



OM00047 – Workplace Bullying Policy

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AMENDMENT RECORD				ISSUE #: 1		
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1						
2						
3						
4						

1. Workplace Bullying Policy

Objective: To outline strategies and mechanisms to prevent incidents of Workplace Bullying.

Scope: This policy covers all workers who are engaged to undertake tasks at A2Z Services workplaces/locations including workers, independent contractors, work experience students, trainees, apprentices, and volunteers.

Policy: A2Z Services recognises the risk to worker health and safety from exposure to bullying at work and has adopted a ZERO tolerance policy.

Bullying is "repeated, unreasonable behaviour, directed toward workers, who may create a risk to health and safety in the workplace." And can include:

- Verbal abuse;
- Demeaning language;
- Threats;
- Outbursts of anger or aggression;
- Humiliation;
- Physical or verbal intimidation;
- Excluding or isolating workers;
- Deliberately:
 - Assigning meaningless tasks;
 - Unrealistic volume of jobs;
 - Withholding information that prevents people from working effectively;
 - Changing rosters to inconvenience person.

A2Z Services will engage a 3-part approach to bullying.

1. Prevention:
 - a. Training workers about what constitutes bullying behaviour;
 - b. Creating awareness of the health and safety risks associated with bullying;
 - c. Encouraging reporting;
2. Investigation:
 - a. Suitably trained individuals investigate all reports;
 - b. Following set guidelines, investigate all cases in a fair, unbiased manner;
3. Control:
 - a. Put control strategies in place that includes (where relevant):
 - i. Re-assigning tasks/shifts/work locations;
 - ii. Mediation (internal or external);
 - iii. Counselling;
 - iv. Disciplinary action, possibly resulting in termination of employment.

2. Workplace Bullying Procedure

Responsibilities:

At A2Z Services, the PCBU is responsible for ensuring that:

- A2Z Services provides a safe workplace for all people where there is a demonstrated zero tolerance of proven workplace bullying behaviour;
- There are an effective Workplace Bullying Procedure and support mechanisms in place;
- All workers are trained and familiar with the Workplace Bullying Procedure;
- Conduct a review of the Workplace Bullying Procedure as required.

The HSR/WHS Manager/Coordinator is responsible for:

- Maintaining and reviewing the Workplace Bullying Procedure as required;
- Ensuring all workers understand and are familiar with the Workplace Bullying Policy and Procedure
- Assisting relevant workers with informal or formal notifications and resolutions of workplace bullying matters or concerns;
- Informing and consulting with (*name of PCBU*) regarding any reported workplace bullying matters or concerns as necessary;
- Be familiar with relevant investigation procedures;
- Remain impartial and treat all cases fairly;
- Manage each case in a confidential and timely manner;
- Respond to all reported cases;
- Ensure prompt referral to support/mediation;
- Oversee controls and follow-up as required;

- Maintaining records required by legislation relating to workplace bullying.

Managers/Supervisors are responsible for:

- Identifying any inappropriate behaviour in the workplace that may lead to workplace bullying;
- Ensuring workers understand what is considered to be appropriate and inappropriate behaviour in a workplace in respect of workplace bullying;
- Assisting relevant workers with informal notifications and resolutions of workplace bullying matters or concerns as required;
- Informing and consulting with (HSR/WHS Manager) regarding any reported workplace bullying matters or concerns as necessary;
- Maintaining records required by legislation relating to workplace bullying.

All workers are responsible to:

- Ensure their behaviour in the workplace is appropriate for the work environment at all times;
- Not act in a manner which could be considered or interpreted as being workplace bullying;
- Follow reasonable directions in respect of workplace bullying while working at A2Z Services;
- Cooperate with investigations and follow-ups regarding bullying issues and/or complaints as required;
- Report bullying to a supervisor and/or complete incident report form.

Procedure:

A person who has been the subject of conduct which they believe constitutes workplace bullying may make a formal complaint or may seek to have the matter resolved on an informal basis. Information provided by a complainant will be kept confidential.

Informal Complaint:

1. The complainant may wish to communicate directly with the person with whom they have a concern and ask that they refrain from further conduct of that nature;
2. If direct communication is not possible or does not resolve the complainants' concerns, they should then discuss the matter with their *(supervisor/manager/HSR)*, who will explain potential strategies for dealing with the conduct complained of;
3. The complainant, in consultation with *(supervisor/manager/HSR)*, will decide on a course of action to attempt to resolve the matter;
4. If deemed appropriate, A2Z Services may be able to assist in the informal resolution process by the appointment of a mediator agreed to by the parties involved, who may be able to help the parties resolve the matter;
5. After achieving a satisfactory resolution, the issue will be monitored by *(Insert name of responsible person)* to ensure there are no re-occurrences or further concerns;
6. Documentation will be kept during the resolution process.

