



1 Application

1.1 Right to dignity and respect

- (a) It is an employee's right to be treated with dignity and respect, and it is an employee's responsibility to treat others the same way.
- (b) In this policy, the term "employee" includes employees, workers, contractors, outworkers, reception staff, apprentices, trainees, work experience students and volunteers.
- (c) Being a paediatric clinic, we value and respect our patients and their families and aim to work together to improve children's wellbeing.
- (d) We expect respectful behaviour and communication with any of our staff, whether the communication is face to face, on the telephone, or via email.
- (e) We have a zero-tolerance policy regarding aggressive, abusive or threatening actions by any individual towards our staff, doctors or other patients. Harassment of our reception staff will not be tolerated.

1.2 Application of policy

- (a) Seachange Paediatrics Pty Ltd is committed to
 - (i) providing a workplace free of all forms of harassment and bullying, as prescribed by Commonwealth and state legislation;
 - (ii) providing a workplace free of all forms of discrimination. It is an employee's right to be treated with dignity and respect and it is also the employee's responsibility to treat others the same way;
 - (iii) meeting its legislative obligations relating to discrimination, and will take all reasonable, practicable steps to provide and maintain a working environment free from behaviours and actions that may be discriminatory;
 - (iv) meeting its legislative obligations relating to harassment and bullying, and will take all reasonable, practicable steps to provide and maintain a working environment free from these behaviours.
- (b) This policy applies to all activities, and all people involved in those activities, that take place on work premises and where activities are undertaken in the course of employment, or at work-related activities, such as social functions. This policy covers employees, contractors, customers and visitors to our practice, including patients and parents or guardians of patients.
- (c) Relevant and appropriate disciplinary action will be taken against anyone found to have breached this policy.
- (d) If any individual breaches this policy, we reserve the right to terminate the interaction immediately. We further reserve the right, if necessary, to terminate our professional interactions with that individual.



- (e) We also reserve the right to refuse to accept a referral, or to terminate a patient's care at any time, on the basis of abusive or threatening behaviour towards any of our staff, by a patient or their parent or carer, even if this interaction occurs by telephone.

2 Harassment

2.1 What is harassment

- (a) Harassment is unwelcome behaviour which:
 - (i) offends, humiliates or intimidates another person; or
 - (ii) is likely to offence, humiliate or intimidate another person.
- (b) The fact that no offence is intended by the behaviour does not mean that harassment has not occurred. If the behaviour has the effect of being offensive, humiliating or intimidating, that is usually enough.
- (c) Harassment may occur as a single act, a series of incidents, or persistent innuendos or threats. It can take many forms, be silent or loud, subtle or openly hostile, and it may be private or public.

2.2 Examples of harassment

The following examples may constitute harassment in the workplace:

- (a) swearing in the workplace or over the phone or by communications with our staff;
- (b) making, circulating or displaying jokes containing inappropriate or offensive content;
- (c) intrusive enquiries into another person's personal life, including the person's religion, family or private matters;
- (d) constantly monitoring what someone else is doing, giving negative criticism or "nitpicking";
- (e) openly displaying pictures, posters, graffiti or written materials which might be offensive to some; and
- (f) communications via phone, email or computer networks which are threatening, abusive or offensive to others.

3 Sexual harassment

3.1 What is sexual harassment?

Sexual harassment occurs when a person makes an unwelcome sexual advance, an unwelcome request for sexual favours or engages in any other unwelcome conduct of a sexual nature in relation to another person.

3.2 Examples of sexual harassment

- (a) Sexual harassment may take various forms, such as:



- (i) sexual advances and requests for sexual favours;
 - (ii) inappropriate physical contact or unnecessary familiarity;
 - (iii) offensive comments on physical appearance, dress or private life;
 - (iv) lewd jokes;
 - (v) public display of pornography in the workplace, including on the internet by email, or on mobile phones;
 - (vi) wolf whistling;
 - (vii) unsolicited physical contact, such as patting or pinching;
 - (viii) public display of nudity; and
 - (ix) sexual violence, indecent or sexual assault.
- (b) Some of the above may also amount to a criminal offence.
- (c) Sexual harassment often relates to a misuse of power to create an unequal working relationship.
- (d) This policy is not about prohibiting friendships at work or genuine consenting relationships.

