

# CODE OF CONDUCT POLICY

---

## Mandatory – Quality Area 4

### PURPOSE

This policy provides guidelines to enable Eureka Community Kindergarten Association Inc. (ECKA) to:

- establish the expected standards of behaviour for the Approved Provider, Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians and visitors
- create and maintain a child safe environment that reflects the philosophy, beliefs, objectives and values of Eureka Community Kindergarten Association Inc. (ECKA)
- promote desirable and appropriate behaviour
- promote interactions at the service which are respectful, honest, courteous, sensitive, tactful and considerate.

### POLICY STATEMENT

#### 1. VALUES

Eureka Community Kindergarten Association Inc. (ECKA):

- respects the rights of the child and values diversity
- acknowledges the vulnerability of Aboriginal children, children from a culturally and linguistically diverse background and children with a disability and has zero tolerance of discrimination
- maintains a duty of care (refer to *Definitions*) towards all children at the service
- is committed to the safety and wellbeing of each child at the service
- is committed to the safety and wellbeing of all staff at the service
- provides a safe and secure environment for all at the service
- provides an open, welcoming environment in which everyone's contribution is valued and respected
- is committed to communicating openly and honestly
- is committed to continually learning how to be inclusive and respectful of cultural needs
- encourages volunteers, students, parents/guardians and visitors to support and participate in the program and activities of the service.

#### 2. SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians and visitors attending the programs and activities of Eureka Community Kindergarten Association Inc. (ECKA).

#### 3. BACKGROUND AND LEGISLATION

##### Background

Codes of conduct establish standards of behaviour to be followed and define how individuals are expected to behave towards each other, towards the children in their care, and towards other organisations and individuals in the community.

The Approved Provider, Nominated Supervisor and staff have a duty of care to the children attending the service and must ensure 'that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury' (National Law: Section 167).

The *National Quality Standard* requires that staff are respectful and ethical and that 'professional standards guide practice, interactions and relationships' (*National Quality Standard: 4.2 and 4.2.1*).

Employers also have a legal responsibility to provide, as far as is practicable, a safe workplace that is free from discrimination, bullying and harassment.

Child Safe Standard 3 requires services to develop and review codes of conduct that establish clear expectations for appropriate behaviour with children including:

- how to respond to risks adults may pose to children or that children may pose to each other
- how to ensure the cultural safety of Aboriginal children and culturally and linguistically diverse children
- how to be inclusive of all children, including children with a disability.

A Code of Conduct should be informed by the service's philosophy, beliefs and values, and based on ethical principles of mutual respect, equity and fairness. Consideration should be given to the Victorian Teaching Profession *Code of Conduct and the Code of Ethics* and to the Early Childhood Australia's *Code of Ethics* in developing the code of conduct.

The Approved Provider must ensure that the Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians, children and others attending the programs and activities of Eureka Community Kindergarten Association Inc. (ECKA) adhere to the expectations outlined in the Code of Conduct when communicating to and interacting with:

- children at the service and their parents and family members
- each other
- others in the community.

### **Legislation and standards**

Relevant legislation and standards include but are not limited to:

- *Charter of Human Rights and Responsibilities Act 2006* (Vic)
- Child Safe Standards (Vic)
- *Children, Youth and Families Act 2005* (Vic)
- *Child Wellbeing and Safety Act 2005* (Vic)
- *Disability Discrimination Act 1992* (Cth)
- *Education and Care Services National Law Act 2010*: Sections 166, 167, 174
- *Education and Care Services National Regulations 2011*: Regulations 155, 156, 157, 175
- *Equal Opportunity Act 2010* (Vic)
- *Fair Work Act 2009* (Cth)
- Fair Work Regulations 2009 (Cth)
- National Quality Standard, Quality Area 4: Staffing Arrangements
  - Standard 4.2: Educators, coordinators and staff members are respectful and ethical
    - Element 4.2.1: Professional standards guide practice, interactions and relationships
- *Occupational Health and Safety Act 2004*
- *Occupational Health and Safety Regulations 2007*
- *Racial Discrimination Act 1975*
- *Racial and Religious Tolerance Act 2001* (Vic)
- *Sex Discrimination Act 1984* (Cth)
- Victorian Institute of Teaching *The Victorian Teaching Profession Code of Conduct*
- Victorian Institute of Teaching *The Victorian Teaching Profession Code of Ethics*

