

Workplace Discrimination and Bullying / Harassment Policy - Procedures

Employee

If you feel that you are a victim of discrimination or bullying / harassment:

- a. Keep a diary of incidents with as much detail as possible;
- b. Approach the alleged offender. If you cannot do so yourself, ask someone else to approach them on your behalf. If this is not possible, seek assistance from your supervisor, Council's Manager of Administration and Human Resources, Human Resources Officer or the General Manager;
- c. If you wish to undertake counselling, contact your line manager or the Manager of Administration and Human Resources / Human Resources Officer.

Supervisor / Manager

If you have been approached by a victim of discrimination or bullying / harassment:

- a. Determine the nature and severity of the problem through proper and thorough investigation. Discussing the problem with the complainant and gaining examples will assist in determining the correct action;
- b. Give the complainant the opportunity to resolve the issue by themselves, but advise him / her that this is not the sole option;
- c. Meet with the "bully" if the complainant is unable / unwilling to resolve the issue and make him / her aware of the complaint and the effect of their actions. If parties agree, a group meeting may be held. A third party may be used to propose a viable solution to the problem.

Formal Procedure

- Complaints of discrimination or bullying / harassment not resolved using the above "informal" procedures should be reported and resolved in accordance with Council's **Grievance Resolution Policy and Procedures**;
- If the complaint is serious, and the above "informal" procedures do not resolve the issue, a formal investigation may be needed. In this case, the General Manager shall carry out the investigation or will appoint an appropriate impartial person to investigate the allegation;
- The General Manager shall ensure that the investigation is commenced within two (2) working days of the complaint and is completed without undue delay;
- If the General Manager is a party to the complaint or grievance, he or she shall refer the matter to an impartial and appropriately qualified third party for investigation and resolution. Such person must be acceptable to the complainant and his / her union;

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Related Documents: Human Resources Policy Statement Register (Item 8.03)			

- Parties will be informed of their rights to union representation or other appropriate third party assistance;
- Counselling will be offered to the parties to assist them to deal with issues while a resolution is sought. It may be necessary to make alternative employment arrangements for the parties until the investigation is concluded;
- If allegations of discrimination or bullying / harassment are found to have substance, the perpetrator is to be trained / counselled on his or her behaviour and may also be disciplined. Disciplinary actions may include a formal warning, suspension, transfer, demotion or dismissal, depending on the severity of the offence;
- At all times, strict confidentiality is to be maintained in relation to allegations or investigations of discrimination or bullying / harassment. All meetings and actions are to be documented and placed on a confidential file to be held by the General Manager or Manager of Administration and Human Resources.

Internal Contacts

Council's contact persons for information and assistance on discrimination or bullying / harassment are:

Peter Sayers (Manager of Administration and Human Resources)

Phone: 6730 2300 Email: psayers@gisc.nsw.gov.au

Helen Stapleton (Human Resources Officer - Payroll)

Phone: 6730 2300 Email: hstapleton@gisc.nsw.gov.au

Employee Assistance Program

Glen Innes Severn Council's **Employee Assistance Program (EAP)** is a confidential and voluntary counselling and advisory service for employees. It has been established to provide staff with professional assistance and guidance to resolve or better manage concerns that may be affecting performance, productivity, job satisfaction and general well-being.

The EAP is available to all parties involved in a workplace grievance or an allegation of discrimination or bullying / harassment and may be accessed by phoning the 24 hour help line on 1300 361 008 or online at <https://www.livewell.optum.com/public/welcome.asp>

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External Contacts and Resources

External Avenues for advice and help with workplace discrimination and bullying / harassment issues include:

NSW Anti-Discrimination Board

Phone: 02 9268 5544

Toll free: 1800 670 812 (for rural and regional New South Wales only)

Facsimile: 02 9268 5500

Email: adbcontact@justice.nsw.gov.au

Complaints: complaintsadb@justice.nsw.gov.au

Web: <http://www.lawlink.nsw.gov.au/adb>

Sydney Office Address: Level 7, 10 Valentine Avenue, Parramatta NSW 2150

Australian Human Rights Commission

Telephone: 02 9284 9600

Complaints Info Line: 1300 656 419

General enquiries and publications: 1300 369 711

Facsimile 02 9284 9611

Email addresses:

Education and resources: education@humanrights.gov.au

Complaint Enquiries: infoservice@humanrights.gov.au

Web: <http://humanrights.gov.au/>

Address: Level 3, 175 Pitt Street, Sydney NSW 2000

United Services Union

Phone: 02 9265 8211

Facsimile: 02 9261 2265

Support Team 1300 136 604

Email: united@usu.org.au

Web: <http://www.usu.org.au/>

Head Office Address: Level 7, 321 Pitt Street, Sydney NSW 2000

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