

How to Raise an Issue or Concern

If you have experienced harassment, discrimination or bullying in your workplace, there are steps you can take. If you prefer you may wish to seek support first, from your contact officer listed below.

- ask the person concerned to stop the offending behaviour;
- raise the matter with your manager for follow up action – this can be done verbally, by email or in writing;
- alternatively matters can be referred to a member of Human Resources or Executive.

Informal resolution is generally pursued whenever possible in the first instance, although you may request a more formal resolution.

When raising a matter it is useful to think about what you would like to see happen to address or resolve the issue.

The *Maintaining a Harassment Free Environment* policy & procedure document provides information on the procedures established for dealing with matters of discrimination, harassment and bullying.

If you need assistance and/or support at any stage of raising a concern about harassment, discrimination or bullying contact a Harassment Contact Officer as listed below.

Need Assistance or Support?

A range of assistance and support is available.

Harassment Contact Officers can provide information and support to employees who have concerns about harassment and unfair treatment.

Free and confidential counselling on work related, or personal, issues is available to all employees through the Employee Assistance Program (EAP).

The Human Resources Division can also provide assistance and support.

Details of Harassment Contact Officers and EAP providers are available from your Regional Administration Officer and are also listed on the *Maintaining a Harassment Free Environment* poster located at each work site.

The Employee Assistance Program:

Harassment Contact Officer(s):

Legislation Framework and other References Public Service Act

Section 18 – Promotion of employment equity
An agency head must establish a workplace diversity program to assist in giving effect to the APS Values.

Section 10 – APS Values
A workplace where employment decisions are based on merit; is fair, safe and rewarding; and is free from discrimination and recognises the diversity of the community.

Section 13 – Code of Conduct
Requires that an APS employee, when acting in the course of APS employment, must: -

- *treat everyone with respect and courtesy and without harassment;*
- *at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS.*

Anti-Discrimination Legislation

Anti-Discrimination Racial Discrimination Act 1975

Sex Discrimination Act 1984

Human Rights and Equal Opportunity Commission Act 1984

Disability Discrimination Act 1992

OHS Legislation

Occupational Health and Safety (Commonwealth Employment) Act 1991

Requires all employers and employees to maintain a secure, healthy and safe working environment. An employer must take practical precautions to prevent harassment.

Workplace Agreement

AHL Workplace Agreement – all employees agree to fully participate in the ongoing implementation of the Workplace Diversity Program.

More Information

Up to date information on workplace diversity, flexible working conditions, harassment and discrimination and the APS Values and Code of Conduct is provided by Regional Office or Central Office.



Workplace Diversity Program

Creating an environment recognising and utilising our different backgrounds, perspectives and capabilities



Australian Government
Aboriginal Hostels Limited

Workplace Diversity Program 2006–2009

Making a contribution to a diverse, inclusive workplace by treating each other with courtesy and respect

- recognise discrimination, bullying or harassment • take up opportunities for development • respect different outlooks on life • take personal responsibility to promote inclusive behaviour
- recognise and guard against your own prejudices • challenge unacceptable behaviour • learn to understand what others actually believe and value • be sensitive and courteous

Focus Area 1: People are treated fairly

Action	Who	What will happen
1.1 Follow guidelines for recruitment and selection including: <ul style="list-style-type: none"> • using a variety of means to attract a diverse range of applicants • diverse, fair composition of selection advisory committees 	Selection Advisory Committees, Delegates	Fair selection decisions Wider range of advertising styles and media used
1.2 Members of selection advisory committees provide effective post-selection feedback to all internal applicants and offer feedback to all external applicants	Selection Advisory Committees, Delegates	Applicants understand reasons for selection decisions
1.3 Provide fair treatment to all employees	Employees Managers Executive	Fair system of review of decisions taken in respect of employees
1.4 Development and implementation of improved strategies to recruit and retain indigenous employees	Human Resources Manager	More ongoing employees
1.5 Development and implementation of measures to improve the recruitment and retention of people with disabilities	Human Resources Manager	Increased access to people with disabilities

Focus Area 2: Preventing Harassment and Discrimination

Action	Who	What will happen
2.1 Application and promotion of the Workplace Harassment Policy and Employee Assistance Program (EAP)	Regional/Divisional Managers Human Resources Manager	Policy awareness and understanding
2.2 Train new employees, supervisors and harassment contact officers	Supervisors	Increased awareness of roles and responsibilities
2.3 All formal and informal concerns and complaints regarding harassment and discrimination (including aggressive behaviour on the part of clients) are addressed promptly, sensitively and fairly in accordance with guidelines	Regional/Divisional Managers Harassment Contact Officers Employees	Support for employees affected by distressing interactions with clients Effective resolution of complaints

Focus Area 3: A Balance Between Work and Personal Responsibilities

Action	Who	What will happen
3.1 Reasonable requests for flexible working arrangements will be considered including flex time, part-time hours, leave and job sharing	Managers Executive	A responsive and flexible work environment where employees are able to balance work and personal responsibilities
3.2 Effective management of workloads by: <ul style="list-style-type: none"> • monitoring attendance, annual leave and flex time accrual • planning within teams to establish work priorities and ways to manage them • monitoring team and individual workloads 	Managers Employees	Less reporting of workload issues Reduction in excessive leave and flex balances

Focus Area 4: Using Our Diverse Capabilities

Action	Who	What will happen
4.1 Use performance appraisals to identify and meet individual development needs	Managers Employees	Match between the needs identified and outcomes of learning and development activities
4.2 Employees are informed about and encouraged to apply for development opportunities such as projects and undertaking higher/other duties	Divisional Managers Regional Managers	Notification of opportunities available
4.3 Employee achievements are recognised through the AHL Recognition Scheme	Managers	Appropriate recognition given for employees' contributions
4.4 Employee input is sought through team meetings and national consultative committees and other informal consultative processes	Managers	Regular meetings

Focus Area 5: Understanding the Importance of Workplace Diversity

Action	Who	What will happen
5.1 Managers' behaviour acts as a model for all employees	Managers	A culture of integrity, fairness and inclusion
5.2 The workplace diversity program is explained to all new employees during their induction	Supervisors	Employees have an understanding of diversity in their role and team. Increased understanding among managers of their role in challenging discrimination and unacceptable behaviour
5.3 The workplace diversity program is referred to where relevant in policies, meetings, awareness sessions and learning and development activities	Supervisors Managers	Diversity issues are discussed openly and regularly Employees understand linkages between program and workplace issues
5.4 Ensure that the principles of workplace diversity are embedded in policy development, service delivery and business and workforce planning	Workplace Diversity Committee	Systems underpinned by the principles of Workplace Diversity

Measuring Performance

Each Regional/Divisional Manager is responsible for the implementation of the Workplace Diversity Program in their area.

Our progress towards achieving workplace diversity is measured by:

- Reporting to the Management Committee Meeting on identified workplace diversity issues and, where appropriate, recommendations for action.
- The individual actions in this plan
- Annual review against the objectives of the program
- Responses to Employee Opinion Surveys