4 Bullying

4.1 What is bullying?

- (a) Workplace bullying is a form of harassment. It includes repeated, unreasonable behaviour that demeans, intimidates, victimises, threatens or humiliates people, either as individuals or as a group.
- (b) Bullying is not necessarily related to an attribute a person has. Bullying may involve a risk to the work, health and safety of employees.

4.2 Examples of bullying

Workplace bullying includes, but is not limited to, behaviours such as:

- (a) verbal abuse, threats, sarcasm or other forms of demeaning or intimidating language or communication;
- (b) psychological harassment;
- (c) physical intimidation;
- (d) putting employees through initiation rituals;
- (e) deliberate change of work duties for the purpose of victimisation;
- (f) sabotage of another person's work;



- (g) placing unreasonable work demands on people;
- (h) ridiculing another's opinion;
- (i) exclusion from work activities of which the person would reasonably expect to be a part; and
- (j) threatening to take unjustified action against a person unless that person complies with unreasonable requests.

4.3 What bullying does not include

Bullying does not cover situations where an employee feels aggrieved about legitimate and reasonable:

- (a) performance management or legitimate complaints handling processes;
- (b) disciplinary action in line with company policy; and
- (c) allocation of work in compliance with systems and role requirements.

5 What is discrimination?

- (a) Discrimination occurs when a person is treated less favourably than another person as a result of that person's individual characteristics, or because that person belongs to a particular group.
- (b) Discrimination on the basis of the following characteristics is unlawful:
 - (i) race (including colour, nationality, religion, ethnic or ethno-religious origin);
 - (ii) sex (including marital status, pregnancy or potential pregnancy, breastfeeding);
 - (iii) sexuality (including sexual preference, transgender status or homosexuality);
 - (iv) disability (including physical, psychiatric or intellectual disabilities);
 - (v) age;
 - (vi) illness or injury;
 - (vii) parental status or responsibilities as a carer; or
 - (viii) membership or non-membership of a union.
- (c) No employee is permitted to engage in discriminatory conduct in relation to treatment of other employees, contractors, customers and visitors, (including members of the public).
- (d) Discrimination can be either direct or indirect.



6 What to do if you have a complaint?

- (a) Seachange Paediatrics Pty Ltd aims to resolve all complaints of harassment, bullying and discrimination which may arise at the workplace. Seachange Paediatrics Pty Ltd can only do this if employees tell the company about their complaints.
- (b) Seachange Paediatrics Pty Ltd aims to treat all such complaints seriously, quickly and as confidentially as is reasonably possible.
- (c) If you think you are being harassed, bullied or discriminated against, you should not ignore the conduct, hoping it will go away. If you can, you should speak to the person responsible for the conduct and ask that person to stop. If you do not feel that you can do this, or it doesn't work, you should talk to the Practice Manager or Dr Hogg.
- (d) The Practice Manager may be contacted at any time to discuss any complaint or enquiry, general advice or to discuss any issue.
- (e) The Practice Manager may also investigate complaints. Depending on what you want, and on the nature of the complaint, it might be appropriate for Seachange Paediatrics Pty Ltd to make a formal determination about what has happened, and to make a decision about what the consequences should be.

7 Conduct which breaches this policy

- (a) Conduct which breaches this policy is unacceptable. Depending on the severity and circumstances, breach of this policy may lead to disciplinary action, regardless of the seniority of the particular individuals involved.
- (b) Seachange Paediatrics Pty Ltd will take appropriate disciplinary action against an employee who is responsible for, or engages in, any form of harassment or bullying.
- (c) If any individual breaches this policy, we reserve the right to terminate the interaction immediately. We further reserve the right, if necessary, to terminate our professional interactions with that individual.
- (d) We also reserve the right to refuse to accept a referral, or to terminate a patient's care at any time, on the basis of abusive or threatening behaviour towards any of our staff, by a patient or their parent or carer, even if this interaction occurs by telephone.
- (e) Disciplinary action might include requirement to provide a written or verbal apology or a formal

8 Further information

If you require further information, please speak with the manager.