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: <http://www.legislation.vic.gov.au>
- Commonwealth Legislation – Federal Register of Legislation: <https://www.legislation.gov.au/>

## 4. DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

**Bullying:** Repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. Bullying occurs when one or more people deliberately and repeatedly upset or hurt another person, damage their property, reputation or social acceptance.

**Duty of care:** A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.

**Ethical conduct:** Behavior which reflects values or a code of conduct.

**Harassment:** When someone is demeaning, derogatory or intimidating towards another person. Harassment includes:

- racial taunts
- taunts about sexual orientation or gender identity
- sexual harassment: unwelcome physical, verbal or written behaviour of a sexual nature
- repeated insulting remarks.

**Investigator:** A person/staff member assigned or organization engaged with the responsibility of investigating suspected breaches of the Code of Conduct by the Approved Provider.

**Notifiable complaint:** A complaint that alleges a breach of the Education and Care Services National Act or Regulation, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to the secretary of DET within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)). Written reports to DET must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the Grievances Subcommittee/investigator
- any other relevant information.

Written notification of complaints must be submitted via the National Quality Agenda IT system (NQAITS): <http://www.acecqa.gov.au/national-quality-agenda-it-system>. If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DET for confirmation.

**Respect:** Demonstrating regard for the rights of individuals, for different values and points of views.

**Serious incident:** A serious incident is defined as (regulation 12):

- the death of a child -
  - while being cared for by an education and care service; or
  - following an incident while being educated and cared for by an education and care service
- any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service -
  - which a reasonable person would consider required urgent medical attention from a registered medical practitioner (examples include broken limbs or anaphylaxis reaction) attention of a registered medical practitioner; or
  - for which the child attended, or ought reasonably to have attended a hospital.

- any incident where the attendance by emergency services at the education and care service premises was sought, or ought reasonably to have been sought
- any circumstances where a child being educated and cared for by an education and care service appears to be missing or cannot be accounted for;
  - appears to have been taken or removed from the education and care services premises in a manner that contravenes National Regulations;
  - is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

The Regulatory Authority must be notified of a serious incident (section 174(2)(a)) **in writing in the case of:**

- the death of a child, as soon as practicable but within 24 hours of the death, or the time that the person becomes aware of the death
- any other serious incident, within 24 hours of the incident or the time that the person becomes aware of the incident

Written notification of serious incidents must be submitted via the ACECQA portal using the appropriate forms at <http://acecqa.gov.au/notifications>.

**Support:** Work in a co-operative and positive manner.

## 5. SOURCES AND RELATED POLICIES

### Sources

- Early Childhood Australia, *Code of Ethics*: [www.earlychildhoodaustralia.org.au](http://www.earlychildhoodaustralia.org.au)
- United Nations, *The Universal Declaration of Human Rights*: <http://www.un.org/en/universal-declaration-human-rights/>
- United Nations, *Convention on The Rights of the Child*: <http://www.unicef.org/crc/>
- Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)
- Victorian Institute of Teaching – The Victorian Teaching Profession Code of Conduct and Code of Ethics: <http://www.vit.vic.edu.au>

### Related policies

- *Child Safe (formerly Child Protection) Policy*
- *Complaints and Grievances Policy*
- *Delivery and Collection of Children Policy*
- *Interactions with Children Policy*
- *Occupational Health and Safety Policy*
- *Privacy and Confidentiality Policy*
- *Relaxation and Sleep Policy*
- *Staffing Policy*

