategy and its expected benefits to others Monitors the completion of project milestones against goals and initiates amendments where necessary Evaluates progress and identifies improvements to inform future projects. 	Leads People <ul style="list-style-type: none"> Is aware of own strengths and development needs, and reflects on the effectiveness of own behaviour and approach Acts as a role model for the team by actively seeking feedback and communicating openly about learnings Strengthens and mobilises the unique talents and capabilities of the workforce Role models persistence through setbacks, empowering others to source alternate strategies to overcome issues.
Acts with integrity <ul style="list-style-type: none"> Represents the organisation in an honest, ethical and professional way and encourages others to do so Sets an example for others to follow and identifies and explains ethical issues Ensures that others understand the legislation and policy framework within which they operate Acts to prevent and report misconduct, illegal and inappropriate behaviour. 	Customer Centric <ul style="list-style-type: none"> Takes responsibility for delivering high quality customer-focused services Understands customer perspectives and ensures responsiveness to their needs Identifies customer service needs and implements solutions Finds opportunities to co-operate with internal and external parties to improve outcomes for customers Maintains relationships with key customers in area of expertise. 	Be agile <ul style="list-style-type: none"> Considers future aims and goals of the team/ unit and organisation when prioritising own and others' work Initiates, prioritises, consults on and develops team/unit goals, strategies and plans Anticipates and assesses the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiates appropriate responses Ensures current work plans and activities support and are consistent with organisational change initiatives. 	Leverages Technology, Information and Data <ul style="list-style-type: none"> Identifies opportunities to use a broad range of communications technologies to deliver effective messages Identifies ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Supports compliance with the records, information and knowledge management requirements of the organisation Researches and analyses information and data, identifies interrelationships and makes recommendations based on relevant evidence. 	Inspires a sense of purpose and direction <ul style="list-style-type: none"> Communicates the vision authentically to connect program objectives to the broader priorities Achieves active participation and buy-in to the program by communicating with presence and pride for its intended outcomes Fosters a culture of celebration by visibly sharing team successes and supporting others to do the same Generates active engagement in key initiatives through clear, enthusiastic and compelling communication.
Manages Self <ul style="list-style-type: none"> Looks for and take advantage of opportunities to learn new skills and develop strengths Shows commitment to achieving challenging goals Examines and reflects on own performance Seeks and respond positively to constructive feedback and guidance. 	Work in Partnership <ul style="list-style-type: none"> Builds co-operation and overcomes barriers to information sharing and communication across teams/units Shares lessons learned across teams/units Identifies opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work Identifies opportunities to engage external stakeholders to develop joint solutions. 	Be accountable <ul style="list-style-type: none"> Ensures that actions of self and others are focused on achieving organisational outcomes Exercises delegations responsibly Understands and applies high standards of financial probity with public monies and other resources Identifies and implements safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Identifies risks to successful achievement of goals, and takes appropriate steps to mitigate those risks. 	Ensures ROI <ul style="list-style-type: none"> Understands core financial terminology, policies and processes, and displays a knowledge of relevant recurrent and capital financial measures Understands impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisions Understands and applies financial audit, reporting and compliance obligations Identifies discrepancies or variances in financial and budget reports, and takes corrective action where appropriate to support commercial outcomes. 	Optimises business outcomes <ul style="list-style-type: none"> Embraces opportunities to expand knowledge and experience through networks, new assignments and development avenues Maintains a high standard of practice through governance and risk management Supports others to embrace and operate within legislative and policy frameworks that guide everyday practice Works with the team to evaluate options and develop appropriate plans to mitigate risks.
Values every individual <ul style="list-style-type: none"> Seeks to promote the value of diversity for the organisation Recognises and adapts to individual differences and working styles Supports initiatives that create an environment in which diversity is valued. 	Influence and negotiate <ul style="list-style-type: none"> Negotiates from an informed and credible position by keeping focused on key issues for stakeholders Leads and facilitates productive discussions with staff and stakeholders Shows sensitivity and understanding in resolving conflicts and differences Manages challenging relations with internal and external stakeholders. 	Solves problems and innovates <ul style="list-style-type: none"> Designs and implements improvements to business processes, policies or ways of working to support broader organisational changes Anticipates, identifies and addresses issues and potential problems and select the most effective solutions from a range of options Identifies and share business process improvements and new ways of working to enhance effectiveness. 	Ensures Governance & Compliance <ul style="list-style-type: none"> Applies legal, policy and organisational guidelines and procedures Develops well-written, well-structured procurement documentation that clearly sets out the business requirements Monitors processes to ensure that business practices are open, transparent and comply with requirements Escalates non-compliance issues where required. 	Leads change <ul style="list-style-type: none"> Maintains an optimistic outlook and encourages the same in others, focusing on organisational strategy and objectives through periods of uncertainty Leads change agendas, generating workforce readiness through timely communications and strategic support mechanisms that allow people to thrive Empowers others to understand and embrace change by communicating openly about the rationale and intended outcomes.