Formal Complaint:

1. Where a complainant's endeavours to resolve a complaint informally have failed, he or she may choose to make a formal complaint;
2. The particulars of the complaint should be submitted in writing, *(Insert name of responsible person)*, this would include a completed Incident/Injury Report Form and any supporting statements or documents;
3. *(Insert name of responsible person)* will investigate the complaint in consultation with the relevant persons. The investigation will follow and apply the principals of Natural Justice;
4. After completing the investigation, *(Insert name of responsible person)* will make a finding as to whether workplace bullying has occurred, or whether it is likely to have happened;
5. *(Insert name of responsible person)* will then submit a detailed report with a recommended course of action to the appropriate decision-maker (senior management);
6. An appropriate course of action will then be decided and implemented, in consultation with all relevant persons;
7. Where a formal disciplinary action against a worker employed or engaged by A2Z Services, this shall be instituted under the disciplinary procedures applicable to the worker concerned. Initiate disciplinary action following these procedures following a recommendation from *(name of person here)*;
8. If and when required, and per relevant legislation, assistance to achieve an acceptable resolution will be initiated by A2Z Services management from the appropriate external Authority.

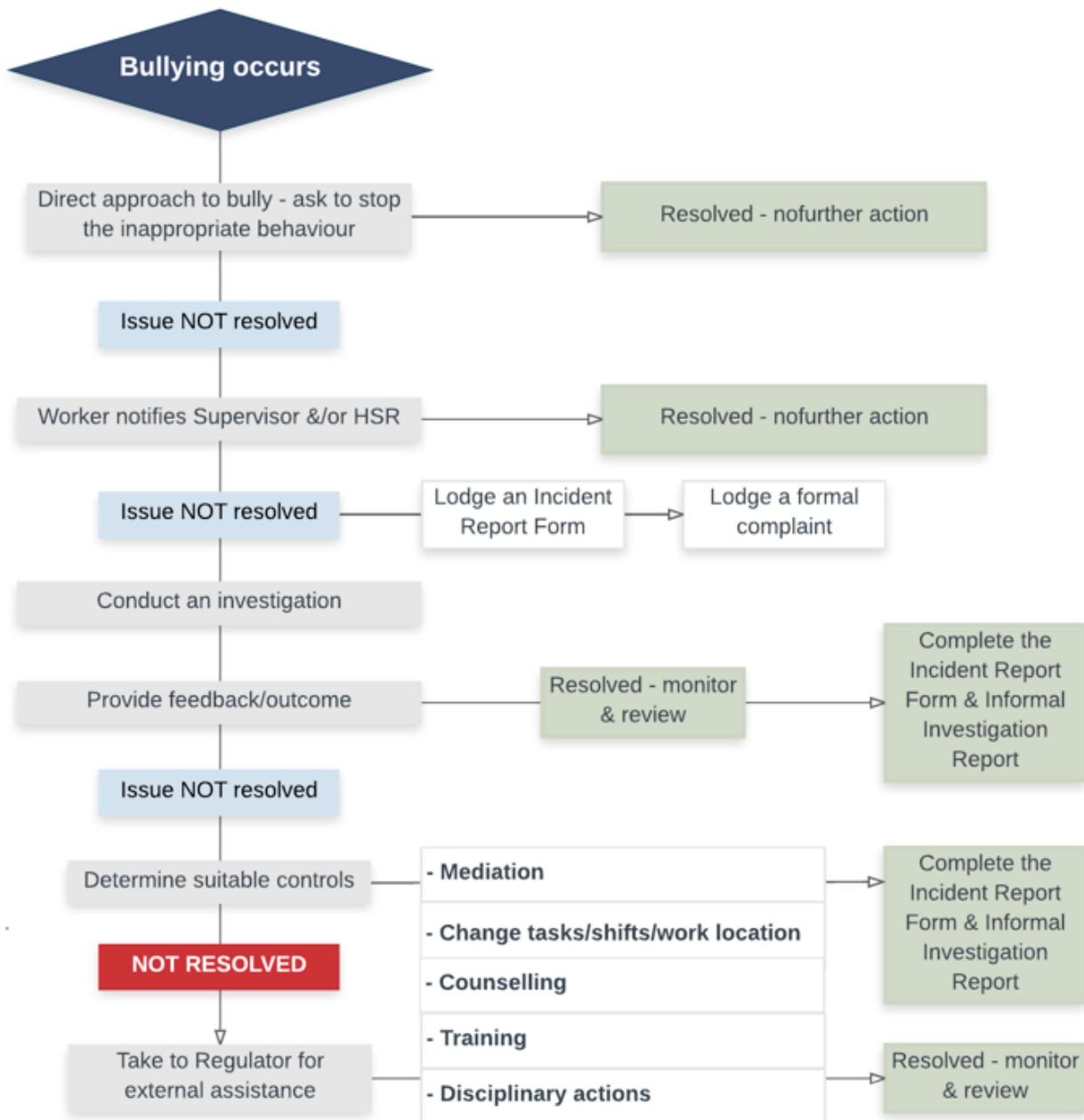


Figure 5. Workplace Bullying Flowchart

FORMS AND REGISTERS

Document number	Document Name