## RESPONSIBILITIES

### The Approved Provider is responsible for:

- providing a safe environment for staff, contractors, volunteers, students on placement, parents/guardians, children and others attending the programs and activities of Eureka Community Kindergarten Association Inc. (ECKA)
- providing guidance through leadership and by being a positive role model
- developing and updating/ reviewing codes of conduct for Eureka Community Kindergarten Association Inc. (ECKA) in collaboration with the Nominated Supervisor, staff, parents/guardians, children and others involved with the service (refer to Attachments 1 and 3)

- ensuring that staff, volunteers, students and parents/guardians are provided with a copy of this policy on employment, engagement or enrolment at the service and that the current codes of conduct are publicly displayed and promoted to everyone including contractors and visitors
- ensuring that the Approved Provider, Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians and visitors adhere to *ECKA Expectations and competencies for communication (attachment 5)*
- ensuring that staff complete and sign the *Code of Conduct Acknowledgement* (refer to Attachment 2) and that these are filed with individual staff records upon engagement in the service
- ensuring that the codes of conduct are regularly discussed at staff meetings to reinforce expectations
- developing a culture of accountability within the service for complying with the code(s) of conduct and being prepared to respond when behavioural expectations are not adhered to
- ensuring that all children being educated and cared for at Eureka Community Kindergarten Association Inc. (ECKA) are protected from harm and any hazard likely to cause injury (National Law: Section 167) and that the children know who to speak to about any concerns and that their concerns are followed-up
- working with the Nominated Supervisor, staff, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions, supports constructive feedback and holds one another to the codes of conduct
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of care of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation 157)
- ensuring that contractors, volunteers, parent/guardians, students or visitors at the service are not placed in a situation where they are left alone with a child
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal
- notifying DET in writing within 24 hours of a serious incident (refer to *Definitions*) or of a notifiable complaint (refer to *Definitions*) at the service (National Law: Sections 174(2)(b) and 174(4), National Regulations: Regulations 175(2)(c) and 176(2)(b)) via the NQAITS
- referring notifiable complaints (refer to *Definitions*), grievances or complaints that are unable to be resolved appropriately and in a timely manner to the Grievances Subcommittee/investigator (refer to *Complaints and Grievances Policy*)
- activating the *Complaints and Grievances Policy* on notification of a breach of the *Code of Conduct Policy*
- taking appropriate disciplinary or legal action, or reviewing the terms of employment in the event of misconduct or a serious breach of the *Code of Conduct Policy*
- contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated or where sexual abuse or grooming is suspected as outlined in the *Child Safe (formerly Child Protection) Policy*.

**The Nominated Supervisor is responsible for:**

- ensuring that the children educated and cared for at Eureka Community Kindergarten Association Inc. (ECKA) are protected from harm and from any hazard likely to cause injury (National Law: Section 167)
- providing guidance through their leadership and by being a positive role model
- assisting the Approved Provider to develop codes of conduct for staff and parents/guardians, students, contractors, volunteers and visitors (refer to Attachments 1 and 3 for samples)
- completing and signing the *Code of Conduct Acknowledgement* for staff (refer to Attachment 2)
- adhering to the Code of Conduct for staff at all times

- ensuring that the Approved Provider, Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians and visitors adhere to *ECKA Expectations and competencies for communication (attachment 5)*
- informing the Approved Provider in the event of a serious incident (refer to *Definitions*), of a notifiable complaint (refer to *Definitions*) or of a breach of the *Code of Conduct Policy*
- contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated, or where sexual abuse or grooming is suspected as outlined in the *Child Safe (formerly Child Protection) Policy*
- working with the Approved Provider, staff, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions, supports constructive feedback and holds one another to the codes of conduct
- ensuring that parents/guardians, students and volunteers sign the code of conduct (refer to Attachment 4)
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of care of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation 157)
- developing practices and procedures to ensure that parent/guardians, students, contractors, volunteers or visitors at the service, are not placed in a situation where they are left alone with a child
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal
- understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary or legal action, or a review of their employment.

