Bullying & Harassment

Procedure (21)

Contents

1. PURPOSE

The Catholic Church Endowment Society Inc. is committed to providing its workers with a healthy and safe workplace. The purpose of this document is to define the procedural requirements to support the achievement of this objective through the nurturing of a positive work culture based on encouragement, staff development, teamwork, and positive reinforcement.

2. SCOPE

This procedure applies to all workers under the Catholic Church Endowment Society Inc. (CCES).

3. DEFINITIONS

Definitions can be found on the [Catholic Safety & Injury Management Website](#).

3.1. Information

If you believe you are being bullied or harassed there are several ways to approach the problem. There are informal and formal processes available to you. It is a good idea to make written notes of any incidents where you believe you have been bullied or harassed, include details of dates, times, witnesses, what happened and what your felt / said.

Workers must be informed of the support available to them within their worksite. This could be the worksites Employee Assistance Program provider, or a Support Person.

4. RESPONSIBILITIES

Specific responsibilities for carrying out certain actions required by the CCES, have been allocated to position holders within the organisation. Such responsibilities are consistent with the obligations that the legislation places on officers, managers, supervisors, workers, and others in the workplace.

Responsibility, authority, and accountability processes have been defined in [Responsibility, Authority & Accountability Procedure (12)](#), and summarised in:

- [Responsibility, Authority & Accountability Matrix – Workers (025G)](#);
- [Responsibility, Authority & Accountability Matrix – Managers & Supervisors (023G)](#);
- [Responsibility, Authority & Accountability Matrix – Officers (024G)](#); and
- [Work Health & Safety and Injury Management Policy](#).

You are required to familiarise yourself with this procedure to understand the obligations that you may have in relation to its implementation and to carry out your assigned actions and responsibilities.

This Procedure is to be read in conjunction with your Organisational Policies and / or Procedures.

5. PROCEDURE

5.1. Identification of Bullying & Harassment Hazards / Risks

Hazards / risks resulting in or contributing to workplace bullying or harassment shall be identified by Managers / Supervisors, in consultation with workers or their representatives. Table 1 provides some guidance on potential risks associated with tasks.

The following environmental risk factors shall be considered:

- organisational culture –bullying or aggressive behaviour is seen as necessary to get the job done.
- negative leadership styles – strict or little guidance provided.
- lack of appropriate work systems – lack of training, resources, role definitions, support systems, poorly designed rosters.
- poor workplace relationships – criticism and other negative interactions, interpersonal conflict, worker exclusion.
- workforce characteristics – vulnerable workers, new workers, apprentices, injured workers, workers with a disability and workers from an ethnic or religious minority.

Table 1: Examples of risk associated with tasks.

Task	Risk
Working in competing or conflicting groups	Harassment or bullying.
Providing services to injured, ill, distressed, or disturbed clients	Threats, verbal, or physical assault.
Working for a service that may be seen as a political, social, economic, racial, or other "target"	Threats, harassment, verbal or physical assault, hostage taking, sieges, property damage.
Working alone, in isolated places, or late at night	Armed hold-up, sexual or physical assault.
Working with valuable goods or cash handling (receiving, counting, sorting, transporting to back, payroll)	Armed hold-up, physical assault.
Working in the immediate vicinity of "high risk" businesses (drop-in centres, counselling services, stores)	Incidental violence – emotional trauma, physical injury, hostage taking.

5.2. Assessment of Risk

Bullying and harassment risks shall be assessed in accordance with [Hazard Management Procedure (14)](#).

5.3. Risk Control Measures

Bullying and harassment risks shall be controlled by the following:

- planning all changes in the workplace, in consultation with workers.
- promoting productive and respectful workplace relationships including good management practices and effective communication.
- providing managers / supervisors with support and training.
- feedback on management performance and leadership skills.
- ensuring there are standard operating procedures / work instructions.
- reviewing workloads and staffing levels.
- reducing / minimising excessive work hours.
- clearly defining job roles.
- developing and implementing conflict management processes and providing training in diversity, tolerance.
- developing and implementing systems to support and protect vulnerable workers.
- implementing buddy systems.

Refer to **Challenging Behaviours, Aggression & Violence Procedure (18)**.

5.4. Bullying and Harassment Reporting

A worker who believes they are being bullied or harassed shall follow the worksites procedures. Your worksite Contact Officer or WHS Coordinator can assist.

5.5. Bullying and Harassment Investigations

All reported incidences of bullying or harassment shall be investigated and resolved in accordance with the processes documented in your worksite's grievance procedures.

5.6. Training

All workers who have a role in procedures relating to bullying, shall be trained to perform their roles, (e.g., conflict management training, contact officer training, investigations training, HSR training and specific bullying prevention training).

All workers are to be made aware of the bullying and harassment prevention procedure, during inductions.

5.7. Records

Documents used to manage bullying and harassment as prescribed by this procedure will be produced in a format that allows tracking for verification and review and be in accordance with requirements detailed in **Document Control Procedure (23)**.

5.8. Review

This procedure will be subject to a planned review by the document owner in accordance with the requirements outline in **Document Control Procedure (23)**.

Other methods for reviewing and evaluating the performance of this procedure will include:

- audit activity.

- investigations.
- performance reports.

6. RELATED SYSTEM DOCUMENTS

6.1. Policies & Procedures

Challenging Behaviours, Aggression & Violence (18)

Consultation & Communication Procedure (5)

Document Control Procedure (23)

Hazard Management Procedure (14)

Responsibility, Authority & Accountability Procedure (12)

WHS & Injury Management Policy

6.2. Forms & Tools

Group Legal Register (010T)

Bullying & Harassment Process Flow Chart (039T)

7. REFERENCES

Legislation and other requirements related to this procedure are defined in **Group Legal Register (010T)** which can be accessed via the Catholic Safety & Injury Management Website.

7.1. Internal References

Responsibility, Authority & Accountability Matrix – Managers & Supervisors (023G)

Responsibility, Authority & Accountability Matrix – Officers (024G)

Responsibility, Authority & Accountability Matrix – Workers (025G)

7.2. External Resources

Cognition (Employee Assistance Program) – www.cognition.com.au.

Ph. 8373 2688, Centacare Adelaide

Access (Employee Assistance Program) – www.accesssa.com.au

Phone 1300 66 77 00, All others

8. AUDITABLE OUTPUTS

The following examples of records will be used to verify implementation of this procedure:

- Risk Assessments
- Investigation Reports
- Grievance Statements
- Bullying and Harassment Training

- Contact Officers

9. VERSION CONTROL & CHANGE HISTORY

Version	Approved by	Approved Date	Reason for Development of Review	Next Review Date
V1	Executive Manager CSHWSA	22/01/2021	Procedure required	2022
V2	Executive Manager CSHWSA	17/05/2022	Reviewed content and reformatted	2025

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