

WHS014 Bullying in the Workplace

Legal Application: WHS Act 2011 s.19 contains the primary duty of a ‘person conducting a business or undertaking’ (PCBU) to ensure so far as is reasonably practicable the health and safety of workers and others in the workplace. ch.3 of the WHS Regulation 2017 and s.17 of the WHS Act 2011 address Risk Management.

Reference Documents:

- SafeWork Australia: Guide to preventing and responding to workplace bullying
- SafeWork Australia: Dealing with Workplace Bullying – A Worker’s Guide
- How to Manage Work Health and Safety Risks – Code of Practice
- SafeWork NSW: Information page Workplace Bullying
- SafeWork NSW: Reporting Bullying – guide sheet
- SafeWork NSW: Managing Psychosocial Hazards at work – Code of Practice

Purpose

To ensure that all workers are not subject to bullying or harassment in the workplace.

Scope

This procedure encompasses all workers.

The Goulburn Club Workplace:

The way the Goulburn Club operates ensures Bullying or Harassment are extremely unlikely to be a problem within the club..

- The Club has no permanent employees.
- There are less than five casual employees, who work on an “if available” basis. There is no obligation on them to work a shift if asked.
- All other workers are volunteers and there is no obligation to work.

There is therefore an inbuilt system to prevent bullying or harassment. In the event that it might occur,

Responsibilities

It is the responsibility of all persons in the workplace to report incidents of bullying or harassment to Management.

Management have the responsibility to:

- behave in a professional manner and treat all volunteers and paid staff with dignity and respect
- act on any reports of bullying or harassment.

Workers have the responsibility to:

- follow instructions in all relevant workplace procedures.
- adhere to their training.
- expected to behave in a professional manner and treat each other with dignity and respect.
- report any incidents of workplace bullying or harassment.

Bullying and Harassment

Bullying is defined as *repeated* unreasonable behaviour directed toward a worker or group within the workplace that creates a risk to health and safety. 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.

The Goulburn Club Board is responsible for both strategic and operational management of the club. Therefore the Goulburn Club Board covers all roles covered by the following terms: a Person Conducting a Business or Undertaking (‘PCBU’), Officers and Directors, Managers as well as worker



- 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.

Harassment can occur if someone is working in a hostile or intimidating work environment or is also defined when someone is made to feel intimidated, insulted or humiliated because of their:

- religion or beliefs
- sex, sexual preference or sexuality
- age
- race, nationality or ethnicity
- marital or domestic status
- disability, impairment or physical features
- political opinion or activity
- trade of occupation

Bullying and harassment can occur from:

- manager to worker
- worker to manager
- worker to worker
- worker to guest/customer
- guest/customer to worker

Procedures

The risk of bullying or harassment amongst workers/management is extremely low, however there is a risk of bullying/harassment from customers to workers or from workers to customers.

- Board members or senior volunteers are always on-hand to deal with such situations if they occur.
- All persons in the workplace are expected to behave in a professional manner and treat each other with dignity and respect.
- Workers who witness or experience workplace bullying and harassment will report the incident immediately to Management.

Investigation and Resolution Procedure

When a report of workplace bullying or harassment is lodged the Goulburn Club Board will:

- act promptly
- treat all matters seriously.
- ensure procedural fairness by acting in a neutral manner and supporting all parties.
- document every stage of the process from initial report to ultimate resolution and keep everyone informed of the outcomes.

Confidentiality

Reporting will remain strictly confidential and no repercussions or retaliation will occur against the person who reports any legitimate incident of bullying or harassment.