**All staff are responsible for:**

- assisting the Approved Provider to develop a code of conduct for staff (refer to Attachment 1)
- completing and signing the *Code of Conduct Acknowledgement* (refer to Attachment 2)
- adhering to the code of conduct for staff (refer to Attachment 1) at all times
- *adhering to ECKA Expectations and competencies for communication (attachment 5)*
- providing guidance to students, volunteers, parents/guardians, students and visitors through positive role modelling and, when appropriate, clear and respectful directions
- working with the Approved Provider, Nominated Supervisor, their colleagues, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions, supports constructive feedback and holds one another to the codes of conduct
- ensuring that parents/guardians, students, contractors, volunteers and visitors at the service are not placed in a situation where they are left alone with a child
- informing the Approved Provider in the event of a serious incident (refer to *Definitions*), of a notifiable complaint (refer to *Definitions*) or of a breach of the *Code of Conduct Policy*
- contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated or where sexual abuse or grooming is suspected as outlined in the *Child Safe (formerly Child Protection) Policy*.
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal
- understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary or legal action, or a review of their employment.

**Parents/guardians are responsible for:**

- reading the *Code of Conduct Policy*
- completing and signing the Code of Conduct for parents/guardians (refer to Attachments 3 and 4)
- abiding by the Code of Conduct for parents/guardians

- complying with all policies of the service.

**Students, contractors, volunteers and visitors while at the service, are responsible for following this policy and its procedures.**

## **EVALUATION**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- assess whether a satisfactory resolution has been achieved in relation to issues arising from this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required

## **ATTACHMENTS**

- Attachment 1: Sample Code of Conduct for Approved Provider, Nominated Supervisor and all staff
- Attachment 2: Code of Conduct Acknowledgement for staff
- Attachment 3: Sample Code of Conduct for parents/guardians, students, contractors and volunteers
- Attachment 4: Code of Conduct Acknowledgement for parents/guardians, students, contractors and volunteers
- Attachment 5: ECKA – Expectations and competencies for communication:

## **AUTHORISATION**

This policy was adopted by the Approved Provider of Eureka Community Kindergarten Association Inc. (ECKA) on 13/12/16.

**REVIEW DATE: 4 MARCH 2019**

NEXT REVIEW DATE: .....

## ATTACHMENT 1

### Code of conduct for the Approved Provider, Nominated Supervisor and all staff<sup>1</sup>

The Approved Provider, Nominated Supervisor and all staff at Eureka Community Kindergarten Association Inc. (ECKA) are responsible for promoting the safety and wellbeing of children and their families by:

welcoming all children and their families and being inclusive

- treating everyone with respect, including listening to and valuing their ideas and opinions
- contributing to a culture of child safety
- adhering to the *Child Safe (formerly Child Protection) Policy* and all other policies
- taking all reasonable steps to protect children from abuse
- respecting the privacy of children and their families, and only disclosing information to people who have a need to know as required under the *Privacy and Confidentiality Policy*
- reporting and acting on any breaches of this Code of Conduct, **unethical practices**, complaints or concerns.

#### Professional responsibilities

The Approved Provider, Nominated Supervisor and all staff demonstrate our commitment to our professional responsibilities by:

undertaking duties in a competent, timely and responsible way

- ensuring our knowledge and expertise is up to date and relevant to our roles
- being aware of the role of other professionals and agencies and working collaboratively and within the limits of our professional expertise
- understanding and complying with legal obligations in relation to:
  - discrimination, harassment and vilification
  - negligence
  - grooming
  - disclosure of child sexual abuse
  - protection of a child from child sexual abuse
  - mandatory reporting
  - privacy and confidentiality
  - occupational health and safety, including emergency evacuation procedures
  - maintaining teacher registration and Working with Children checks as applicable.
- raising any complaints or grievances in accordance with the *Complaints and Grievances Policy*.

