

Harassment and Bullying Policy

Introduction

All Gran's Van staff and clients have the right to participate in a service which is free of harassment and bullying. Gran's Van understands that workplace bullying is a threat to the health and wellbeing of its staff and clients. In this policy the term "staff" refers to employees and volunteers.

Purpose

This policy sets out the responsibilities and processes that have been established to eliminate harassment and bullying within Gran's Van.

Definitions

Harassment is any behaviour that is unwelcome, unsolicited, usually unreciprocated, and usually (but not always) repeated. Harassment can take many different forms and may be explicit or implicit, physical, verbal, or non-verbal. It is unlawful for anyone to be harassed based on:

- sex and gender preferences (including non-binary, LGBTIQ+)
- age
- pregnancy
- race (including nationality, colour, culture, and ethnicity)
- disability including physical, intellectual, or psychiatric; and including actual, perceived, past, present or future disability).

Refer to the *Anti-Discrimination Policy* for more information.

Examples of behaviours that may be considered as harassment include, but are not limited to:

- lewd or racist jokes,
- sexual comments or propositions,
- wolf-whistling,
- hugging, touching, brushing up against someone,
- mimicking someone with a disability,
- comments about a person's age, pregnancy, religion, sexuality, race.

Bullying is repeated and unreasonable behaviour directed towards a person or group that creates a risk to health and safety. Unreasonable behaviour is behaviour that a reasonable person having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, or threatening.

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

- abusive, insulting, or offensive language or comments
- unjustified criticism or complaints
- spreading misinformation or malicious rumours
- cyberbullying
- withholding information that is essential for effective work performance.

Policy

Gran's Van has a duty of care to provide a safe workplace and ensure that staff and clients are not exposed to health and safety risks.

Gran's Van acts on its duty of care and any reported allegations of harassment or bullying will be promptly, thoroughly, and fairly investigated.

All staff will:

- Treat others fairly and with respect.
- Take a firm stand so that what you say, or do, does not condone harassment or bullying by others.
- Report instances of harassment.

Any staff member who believes they are subject to harassment or bullying, or who *are aware of an incidence of such behaviour*, should follow Gran's Van Grievance Procedure.

The person against whom an allegation has been made has the right to natural justice (the right to know what is alleged against them, the right to put their case in reply and the right for any decision to be made by an impartial decision-maker).

If a member of staff experiences bullying or harassment by a client during service and it causes them distress, they should inform their fellow staff and together the team must determine which of the following responses is most appropriate:

- attempt to diffuse the situation in a non-confrontational manner.
- withdraw the service.

In either case, the incident must be reported.

If a client, experiences bullying or harassment from another client, the above steps may also be followed.

If the service is to be withdrawn, it is important to communicate the reason to the clients in a non-confrontational way to minimise the possibility of recurring harassment.

If there are concerns for anyone's safety, it may be necessary to call the Police.

For staff members who are affected by bullying or harassment, there are support services available. Contact the volunteer manager for more information.

Related Policy Documents

Grievance Policy
Anti-Discrimination Policy
Code of Conduct

References

Work Health and Safety Act 2012 (Tas)
Disability Discrimination Act 1992 (Cwlth)
Australian Human Rights Commission Act 1986 (Cwlth)
Racial Discrimination Act 1992 (Cwlth)

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