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| **Site / Area:** |       | **Date of assessment:**  |  | **Risk Assessment #:** | **120RA** |
| **Completed by (name):** |       | **Signature:** |       |
| **In Consultation with** |       | **Signature:** |       |
| **Identify / describe activity, equipment, area, or event you are assessing:**  | **WORKPLACE DISCRIMINATION, HARASSMENT, SEXUAL HARASSMENT & BULLYING**  |
| **In conjunction with this risk assessment, training / education and development of a relevant SOP may be required.** |
| **Step 1:** **Identify the hazard/s:**What do you believe are the hazards?(Refer Risk Assessment Guideline (015G)) | **Step 2: Assess the risks:**What do you believe are the risks?(Refer *Risk Assessment Guideline (015G)*) | **Step 3: Reducing the risk:**What do you believe can be done to reduce the risk?(Refer *Risk Assessment Guideline (015G)*) |
| **What could cause harm?** | **What could go wrong?** | **Controls** |
| **Psychological*** Presence of work stressors
 | * High job demands.
* Low job demands.
* Limited job control
* Organisational change
* Role conflict and ambiguity
* Job insecurity
* Acceptance of unreasonable workplace behaviours or lack of behavioural standards
* Unwanted or unwelcome sexual conduct, where the person feels offended, humiliated, or intimidated.
* Unreasonable expectations of clients/students
 | * Developing and implementing a workplace discrimination, harassment, sexual harassment, and bullying policy which clearly identifies the expected behaviours and consequences of not complying.
* Developing and implementing a code of conduct
* Defined position descriptions.
* Developing and implementing a change management process
* Consultation with workers.
* Transparent reporting process in place that will be followed as soon as a report is received.
* Trained Contact Officers at the worksite
* Review and monitoring of workloads
* Leaders are trained to have a good understanding of the risk of sexual harassment in the workplace.
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| **Psychological*** Leadership styles
 | * Autocratic behaviour that is strict and directive and does not allow workers to be involved in decision making.
* Behaviour where little or no guidance provided to workers or responsibilities are inappropriately and informally delegated to subordinates,
* Abusive and demeaning behaviour that may include inappropriate or derogatory language or malicious criticism and feedback
 | * Leaders always modelling respectful behaviours.
* Developing and implementing a workplace discrimination, harassment, sexual harassment, and bullying policy which clearly identifies the expected behaviours and consequences of not complying.
* Dealing with unreasonable behaviour as soon as the leader becomes aware of it.
* Ensuring that reports of bullying are taken seriously and properly investigated.
* Feedback on management performance and leadership skills
* Consulting with workers
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| **Psychological*** Systems of work
 | * Lack of resources
* Lack of training
* Inappropriate work scheduling, shift work and poorly designed rostering
* Unreasonable performance measures or timeframes.
* Not identifying unreasonable behaviour
* Not responding to workplace bullying appropriately
* Not responding to sexual harassment in the workplace appropriately.
 | * Clearly defined jobs and seeking regular feedback from workers about their role and responsibilities.
* Providing workers with the resources, information and training they need to conduct their task safely and effectively.
* Review and monitor workloads and staffing levels to reduce excessive working hours.
* Providing access to support mechanism, such as employee assistance programs, particularly during busy and stressful work periods,
* Providing effective communication through workplace change, including restructuring or downsizing
* Early identification of unreasonable behaviour
* Implementing control measures to manage the risks.
* Implement reporting and response procedures.
* Monitoring and reviewing the effectiveness of the control measures.
* Responding to workplace bullying, and sexual harassment by:
	+ Acting promptly
	+ Treating all matters seriously
	+ Maintaining confidentiality
	+ Ensuring procedural fairness
	+ Being neutral
	+ Supporting all parties
	+ Not victimising
	+ Communicating process & outcome
	+ Keeping records
	+ Balancing confidentiality & transparency
 |
| **Psychological*** Poor workplace relationships
 | * Poor communication
* Isolation
* Low levels of support
* Work group hostility
* External parties bullying
* High absenteeism
* High turnover of staff
* Bullying and/or sexual harassment by another person from outside the workplace
* Bullying and/or sexual harassment at a social event that is an extension of work e.g., Christmas party and other social functions, etc.
 | * Promoting positive leadership styles by providing training for managers and supervisors
* Mentor and support new and poor performing managers and workers
* Facilitate teamwork, consultation, and co-operation.
* Ensure that reasonable management actions are clearly defined, articulated, and understood by workers and supervisors.
* Ensure supervisor act in a timely manner on unreasonable behaviour they see or become aware of
* Communication to external parties of the expected standard of behaviour, through a code of conduct or in contracts and agreements
* Regular consultation with workers and, where they exist, health and safety representatives and health and safety committees, including discussions aimed at finding out if bullying, and sexual harassment is occurring or if there are factors likely to increase the risk of workplace bullying, and sexual harassment —for some businesses conducting an anonymous survey may be useful.
* Seeking feedback when workers leave the business, for example holding exit interviews.
* Consult and Cooperate with other businesses, an agreed approach for reporting and investigation potential workplace bullying, and sexual harassment incidents.
* Empower workers to refuse or suspend service if other people fail to comply with the expected standard of behaviour.
* Seeking regular feedback from managers, supervisors, or other internal and external parties
* Monitoring incident reports, workers compensation claims, patterns of absenteeism, sick leave, staff turnover and records of grievances to establish regular patterns or sudden unexplained changes, and
* Recognising changes in workplace relationships between workers, customers, and managers
* Defined processes for social events
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| **Psychological*** Workforce characteristics
 | * Groups of workers that may be more at risk of exposure to workplace bullying and sexual harassment.
	+ Young workers
	+ Apprentices/trainees
	+ Workers in a minority group because of ethnicity, religion, disability, gender, or sexual orientations
	+ Casual workers
	+ New workers
	+ Injured workers and workers on return-to-work plans
	+ Volunteers
* Workers working away from the usual workplace e.g., training courses, conferences, trips, etc.
 | * Developing and implementing a workplace discrimination, harassment, sexual harassment, and bullying policy which clearly identifies the expected behaviours and consequences of not complying.
* Developing and implementing a code of conduct
* Transparent reporting process in place that will be followed as soon as a report is received.
* Identified external avenues available to workers where reports of workplace bullying, and sexual harassment have been unable to be resolved internally.
* Consultation with high-risk workers
* Developing and implementing systems to support and protect vulnerable workers.
* Training / information on standards of behaviour expected and how workplace bullying, and sexual harassment should be reported.
* Ensuring workplace areas are secure, have good natural surveillance.
* Plans in place for person who have challenging behaviours
 |
| **Other** | *
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| **Authorised by:** |  | **Signature:** |  | **Date:** |  |

**Review hazard/risk assessment if task or circumstances change and at intervals appropriate to the level of risk (maximum 5 years).**

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| **Step 4: Monitor & review:**(Refer to hazard sheet)**Please tick Yes or No** |
| **Were the controls effective?** | **Were there any unforeseen hazards/ incidents?** | **New controls** |
| **Yes** | **[ ]**  | **No** | **[ ]**  | **Yes** | **[ ]**  | **No** | **[ ]**  |
| **DETAILS** | **DETAILS** | **DETAILS** |
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| --- | --- | --- | --- | --- | --- |
| **Name:** |  | **Signature:** |  | **Date:** |  |