#### Relationships with children

The Approved Provider, Nominated Supervisor and all staff at Eureka Community Kindergarten Association Inc. (ECKA) demonstrate our commitment to high-quality education and care for children by:

- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- being a positive role model at all times

---

<sup>1</sup> This attachment was informed by the Victorian Institute of Teaching's *The Victorian Teaching Profession Code of Conduct* and *A Guide for Creating A Child Safe Organisation*, available from the Commission for Children and Young People (refer to *Sources*)

- speaking to children in an encouraging and positive manner
- giving each child positive guidance and encouraging appropriate behaviour
- providing opportunities for children to interact and develop respectful and positive relationships with each other, and with other staff members and volunteers at the service
- regarding all children equally, and with respect and dignity
- having regard to their cultural values and supporting them to express their culture
- respecting individual difference including age, physical and intellectual development, and catering for the abilities of each child at the service
- working with children in an open and transparent way by informing other staff about the work being done with children
- encouraging and assisting children to undertake activities of a personal nature for themselves e.g. toileting and changing clothes
- informing children if physical contact is required for any purpose, asking them if they are comfortable with this interaction and complying with the *Interactions with Children policy*.

### **Relationships with parents/guardians and families**

In our relationships with parents/guardians and families, the Approved Provider, Nominated Supervisor and all staff demonstrate our commitment to collaboration by:

- working collaboratively with parents/guardians and families
- considering the perspective of parents/guardians and families when making decisions that impact on the education and care of their child
- communicating with parents/guardians and families in a timely and sensitive manner
- responding to concerns expressed by parents/guardians and families in a timely and appropriate manner.
- **maintain professional and ethical relationships with families attending the service**

### **Relationships with employer and between colleagues**

In relationships with the Approved Provider, Nominated Supervisor and between colleagues, staff demonstrate collegiality by:

- encouraging others to act in accordance with this Code of Conduct and taking action **promptly** when they observe behaviours which are outside of the Code of Conduct
- developing relationships based on mutual respect, equity and fairness
- working in partnership in a courteous, respectful and encouraging manner
- valuing the input of others
- sharing expertise and knowledge in appropriate forums, and in a considered manner
- respecting the rights of others as individuals
- giving encouraging and constructive feedback, and respecting the value of different professional approaches
- being prepared to have difficult conversations and use constructive processes to address differences of opinion. **as outlined in the ECKA Standard Operating Procedure for resolution of workplace issues (available on the ECKA website – Staff Area)**
- **Compliance with ECKA's Expectations and Competencies for Communication – Attachment 5**

**ATTACHMENT 2**  
**Code of Conduct Policy Acknowledgement for staff**

I hereby acknowledge that on .....[Date], I received a copy of the *Code of Conduct Policy* for Eureka Community Kindergarten Association Inc. (ECKA).

I have read the policy, **including all attachments**, and I understand its contents.

I commit to abiding by the Code of Conduct and fulfilling my responsibilities as outlined in this policy whilst working at Eureka Community Kindergarten Association Inc. (ECKA).

I understand that the Approved Provider will address any breach of this policy, and that any *serious* breach could lead to disciplinary or legal action.

_____	_____	_____
Signature	Name (please print)	Date
_____	_____	_____
Witness signature	Name (please print)	Date

Thank you for your contribution to making Eureka Community Kindergarten Association Inc. (ECKA) an open, safe, welcoming and friendly environment.

## ATTACHMENT 3

### Code of conduct for parents/guardians, students, volunteers, contractors and visitors

I commit to contributing to creating an environment at Eureka Community Kindergarten Association Inc. (ECKA) that:

- respects the rights of the child and values diversity
- acknowledges the vulnerability of Aboriginal children, children from a culturally and linguistically diverse background and children with a disability and has zero tolerance of discrimination
- maintains a duty of care (refer to *Definitions*) towards all children at the service
- is committed to the safety and wellbeing of each child at the service
- is committed to the safety and wellbeing of all staff at the service
- provides a safe and secure environment for all at the service
- provides an open, welcoming environment in which everyone's contribution is valued and respected
- is committed to communicating openly and honestly
- is committed to continually learning how to be inclusive and respectful of cultural needs
- encourages parents/guardians, volunteers, students and community members to support and participate in the program and activities of the service.

