

# GUIDE SHEET

## Reporting bullying

Talk to a cross section of managers/supervisors/workers and review records to find out whether the following applies.

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Have reporting procedures for bullying issues and incidents been developed? If so, are they always followed?

- The bullets points under each response list examples to help inform your selection.
- Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples.

If procedures for reporting bullying issues/ incidents have been implemented, managers and workers are following them and problems are always acted upon, tick the green box.

- Procedures for reporting bullying have been developed in consultation with workers and HSRs/HSCs and they can be easily accessed by all workers.
- There are procedures outlining how reports of bullying are managed and that also set out broad principles to ensure that the procedures are objective, fair and transparent and always followed.
- All workers who have a representative role in the workplace (eg managers/supervisors/ designated contact officers, HSRs/HSCs) understand the procedures and know what to do.
- Managers/supervisors clearly state what their role is and how they manage reports of bullying.
- All workers understand reporting procedures and know how to report bullying.
- Records indicate all workers receive information, instruction or training on the procedures for reporting bullying issues/ incidents.

If the PCBU is beginning to identify bullying behaviours but not doing all they can to prevent and respond to reports of bullying, tick the orange box.

- Procedures for reporting bullying have been developed, but not in consultation with workers and HSRs/HSCs, nor can all workers easily access them.
- Procedures outlining how bullying reports are managed do not clearly set out broad principles to ensure that the report management process is objective, fair and transparent. Because of this, the report management process is not always followed.
- Some workers who have a representative role in the workplace (eg managers/supervisors/ designated contact officers, HSRs/HSCs) understand the procedures and know what to do.
- Some managers/supervisors clearly state what there role is and how they manage reports of bullying.
- Some workers understand reporting procedures and know how to report bullying.
- Records indicate information, instruction or training for reporting bullying issues/incidents is given to some workers but has not been consistently and effectively given to everyone.

If there is no system for managing and resolving bullying complaints in the workplace, tick the red box.

- There are no procedures for reporting bullying in the workplace.
- No managers/supervisors/workers have a role in the workplace for responding to reports of bullying nor do they know what to do.
- No workers are aware of any reporting procedures, nor do they know how to report bullying.
- There are no records indicating that workers receive information, instruction or training on procedures for reporting bullying issues/ incidents.

# Reporting bullying

Talk to a cross section of managers/supervisors/workers and review records to find out whether the following applies.

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**Are all bullying issues/ incidents reported and addressed, including any that need to be notified to WorkCover NSW**

- The bullets points under each response list examples to help inform your selection.
- Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples.

**■** If all bullying issues and incidents that are reported are addressed and, where necessary notified to the relevant insurer and/or WorkCover within appropriate time frames, tick the green box.

- All bullying incidents/issues are reported to a manager/supervisor, HR representative, designated contact person immediately.
- All reports of bullying are treated seriously, addressed promptly and investigated with outcomes of investigations communicated to all parties.
- Records show that any serious incidents of bullying (ie involving injury or illness) are notified to WorkCover immediately.
- Records show that incidents of bullying that involve injury or illness where workers compensation is payable are notified to the relevant insurer within 48 hours.
- Records show that incidents involving non-workers who are unable to perform their normal activities for seven or more days are notified to WorkCover within seven days of the person's injury or the beginning of their illness.

**■** If the PCBU is sometimes responding to bullying issues and incidents and, where necessary, notifying the relevant insurer and/or WorkCover within the required timeframes, tick the orange box.




- Some bullying incidents are reported to a manager/supervisor, HR representative or designated contact person.
- Reports of bullying are sometimes treated seriously, addressed and investigated. Outcomes of the investigation are communicated to all parties sometimes.
- Records show that serious incidents of bullying (ie involving injury or illness) are sometimes notified to WorkCover immediately.
- Records show that bullying incidents involving the payment of workers compensation are sometimes notified to the relevant insurer within 48 hours.
- Records show that incidents involving non-workers who are unable to perform their normal activities for seven or more days are sometimes notified to WorkCover within seven days of the person's injury or the beginning of their illness.

**■** If no incidents of bullying are reported and addressed promptly or, where necessary, notified to the relevant insurer and/or WorkCover within required timeframes, tick the red box.

- No incidents of bullying are reported to a manager/supervisor, HR representative or designated contact person.
- No reports of bullying are treated seriously, addressed or investigated.
- Records show that serious incidents and other incidents are not notified to WorkCover and/or the relevant insurer within required timeframes.

# Reporting bullying

Talk with a cross section of managers/supervisors and workers to find out whether the following applies.

<b>20</b> Are procedures and training always reviewed after incident reports?	 Bullying prevention procedures and training are always reviewed following incidents of bullying, tick the green box.	 If bullying prevention procedures and training are sometimes reviewed after incidents, tick the orange box.	 If the PCBU does not have a system for preventing and responding to bullying in the workplace, tick the red box.
<ul style="list-style-type: none"> <li>The bullets points under each response list examples to help inform your selection.</li> <li>Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples.</li> </ul>	<ul style="list-style-type: none"> <li>Bullying incident reports and findings from investigations are reviewed to identify trends and implement improvement measures.</li> <li>Following any changes in the workforce, responsibilities for preventing and responding to bullying are, if necessary, re-allocated.</li> <li>HSRs and workers can comment on bullying management and complaint handling procedures when they are reviewed and when new procedures are developed to improve their effectiveness?</li> </ul>	<ul style="list-style-type: none"> <li>Bullying incident reports and findings from investigations are sometimes reviewed to identify trends and implement improvement measures.</li> <li>Following any changes in the workforce responsibilities for preventing and responding to bullying are sometimes re-allocated.</li> <li>HSRs and workers can sometimes comment on procedures for managing bullying and complaints when they're being reviewed or when new procedures are developed to improve their effectiveness?</li> </ul>	<ul style="list-style-type: none"> <li>Bullying incident reports and findings from investigations are never reviewed to identify trends and implement improvement measures.</li> <li>Responsibilities for preventing and responding to bullying are never re-allocated following any changes in the workforce.</li> <li>HSRs and workers can never comment on procedures when they are being reviewed or developed.</li> </ul>

## Disclaimer

This publication may contain occupational health and safety and workers compensation information. It may include some of your obligations under the various legislations that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website ([www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)).

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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