

TAKE ACTION TO AVOID THE SITUATION GETTING WORSE:

A

Address the issue: Determine the best method to address the issue. Consider talking to your Manager, Peer Support Officer or People & Culture to help you decide the best course of action.

C

Communicate with the person: If you feel comfortable, approach the person responsible in a non-confronting, polite and confidential manner and ask them to stop the inappropriate behaviour. They may not be aware of the effect their behaviour is having. Bringing it to their attention may be all that is needed for the behaviour to stop.

T

Tell your manager informally: Talk to your manager or People & Culture. If the issue is with your manager, talk to another manager or the next level of management.

I

Initiate the formal complaint procedure:

If you have exhausted the informal approach or if your complaint is serious, formalise your complaint in writing to the People & Culture Manager. People & Culture will listen to your complaint and initiate an investigation into the matters raised.

O

Outcome: The outcome of your complaint will be communicated to you at the end of the process.
Note: Vexatious complaints will be viewed seriously.

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Note all incidents: Keep confidential diary notes of incidents recording what happened, when, where, who was involved, and names of witnesses.

Workplace Bullying, Harassment or Discrimination will not be tolerated and may be subject to disciplinary action. This may include counselling, demotion or dismissal from the organisation.

You may personally be held legally responsible for any unlawful acts of discrimination, bullying and/or harassment.

FOR FURTHER SUPPORT AND INFORMATION:

- Peer Support Officer 1300 853 515
- People and Culture -

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Embracing Equality



St John is committed to providing a working environment which promotes equality and diversity and is free from bullying, harassment and discrimination.

Our aim is to promote a culture where everyone who comes in to contact with St John is treated fairly, with dignity and respect at all times.

DISCRIMINATION

Discrimination results when decisions are made based on assumptions or prejudices held about a particular person or group.

St John is committed to providing equal opportunity and treatment to all regardless of age, race, religion, gender, sexual orientation, marital status, industrial activity, disability, political belief or activity, pregnancy or status as a parent or carer.

The intention of the discriminator is irrelevant.

HARASSMENT

Harassment is unwanted conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading or offensive environment. Such behaviour results in an individual feeling frightened, intimidated, uncomfortable at work and/or humiliated. This can include inappropriate actions, behavioural comments or physical contact that is objectionable or causes offence.

SEXUAL HARASSMENT

Sexual harassment is any unwelcome behaviour of a sexual nature that makes a person feel humiliated, intimidated or offended.

Sexual harassment may include, but is not limited to:

- Physical contact;
- Remarks or statements with sexual connotations either verbally or in writing (emails, social networking sites & text messages);
- Gestures, actions or comments of a sexual nature; and
- Dirty jokes or comments.

BULLYING

Bullying is repeated unreasonable behaviour directed towards a person, or group of people which creates a risk to health and safety. Bullying may be characterised as behaviour which is:

- Intimidating;
- Malicious;
- Insulting; and
- An abuse or misuse of power through means intended to undermine, humiliate, or injure the recipient.

Direct forms of bullying may include:

- Verbal abuse;
- Putting someone down;
- Spreading rumours or innuendo about someone; and
- Interfering with someone's personal property or work equipment;
- Physical abuse.

Indirect forms of bullying may include:

- Unjustified criticism or complaints;
- Deliberately excluding someone from workplace activities;
- Deliberately denying access to information or other resources; and
- Setting tasks that are unreasonably above or below a person's ability.



What can I do to create a safe environment that is free from bullying, harassment or discrimination?

- Be aware of your own behaviours and actions, and the possible ways in which they may be interpreted by others;
- Live the principles of equal opportunity and anti-discrimination;
- Be aware of inappropriate behaviour, and report signs of unwanted behaviour to the appropriate person;
- Offer to act as a witness if a person being bullied decides to report the incident; and
- Familiarise yourself with relevant St John policies and procedures, including 'Equality in the Workplace', 'Dispute and Grievance Resolution' and 'Code of Conduct'.