HSU

NSW•ACT•QLD

WORKPLACE INCIDENT DIARY

- Bullying incidents
- Critical incidents or conversations
- Informal or ad-hoc meetings
- Undertakings by management

HOW TO USE THIS BOOK

This book is provided by your union to assist in your documentation of your version of critical incidents that either occur in relation to you or which you observe that might otherwise be reported from a different perspective or not be recorded at all.

Contemporaneous notes assist in an individual's accurate recollection of incidents by providing prompts as to dates, times, locations, people involved, witnesses and specific dialogue. Contemporaneous notes protect against individuals having to rely on memory alone when providing their recollection of incidents such as bullying.

Use the lined pages of this book to enter contemporaneous notes about any issue that you may need to reference in the future.

This content is only a guide. If you are experiencing bullying or observing bullying please contact the HSU for assistance.

Please also see the following links for comprehensive information on how to deal with bullying.

http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/workers-guide-workplace-bullying

http://www0.health.nsw.gov.au/policies/pd/2011/pdf/PD2011_018.pdf

Bullying behaviour can occur in any workplace and can take place between anyone including managers, supervisors, co-workers, contractors and volunteers. Workplace bullying does not only occur between individuals—a group can also be responsible for targeting an individual or another group of workers. Whilst bullying behaviour can be overt and aggressive it can also be subtle and may not always be obvious to others.

Bullying is a hazard because it may affect the mental and physical health of workers.

Under Work Health and Safety laws workers must take reasonable care that their behaviour does not adversely affect the health and safety of other persons. Workers must also co-operate with any reasonable policies and procedures of the organisation they work for, such as a workplace bullying policy.

RESPONSIBILITIES OF ALL STAFF:

- Taking responsibility for their own actions in the workplace, and where the actions of others are disagreeable to them, attempting to settle matters, where appropriate, with that other person/s in the first instance
- Providing managers with specific information regarding the perceived bullying and being prepared to have their complaint made known to the person they are making the complaint about, to allow for fair management of the complaint
- Maintaining confidentiality and not discussing or releasing information relating to a bullying complaint to any third party who has no legitimate involvement in the process
- Ensuring that any allegations relating to bullying are made honestly and not vexatiously or maliciously, or to impede legitimate managerial action and

If you believe that you are being bullied you should first find out whether what you are experiencing is actually bullying before you take action. If after reading this you are still unsure about whether you are experiencing bullying, or you are still feeling distressed, you should seek assistance from someone you trust, such as your union representative, a close friend, relative or colleague.

WHAT IS WORKPLACE BULLYING?

Workplace bullying is defined as repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Examples of behaviour that may be considered to be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- deliberately excluding someone from workplace activities;
- withholding information that is vital for effective work performance;
- setting unreasonable time-lines or constantly changing deadlines;
- setting tasks that are unreasonably below or beyond a person's skill level;
- denying access to information, supervision, consultation or resources such that it has a detriment to the worker;
- spreading misinformation or malicious rumours;
- changing work arrangements, such as rosters and leave, to deliberately inconvenience a particular worker or workers; and
- excessive scrutiny at work.

WHAT IS NOT WORKPLACE BULLYING?

There are a number of situations that, although they may feel unpleasant, are not examples of bullying, such as:

- **Reasonable management action taken in a reasonable way**

  This can include:

  - setting reasonable performance goals, standards and deadlines
  - rostering and allocating working hours where the requirements are reasonable
  - transferring a worker for operational reasons
  - deciding not to select a worker for promotion where a reasonable process is followed and documented
  - informing a worker about unsatisfactory work performance when undertaken in a reasonable manner and/or in accordance with any workplace policies or agreements such as performance management guidelines
  - informing a worker about inappropriate behaviour in an objective and confidential way
  - implementing organisational changes or restructuring
  - termination of employment

- **A single incident of unreasonable behaviour**

Whilst a single incident of unreasonable behaviour may not be regarded as bullying, it should not be ignored as it may have the potential to escalate. If possible speak to the person who has acted unreasonably. If you do not feel comfortable or safe doing so, discuss the matter with your manager, supervisor, human resources officer, grievance officer or HSU representative.

- **Discrimination and harassment**
- **Workplace violence**
- **Workplace conflict**

Date

Date

Date

Date

Date

Date

Date

Date

Date

Date

Date

Our member services division can assist you with grievances relating to bullying as well as many other matters

Member Services Officers will work together with local HSU delegates/representative to manage:

- Grievances;
- Award conditions;
- Attend meeting with members;
- Regrades;
- Pay issues/inquiries;
- Disciplinary and other meetings;
- Legal referrals;
- Direct employer contact to deal with issues;

For assistance, you can contact Member Services on the HSU's freecall number: 1300 478 679 or email to memberservices@hsu.asn.au

WORKPLACE BULLYING IS CRUEL NOT COOL

NSW Ministry of Health has a policy of zero tolerance of any form of bullying or harassment within NSW Health facilities and we believe that more can be done to educate staff and reduce this behaviour.

Please see your local HSU delegates or HSU organiser for more information about how to identify and deal with bullying behaviour or call the HSU member services division on 1300 478 679

Authorised by: **Gerard Hayes - Secretary HSU NSW/ACT/QLD**

HSU ACT•NSW•QLD