DOCUMENT HRP020
Anti-Bullying Policy

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July 2017	July 2020	Management Team	Scheduled review – minor changes

1. REFERENCES

National Standards for Disability Services (also compliant with HSQF)

1. Rights: The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

2. COMMUNITY CONNECTION INCORPORATED'S POSITION

Community Connection Incorporated is committed to providing all employees with a healthy and safe work environment. Community Connection Incorporated will ensure that procedures exist to allow complaints of bullying to be dealt with and resolved within the service, without limiting any person's entitlement to pursue resolution of their complaint with the relevant statutory authority. Community Connection Incorporated is committed to the elimination of all forms of bullying.

This policy applies to all individuals and families, employees and volunteers associated with Community Connection Incorporated. It applies during all working hours, at work related or sponsored functions, and while travelling on work related business. There will be no recriminations for anyone who in good faith alleges bullying.

3. DEFINITIONS

Bullying is unwelcome or unreasonable behaviour that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behaviour is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behaviour (see "mobbing" below). Some examples of bullying behaviour are:

3.1 Verbal communication

- Abusive and offensive language

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- Insults
- Teasing
- Spreading rumour and innuendo
- Unreasonable criticism
- Trivializing of work and achievements

3.2 Manipulating the work environment

- Isolating people from normal work interaction
- Excessive demands
- Setting impossible deadlines

3.3 Psychological manipulation

- Unfairly blaming for mistakes
- Setting people up for failure
- Deliberate exclusion
- Excessive supervision
- Practical jokes
- Belittling or disregarding opinions or suggestions
- Criticizing in public

3.4 Mobbing

- Mobbing is a particular type of bullying behaviour carried out by a group rather than by an individual.
- Mobbing is the bullying or social isolation of a person through collective unjustified accusations, humiliation, general harassment or emotional abuse.
- Although it is group behaviour, specific incidents such as an insult or a practical joke may be carried out by an individual as part of mobbing behaviour.

Context is important in understanding bullying, particularly verbal communication. There is a difference between friendly insults exchanged by long-time work colleagues and comments that are meant to be, or are taken as, demeaning. While care should be exercised, particularly if a person is reporting alleged bullying as a witness, it is better to be genuinely mistaken than to let actual bullying go unreported.

4. CONSEQUENSES OF BULLYING

Bullying is unacceptable behaviour because it breaches principles of equality and fairness, and it frequently represents an abuse of power and authority. It also has potential consequences for everyone involved.

5. FOR THOSE BEING BULLIED

People who have been bullied may suffer from a range of stress-related illnesses in the future. They can lose confidence and withdraw from contact with people outside the workplace as well as at work. Their work performance can suffer, and they are at increased risk of workplace injury.

6. FOR THE EMPLOYER

Besides potential legal liabilities, the employer can also suffer because bullying can lead to deterioration in the quality of work, increased absenteeism, lack of communication and teamwork, lack of confidence in the employer leading to lack of commitment to the job.

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7. FOR OTHERS AT THE WORKPLACE

People who witness bullying behaviours can also have their attitudes and work performance affected. They can suffer from feelings of guilt that they did nothing to stop the bullying, and they can become intimidated and perform less efficiently fearing that they may be the next to be bullied.

8. RESPONSIBILITIES

Management Team and Board

- Ensure that all employees are aware of the anti-bullying policy and procedures
- Ensure that any incident of bullying is dealt with regardless of whether a complaint of bullying has been received
- Provide leadership and role-modelling in appropriate professional behaviour
- Respond promptly, sensitively and confidentially to all situations where bullying behaviour is observed or alleged to have occurred

Employees

- Be familiar with and behave according to this policy
- Report any incidents of bullying that are witnessed by a member of the Management Team at Community Connection Incorporated or other parties as outlined in the 'Guide to Raising an Issue or a Complaint' as provided during the Commencement Interview process.
- Where appropriate, speak to the alleged bully(ies) to voice your objection to the behaviour

9. WHAT TO DO IF YOU THINK YOU HAVE BEEN BULLIED:

- Any employee who feels he or she has been victimised by bullying is encouraged to report the matter to a member of the Management Team.
- An investigation will be undertaken and education or disciplinary measures will be taken as necessary.
- The Employee Assistance Program is available to any employee who requires counselling.

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