



10.0 BULLYING POLICY

Examples of behaviour, whether intentional or unintentional, that may be considered to be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include but are not limited to:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- deliberately excluding someone from workplace activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person's skill level
- denying access to information, supervision, consultation or resources to the detriment of the worker
- spreading misinformation or malicious rumours
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

Workplace bullying can be carried out in a variety of ways including through email, text or social media channels.

Workplace bullying can occur between workers (sideways), from managers to workers (downwards), or workers to supervisors/managers (upwards).

Reasonable management action is not considered to be workplace bullying if it is carried out lawfully and in a reasonable manner in the circumstances. Examples of reasonable management action include but are not limited to:

- setting reasonable performance goals, standards and deadlines
- deciding not to select a worker for promotion where a reasonable process is followed
- informing a worker about unsatisfactory work performance in an honest, fair and constructive way
- taking disciplinary action, including suspension or terminating employment.

Differences of opinion and disagreements are generally not considered to be workplace bullying.

Complaints Procedures

If an employee or volunteer feels comfortable in doing so, it is preferable to raise the issue with the person directly with a view to resolving the issue by discussion. The employee or volunteer should identify the offensive behaviour, explain that the behaviour is unwelcome and offensive and ask that the behaviour stops.

Informal Intervention

The manager will explain the rights and responsibilities of the employee or volunteer under **Ellenbrook Radio's** policies and procedures.

Informal intervention may be done through a process of either mediation or conciliation. During informal intervention the respondent will be made aware of the allegations being made against them and given the right to respond. Interventions at this stage should adopt a confidential, non-confrontational approach with a view to resolving the issue.

This procedure will be complete when the alleged harasser respects the individual's request to cease unwanted and unwelcome behaviour, or when the complainant accepts that the behaviour is not properly described as bullying. If neither of these outcomes occurs, the organisation's formal procedure should be followed.

Formal Complaints Procedure-See Complaints Form Appendix 1

The formal complaint procedure involves a formal investigation of the complaint. Formal investigations may be conducted internally (by a manager or officer) or by an external investigator.

An investigation involves collecting information about the complaint and then making a finding based on the available information as to whether or not the alleged behaviour occurred. Once a finding is made, the investigator will make recommendations about resolving the complaint.

The investigator may need to interview the parties involved (which may include the complainant, the respondent, and any witnesses) to obtain information regarding the complaint. The investigator will comprehensively and accurately document all information obtained during the interviews including the parties involved, timing, location, and nature of conduct complained against.

Throughout the investigation process, all parties involved in the investigation will be regularly kept informed about the investigation.

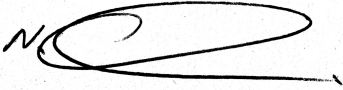
The findings as to whether bullying has occurred will be determined on the basis of the evidence, and on the balance of probabilities.

On the basis of the findings, possible outcomes of the investigation may include, but will not be limited to, any combination of the following:

- Counselling
- Disciplinary action (including an up to termination of employment)
- Official warning
- Formal apology and/or an undertaking that the behaviour will cease
- Mediation where the parties to the complaint agree to a mutually acceptable resolution.

On completion of the investigation, all parties will be informed about the investigation findings and the outcome of the investigation.

Signed

A handwritten signature in black ink, appearing to read 'N. Antartis', is written over a light grey, textured rectangular background.

Nicholas Antartis Chairman

10 February 2021

Appendix 1

Ellenbrook Radio Complaints Management Policy and Procedure

Ellenbrook Radio Incorporated is committed to ensuring that any person or organisation who is a member of Ellenbrook Radio or affected by its operations has the right to lodge a complaint or to appeal a decision of the organisation. All concerns that are raised will be addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation will provide a complaints and appeals management procedure that:

- Allows any person to make a complaint or provide feedback
- Facilitates complaints by cultivating a supportive environment in which they can be made
- Is simple, accessible and easy to use
- Is effectively communicated and promoted to all clients and stakeholders
- Is proportionate to the size of the organisation and the services it provides
- Ensures complaints or appeals are fairly assessed and responded to promptly
- Is procedurally fair and follows principles of natural justice
- Complies with legislative requirements

Ellenbrook Radio will:

- Ensure that all members are encouraged and supported to raise any concerns they have about Ellenbrook Radio Inc
- Consider all complaints it receives
- Treat all complainants with respect; recognising that the issue of complaint is important to the complainant
- Maintain confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution. Information will only be disclosed if required by law, or if otherwise necessary
- Ensure support and advocacy is available to members who make a complaint and require support resolve complaints, where possible, to the satisfaction of the complainant
- Members have access to the Complaints Management Policy
- Deal with all complaints in a timely manner and aim to provide a formal response to the complainant within 28 days of the complaint being received
- Keep parties to the complaint appropriately involved and informed of progress of the complaint
- Ensure that all member are given information about the Complaints Management Procedure as part of their induction and are aware of procedures for managing complaints



Volunteer Complaint Form

**Confidential once populated
and will only be seen by
Investigating parties and**

Step	Detail	YES	NO	Date
Date of Complaint				
Complaint made via	In Person:	<input type="checkbox"/>	<input type="checkbox"/>	
	Telephone:	<input type="checkbox"/>	<input type="checkbox"/>	
	Letter - Attached:	<input type="checkbox"/>	<input type="checkbox"/>	
	Electronic Mail:	<input type="checkbox"/>	<input type="checkbox"/>	
	Other (Please detail)	<input type="checkbox"/>	<input type="checkbox"/>	
Type of Complaint	Discrimination	<input type="checkbox"/>	<input type="checkbox"/>	
	Harassment	<input type="checkbox"/>	<input type="checkbox"/>	
	Bullying	<input type="checkbox"/>	<input type="checkbox"/>	
	Other (Please detail)	<input type="checkbox"/>	<input type="checkbox"/>	
Complaint Made to:				
Position:				
Full Name of complainant or anonymous				
Contact information:				
Address:				
Telephone Number:				

Step	Detail	YES	NO	Date
Mobile Number				
Email:				
Is there an authorised representative for the complaint?		<input type="checkbox"/>	<input type="checkbox"/>	
Complaint Details:(Please continue on an a separate sheet if required)				
What action is being sought bt the combinant to resolve the complaint?				
Is the complainant agreeable to participating in a conflict resolution initiative to determine this complaint?		<input type="checkbox"/>	<input type="checkbox"/>	
Receipt of complaint provided within 14 days? (If 'no' please provide reasons)		<input type="checkbox"/>	<input type="checkbox"/>	
Complainant advised that making a complaint will not affect them adversely. (If 'no' please provide reasons why this was not done)		<input type="checkbox"/>	<input type="checkbox"/>	

Step	Detail	YES	NO	Date
Complainant advised of the complaint management process including privacy protection and confidentiality obligations. (If 'no' please provide reasons why this was not done)		<input type="checkbox"/>	<input type="checkbox"/>	
Initial assessment of complaint completed? (If 'no' please provide reasons why this was not done)		<input type="checkbox"/>	<input type="checkbox"/>	
Executive Committee advised? (If 'no' please provide reasons why this was not done)		<input type="checkbox"/>	<input type="checkbox"/>	
Investigation / inquiry undertaken? (If 'no' please provide reasons why this was not done)		<input type="checkbox"/>	<input type="checkbox"/>	
Complaint resolved? (If 'yes' what reasons were provided for the decision to the complainant; if 'no' please provide reasons why this was not done)		<input type="checkbox"/>	<input type="checkbox"/>	
Complaint escalated? (If 'yes' please detail reasons why the matter was escalated - please use another sheet if there is insufficient room)		<input type="checkbox"/>	<input type="checkbox"/>	
Complaint forwarded to external agency for resolution?		<input type="checkbox"/>	<input type="checkbox"/>	
Complaint resolved? (If 'yes' what reasons were provided for the decision to the complainant; if 'no' please provide reasons why this was not done)		<input type="checkbox"/>	<input type="checkbox"/>	
Organisational feedback undertaken? (If 'no' please provide reasons why this was not done)		<input type="checkbox"/>	<input type="checkbox"/>	
Are there any further matters outstanding in relation to the complaint? (If 'yes' please detail what further matters remain outstanding)		<input type="checkbox"/>	<input type="checkbox"/>	