#### Relationships with children

In our relationships with children, I commit to:

- being a positive role model at all times
- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- speaking to children in an encouraging and positive manner
- giving each child positive guidance and encouraging appropriate behaviour
- regarding all children equally, and with respect and dignity
- having regard to each child's cultural values
- respecting individual difference including age, physical and intellectual development, and catering for the abilities of each child at the service.

#### Relationships with the Approved Provider, Nominated Supervisor, staff and others

In my relationships with the Approved Provider, Nominated Supervisor, staff, other parents/guardians, volunteers and visitors I commit to:

- reading and abiding by the *Code of Conduct Policy* ([available on the ECKA website – ecka.org.au](http://ecka.org.au))
- developing relationships based on mutual respect
- working in partnership in a courteous, respectful and encouraging manner
- valuing the input of others
- sharing our expertise and knowledge in a considered manner
- respecting the rights of others as individuals
- giving encouraging and constructive feedback, and respecting the value of different professional approaches
- respecting the privacy of children and their families and only disclosing information to people who have a need to know as required under the Privacy and Confidentiality policy ([available on the ECKA website – ecka.org.au](http://ecka.org.au))
- following the directions of staff at all times

- treating the kindergarten environment with respect
- raising any concerns, including concerns about safety, as soon as possible with staff to ensure that they can be resolved efficiently
- raising any complaints or grievances in accordance with the *Complaints and Grievances Policy*.  
(available on the ECKA website – [ecka.org.au](http://ecka.org.au))

DRAFT



## ATTACHMENT 5

### ECKA – Expectations and competencies for communication:

All staff are requested to implement the following competencies to achieve “open and active communication”

Open communication creates an atmosphere in which timely and high quality information flows smoothly between all staff in the workplace; encourages open expression of ideas and opinions; includes both giving and receiving information.

The following behavioural competencies are also essential to ensure open and active communication to parents, colleagues and representatives from outside agencies or organisations and other stakeholders.

#### Behavioural competencies and expectations:

- Show respect for the opinion of others by not interrupting or talking to others.
- Demonstrate close concentration on the message being communicated.
- Refrain from “shooting the messenger” of bad news.
- Receive information non-defensively.
- Body language is important and care must be taken to demonstrate non-threatening or defensive body language.
- Verbal communication to be polite and courteous with attention to polite tone.
- Choose the best form of communication for the situation to avoid misinterpretation, e.g. should you phone or meet with the other person or is a written note appropriate?
- Use polite verbal communication rather than gestures or written notes which may be misinterpreted.
- Ensure written communication including notes and emails are written in a clear manner which is not open to misinterpretation by the recipient. Notes or emails should be written in a friendly manner.(Eg; notes in all capitals or in red ink can be interpreted as aggressive or angry)
- Ask the other person to verify or clarify the accuracy of what you think you heard them say.
- Ask questions to clarify the message being delivered.
- Refrain from immediate judgement and criticism of others ideas by asking questions to ensure your own understanding.
- Ask open ended questions that encourage others to give their point of view.
- Deliver feedback or a different point of view in a way that demonstrates sensitivity to the feelings of others.
- Consider how information could be used or interpreted negatively and carefully phrase messages to have the intended impact.
- Relay factual information without adding gratuitous unnecessary personal opinion.
- Keep responsible people informed of both positive and potentially negative information.
- Alert others colleagues and/or ECKA management to possible implications of an event or incident occurring inside or outside the organisation.(Eg social media postings that are unethical or could damage the reputation of a colleague or ECKA)
- Communicate all relevant information without holding back or failing to share information based on assumptions made about what the other person needs or should already know.
- Do not hold back relevant information for fear of “rocking the boat” or upsetting the other person/s

## **What is unreasonable behaviour in the workplace?**

It can be defined as repeated, unreasonable behaviour directed towards a person or group of persons at a workplace, which creates a risk to health and safety.

