BULLYING, DISCRIMINATION AND HARASSMENT PROCEDURE

Bullying, discrimination and harassment claims will be addressed confidentially and promptly, working in accordance with Service policies and the Fair Work Ombudsman. To ensure best practice, employees should be provided with information, instructions, and training to enable them to work in a way that is safe and without risks to their health.

Working in conjunction with the *Bullying, Discrimination and Harassment Policy*, this procedure provides detailed steps for educators to ensure a productive work environment free from bullying, discrimination, and/or harassment at our Service.

Education and Care Services National Law or Regulations (R.168) NQS QA4: Element 4.2.1 and 4.2.2 Staffing practices and procedures.
Related Policies: Bullying, Discrimination and Harassment Policy, Grievance (Complaints) Policy

BULLYING, DISCRIMINATION AND HARASSMENT PROCEDURE		
1	The Approved Provider, Nominated Supervisor and educators will review and update the Service's *Bullying, Discrimination & Harassment Policy* each year	
2	Early intervention is encouraged as a way of solving the issue without a formal report, investigation or discipline being taken against an individual. Early intervention can be achieved through an individual self-managing a situation or seeking help from someone else to raise the issue. Self-management is encouraged as a first step to resolve an issue.	
3	Self-management is an informal approach to address workplace bullying. It involves the individual who experiences the negative behaviour directly telling the other person that the behaviour is not welcome, and it should not happen again. It should be done in a calm and professional way (e.g., telling the person about the impact of the behaviour and asking them not to do it again). If the behaviour continues or gets worse, a formal report should be made.	
4	If an individual does not feel comfortable or confident to manage a situation themselves, the issue should be raised with management	
5	The Nominated Supervisor or responsible person will manage the complaint process (unless the complaint is about them)	
6	Where a serious allegation has been made, an investigation will be the first step taken	
7	Fairness and impartiality will prevail throughout the investigation process	

8	When management approach an individual directly about their behaviour they will record the action/s taken	
9	Management will interview all parties involved, and if required witnesses	
10	Management will notify the parities of the investigation	
11	Management will seek sufficient evidence and documentation to ensure the concern can be investigated appropriately	
12	Management will then review all documents and evidence	
13	Management will provide the respondent with a summary of allegations	
14	Management will prepare a report outlining the complaint, how the investigation was conducted, relevant facts and findings	
15	Management will provide the respondent with the opportunity to respond to the complaint/concern	
16	Management will then make a decision based on the investigation report as to whether the claim has been proven, proven in part or not proven	
17	The decision along with a summary of the reason for making the decision, including what actions will follow will be provided to the complainant and respondent	
18	Management will take all reasonable steps to implement and monitor the actions required to resolve the issue raised	
19	Management will keep records of all steps completed within this procedure	

DISCRIMINATION PROCEDURE		
Our Service adheres to Australian federal anti-discrimination laws and is aware of responsibilities to ensure people are not discriminated against on the basis of their: • race, including colour, national or ethnic origin or immigrant status • sex, pregnancy or marital status and breastfeeding • age • disability, or • sexual orientation, gender identity and intersex status.		
1	The name and telephone number of the person to whom complaints can be made is clearly visible at the front of the service, information about our *Dealing with Complaints Policy* will be easily accessible to all families, visitors and volunteers	

2	The Manager/ Nominated Supervisor will intervene in issues they directly observe in the workplace or if they are requested to intervene by a staff member	
3	The Manager/ Nominated Supervisor and educators will review the recruitment process to prevent discrimination at the Service	
4	The Manager/ Nominated Supervisor and educators will review the enrolment process to prevent discrimination at the Service	
5	Any allegations relating to indirect or direct discrimination should be reported to the Manager/ Nominated Supervisor who will document and record the incident confidentially before beginning an internal investigation if required	
6	The Manager/Nominated Supervisor will follow the *Dealing with Complaints Policy* and Procedure regarding indirect or direct complaints or feedback regarding discrimination.	

REVIEW OF PROCEDURE			
Date procedure created	20/06/2023	To be reviewed	April 2026
Approved by	Krystle Hills	Signature	
Procedure Reviewed Date	Modifications/Changes		
09/04/2025	Policy Review, No changes		
April 2024	Policy Review, No changes		