Gladstone Regional Council Service Promise

We are proud of the region in which we live and work, and we are determined to deliver an innovative and unified approach to how we serve our community.

As ratepayers and residents of the Gladstone Region ourselves, we understand what creates a positive impact on the lives of our customers.

To ensure we deliver this at every opportunity, we are guided by our **SERVICE** values:

SAFE

We are uncompromising in our commitment to safety, which is reflected in our attitude, our decisions and our actions.

ETHICAL

We operate with transparency, openness and accountability at the fore.

RESPONSIVE

We respond by being present, proactive and solutionsfocused, and we deliver on our commitments.

VISIONARY

We plan as futuresthinkers and opportunity seekers and we have the courage to shape a better future for our community.

INCLUSIVE

We create and value diversity and we actively demonstrate our commitment to equality and inclusivity.

COMMUNITY

We care about each other and our environment and we recognise that community is the core of our business.

EFFICIENT

We deliver; we challenge the status quo and we continually find better ways to reduce cost and improve services.

SERVICE is central to our commitment to resolve challenges before they become issues, and our goal is to provide meaningful, efficient and effective solutions when issues are shared with us.

Should you have a matter you wish to discuss with Council, we are available 24/7 at:

(07) 4970 0700 or www.gladstone.qld.gov.au