“Repeated” means the behaviour is persistent or ongoing, although the type of behaviour may vary. In many cases it begins as discreet, indirect behaviour and changes over time to become more open and direct. A single incident of workplace harassment does not constitute bullying, although it should not be tolerated. It may be a warning sign for bullying.

“Unreasonable behaviour” is behaviour a reasonable person, in the circumstances, would expect to victimise, humiliate, undermine or threaten. It includes overt and covert types of behaviour such as:

- Abusive, insulting or offensive language.
- Excluding, isolating or marginalising others, deliberately or otherwise.
- Behaving in a way that frightens or intimidates.
- Humiliating others through sarcasm, belittling someone’s opinions or unjustified criticism, including criticism delivered by yelling or screaming.
- Teasing or making others the brunt of practical jokes.
- Deliberately intruding on a person’s space by pestering, spying or tampering with their work equipment or personal effects.
- Spreading misinformation or malicious rumours.
- Participating in collective ‘bullying’ or ‘mobbing’ (passive aggressive group behaviour used as a deliberate strategy to drive an individual from the workplace).
- Setting impossible assignments or deadlines.
- Assigning meaningless tasks or unfairly assigning unpleasant tasks.
- Treating someone unfairly in relation to work rosters or workplace entitlements such as leave or training.
- Deliberately withholding information or resources necessary for effective workplace performance.
- Carrying out initiation pranks.
- Displaying offensive material.

## **What are the OHS risks?**

Repeated unreasonable behaviour can cause a significant harm to a person’s health, safety and wellbeing and lead to serious psychological injury. An individual’s reactions may include any combination of the following:

- Distress, anxiety, panic attacks or sleep disturbance.
- Impaired concentration or ability to make decisions.
- Loss of self-esteem and confidence.
- A sense of isolation or withdrawal from the workplace.
- Physical illness (including digestive problems, skin conditions, headache and musculoskeletal disorders).
- Psychological injury.
- Deteriorating relationships at home.
- Depression and risk of suicide.

## **What can you do if you are experiencing unreasonable behaviour?**

- Follow the ECKA Standard Operating Procedure for resolution of workplace disputes, available on the ECKA website under Staff Area

**Step 1:** Let the person know how their behaviour is impacting you. If you feel able to, you should speak to the person/s involved. It may even be more effective if you ask for a formal meeting. If so, you could follow these points:

- Choose a quiet confidential place.
- Give the person some pre-warning about what you want to talk about so they are not taken by surprise at the meeting and become defensive.
- State what you want to achieve from the meeting, for example, "I'd like to discuss how we communicate with each other".
- Try to stay calm.
- Do not become personally abusive or insulting, remain completely professional. If possible avoid becoming emotive. Talk about what outcome you want rather than allocating blame.
- If the other person becomes aggressive, thank them for their time and end the meeting.
- Tell the person you do not like being spoken to or treated in that way, and that you believe you are being bullied. Tell them how their behaviour impacts on you. If necessary tell the person that their behaviour is against your organisations policies and culture, and against the law.
- If it does not stop you will take the matter further.

**Step 2:** See your manager or health and safety representative

Approach your manager (ECKA CEO or Operations Manager) and explain what is happening. Your manager should be able to help you deal with the situation. If you don't feel comfortable with this, speak to your health and safety representative (HSR Michaela Saha). Bullying is a health and safety issue and your representative should be able to help. Check the ECKA website for ECKA's policies. [www.ecka.org.au](http://www.ecka.org.au)

**Step 3:** Lodge a formal complaint

Report the complaint in writing to the ECKA board, marked attention Chairperson, or in their absence the Vice Chairperson. The ECKA CEO or Operations Manager shall document all meetings.