

DEALING WITH WORKPLACE BULLYING

- WHAT SHOULD YOU EXPECT FROM YOUR WORKPLACE?

A PCBU has the primary duty under the WHS Act to ensure, so far as is reasonably practicable, that workers and other persons are not exposed to health and safety risks arising from work carried out as part of the business or undertaking. This includes having systems in place to prevent and respond to workplace bullying.

If you inform your workplace that you are experiencing workplace bullying, or someone has made a report against you, your workplace should:

- Respond to the bullying report quickly and reasonably in accordance with the policies and procedures at your workplace,
- Treat all reports seriously,
- Inform you of the process of how the matter will be dealt with and estimated timeframes.
- Keep you informed of progress and explain reasons for delays,
- Advise you of the name and details of a contact person,
- Maintain confidentiality,
- Allow all parties to explain their version of events,
- Remain neutral and impartial towards everyone involved,
- Advise you of support options available to you, such as counselling,
- Allow you to have a support person present at interviews and meetings, for example a friend, HSR or union representative,
- Keep records, for example of the bullying report, conversations, meetings and interviews,
- Attempt to resolve the matter, and
- Communicate to you the outcome of actions taken and the reasons for decisions made and any right of review if the parties are not satisfied with the outcome.

If the matter is resolved, your workplace should follow-up with you at a later date to check on your health and safety and review whether the actions taken have been effective. Your workplace may also provide you with ongoing support or advise you of external support services, such as an employee assistance program.

If your workplace decides that a report should be investigated further, it should inform you of the further investigation process. The investigator should be a suitably skilled, neutral person from within the workplace or an external investigator.