

Bullying

1 GROUP TRAINING ORGANISATION (GTO) NATIONAL STANDARDS

WPC Group is a GTO, committed to meeting the following national compliance standard/s:

Standard 1 – Recruitment, Employment Induction

Standard 2 – Monitoring and Supporting Apprentices and Trainees to Completion

Standard 3 – GTO Governance and Administration

2 BULLYING POLICY

Bullying is unacceptable and unlawful under the relevant state health and safety laws.

WPC Group is committed to providing a workplace free from bullying.

3 PURPOSE

To foster professional, open and trusting workplaces where all employees/apprentices/trainees feel confident, comfortable and safe.

To provide a shared understanding of WPC Group's expectations in regards to acceptable and appropriate behaviour within workplaces.

To protect WPC Group employees/apprentices/trainees, as required by law.

4 SCOPE

This policy applies to all WPC Group directors, board members, officers, managers, employees and contractors.

Definitions

What is bullying?

Bullying is repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Whether it is intended or not, bullying is an occupational health and safety hazard.

A broad range of behaviours can be classified as bullying and these behaviours can be direct or indirect.

Examples of direct forms of bullying include:

- Verbal abuse (e.g. repeated yelling, swearing, insults)
- Putting someone down
- Spreading rumours or innuendo about someone
- Interfering with someone's personal property or work equipment

Examples of indirect forms of bullying include:

- Unjustified comments or complaints
- Deliberately excluding someone from workplace activities
- Deliberately denying access to information or other resources
- Withholding information that is vital for effective work performance
- Setting tasks that are unreasonably above or below a workers ability
- Deliberately changing work arrangements, such as rosters and leave, to inconvenience a particular worker or workers
- Setting timelines that are very difficult to achieve
- Excessive scrutiny at work

What isn't bullying?

Bullying does not cover situations where an employee has a grievance about legitimate and reasonable:

- Performance management process
- Disciplinary action
- Allocation of work in compliance with systems

Also, reasonable actions carried out in a fair manner are not bullying. For example:

- Setting performance goals, standards and deadlines
- Allocating work to an employee
- Transferring an employee
- Deciding not to select an employee for promotion
- Informing an employee about unsatisfactory work performance
- Informing an employee about inappropriate conduct
- Implementing organisational change
- Constructive feedback
- Downsizing

What is cyberbullying?

Cyber bullying is any behaviour, using digital technologies that could reasonably be considered humiliating, intimidating, threatening or demeaning to a person, or group of people, and which creates a risk to health and safety.

Example of cyber bullying may include harassment via mobile phone, social media or email, internet, or setting up an offensive personal website or blog. While cyber bullying typically involves an accumulation of instances of objectionable behaviour, single instances of online abuse and harassment may constitute as cyber bullying.

Cyber bullying has a number of unique features:

- It allows for a potentially infinite audience to view or participate
- It is often anonymous as perpetrators can hide behind false identities
- It has a permanency of expression as information put online can be difficult to remove, and may be recorded and archived
- It may be difficult to escape from the bullying as people often use technology every day and in the case of mobile phones can be constantly contactable
- Content can be duplicated easily
- Content is often searchable

Examples of cyberbullying:

- Pranking: repeated hang ups, anonymous, mocking or threatening phone calls
- Image sharing: forwarding or sharing unflattering or private images without permission
- Sexually explicit images: people of any age, who forward or share images of a sexual nature of a person under 18 years of age need to be aware that this is a criminal offence that may result in prosecution
- Text and email: sending insulting or threatening text messages or emails
- Personal online information: publishing online someone's private, personal or embarrassing information without permission, or spreading rumours online
- Identity theft: assuming someone's identity online and negatively representing them in a way that damages their reputation or relationships.
- Hate sites: creating hate sites or implementing social exclusion campaigns on social networking sites

5 KEY RESPONSIBILITIES

Board

- Support the General Manager with bullying cases, where required

General Manager

- Undertake investigation of bullying cases
- Seek expert help for complex or serious matters

State Managers

- In conjunction with the General Manager, investigate complaints of bullying
- Model appropriate behaviour
- Be an exemplar of privacy and confidentiality at all times
- Treat all complaints seriously and sensitively and attend to them promptly

Managers

- Every manager and supervisor is expected to protect employees, contractors, apprentices/trainees and others in the workplace from bullying
- Implement the Bullying Policy and on-going training
- Ensure that this policy is actively pursued
- Ensure that no employee is subjected to bullying and that complainants and witnesses are not disadvantaged in any way

Employees

- Report related incidents to the relevant State Manager or Industry Consultant
- Do not participate in harassing or discriminatory behaviour
- Comply with this policy at all times

6 POLICY

WPC Group believes that every individual should be treated with respect and dignity.

WPC Group expects every employee to respect the reasonable limits set by others and avoid language or behaviour that could be reasonably expected to offend or embarrass others.

Complaints of bullying are encouraged by WPC Group management and are to be made in line with the complaints resolution procedure. Refer to the Complaints and Grievances Policy for full details.

All bullying complaints will be treated seriously, sensitively, confidentially and promptly.

Appropriate disciplinary action including a warning, counselling or dismissal may result if this policy is not adhered to.

Employees can be liable for the outcome of any action in breach of this policy.

Employees who make a complaint of bullying will not suffer any victimisation by WPC Group for making the complaint. This also applies to employees who agree to be a witness in a complaint or have a complaint made against them.

If being bullied, keep notes of all relevant incidents, including dates, times, the person/people involved and conversations.

If bullying allegations are of serious nature or are unlawful, it may be appropriate to refer the matter to the police.

7 RECORDS

Related Documents/Forms/Policies	Storage
Complaints and Grievances Policy	SharePoint
Counselling and Disciplining – Apprentices and Trainees Policy	SharePoint
Counselling and Disciplining – Internal Policy	SharePoint
Privacy Policy	SharePoint

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