

AWPL

**POLICY 2- DISCRIMINATION & HARASSMENT FREE
WORKPLACE**

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2.1 Purpose of Policy 2 – Discrimination & Harassment Free Workplace

It is the policy of AWPL that no person should be subject to any form of “negative behaviour” such as workplace bullying, harassment, victimisation and/or discrimination in connection to their employment or at work related functions.

AWPL respects and values the diversity that people bring to their work. Consequently AWPL has a Zero Tolerance stance on “negative behaviour” and discriminatory practices and will proactively seek to prevent “negative behaviours” from occurring. In the event of “negative behaviours” occurring AWPL will respond to promptly by following procedures that have been developed to manage such an occurrence. These procedures are contained within this policy.

AWPL will maintain and communicate:

- a) a written Harassment Policy
- b) the names of Contact Officers
- c) the complaints resolution procedure

This purpose of this policy is to:

- (a) To promote a workplace free of “negative behaviour” such as bullying, harassment, victimisation and/or discrimination.
- (b) To prevent any form of workplace bullying, harassment, victimisation and/or discrimination within AWPL.
- (c) To ensure that procedures are adopted so that complaints may be brought to the attention of relevant Managers and the appropriate course of action is taken once a complaint has been lodged.
- (d) To provide the company with guidelines, by which complaints may be received, investigated and resolved in a prompt and confidential manner, ensuring that action is taken to prevent any further harassment.
- (e) To ensure that no person is victimised through either making a complaint, being the recipient of a complaint or through being a witness to a complaint.
- (f) To ensure that the company and employees comply with State and Federal (Australia) and New Zealand Legislation relating to workplace discrimination, harassment and victimisation.

2.2 Definition of Terms

2.2.1 Harassment

For the purpose of consistency across AWPL in Australia and New Zealand AWPL will use the following definition to describe harassing actions or behaviour.

Harassment is a form of discrimination and is unlawful. It is behaviour that is unwelcome and uninvited. Harassment can make a person feel offended, humiliated, or intimidated. It does not matter that there is no intention to harass. The way a person perceives or takes a comment is the important factor.

Harassment includes many things which may not be perceived as harassment but which the law says will amount to harassment.

Harassment can take many forms, including:

- a) verbal abuse or threats;
- b) unwelcome or offensive remarks, jokes or innuendo;
- c) displaying sexually suggestive or racist material;
- d) practical jokes which cause awkwardness, embarrassment or distress;
- e) unwelcome invitations, requests, intimidation or suggestive behaviour;
- f) unnecessary and unwelcome physical contact such as touching, patting or pinching; and
- g) physical assault.

2.2.1.1 Sexual Harassment

Sexual harassment is any deliberate verbal or physical conduct of a sexual nature that is unwelcome and uninvited. This also includes inappropriate conduct that is shown by way of technologies such as mobile phone cameras, social networking websites, emails, SMS and MMS communications.

It has nothing to do with mutual attraction or genuine affection between people. Such friendships, whether sexual or not, are a private concern.

Sexual harassment is deemed to have occurred where the conduct of a person makes the co-worker feel:

- a) Offended and humiliated,
- b) Intimidated and frightened, or
- c) Uncomfortable at work.

2.2.1.2 Examples of Harassment

Examples of harassment include but are not limited to:

- Repeated unwanted comments about a person's religious or political beliefs
- Comments about a person's sex life or physical appearance
- Suggestive behaviour such as leering and ogling
- Unnecessary physical intimacy such as brushing up against a person or touching or fondling
- Sexual jokes, offensive telephone calls, reading matter or objects
- Sexual propositions or continued requests for dates
- Indecent assault or rape (which are also criminal offences)
- Works or statements of a sexual nature, which are transmitted by phone, fax, e-mail, videoconference or any other form of transmission
- Jokes, suggestive comments or offensive gestures related to a person's disability, religious conviction, ethnic or sexual characteristics
- Conduct which is creating an intimidating, hostile or offensive work environment
- Refusing someone a job because they have children or because they are of a certain age
- Campaigns of hate and/or silence

- Inappropriate and uninvited physical contact
- Name-calling because someone comes from a different culture
- Treating someone differently because they have a disability
- Refusing someone a promotion because of their sexual preference or because they are pregnant

It is important to recognise individual differences between people and that particular behaviour will elicit different responses or reactions between individuals. This is of particular importance when working in an open plan office or store where conversations and actions are easily overheard and witnessed by others.

2.2.2 Discrimination

Australia Regulations made under the Australian Human Rights Commission 1986 list 19 grounds for discrimination. Any harassment, or discrimination, on any of these grounds will not be tolerated and instances of this type of behaviour should be reported immediately to the Harassment Complaints Officer.

The grounds are:

- Sex
- Marital Status
- Carer's status
- Medical record
- Sexual preference
- Race (including colour, nationality and ethnic or national origin)
- Impairment that a person has:
 - Now
 - Has had in the past, (e.g. mental illness)
 - May have in the future (e.g. family history of a disability that may develop in the future or
 - Is believed to have (e.g. if a person is thought to have Hepatitis C or HIV)
- Gender identity
- Pregnancy
- Physical features
- Political belief or activity
- Lawful religious belief
- State of being a parent, childless or a de facto spouse
- Sexual orientation
- Breastfeeding
- Age
- Trade Union activity
- Social Origin
- Irrelevant Criminal record
- Personal association with someone (such as a friend or relative) who has (or is assumed to have) one of the above characteristics

New Zealand Regulations made under the Human Rights Commission (NZ) lists 15 grounds for discrimination.

- Age (from age 16 years)
- Employment Status
- Sexual Orientation (heterosexual, homosexual, lesbian, bisexual)
- Colour
- Ethical Belief (lack of religious belief)
- Ethnic or National Origins (includes nationality and citizenship)
- Disability
- Religious Belief
- Political Opinion (including having no political opinion)

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- Family Status (having dependents, not having dependents, being married to, or in a civil union or de facto relationship with, a particular person or being a relative of a particular person)
- Marital Status (single, married, in a civil union or a de facto relationship, separated, a party to a marriage or civil union now dissolved, widowed)
- Sex & Sexual Harassment
- Race & Racial Harassment

Any harassment, or discrimination, on any of these grounds will not be tolerated and instances of this type of behaviour should be reported immediately to the Harassment Complaints Officer.

2.2.2.1 Direct and Indirect Discrimination

For the purpose of consistency across AWPL in Australian and New Zealand AWPL will use the following definition to describe discriminatory actions or behaviour.

Direct discrimination occurs if a person treats, or proposes to treat, a person with an attribute unfavourably because of that attribute.

It is irrelevant whether or not the attribute is the only or dominant reason for the treatment, provided that it is a substantial reason.

Indirect discrimination occurs if a person imposes, or proposes to impose, a requirement, condition or practice that has, or is likely to have, the effect of disadvantaging persons with an attribute; and that is not reasonable. In both cases, it is irrelevant whether or not that person is aware of the discrimination or considers the treatment to be unfavourable.

2.2.3 Workplace Bullying

For the purpose of consistency across AWPL in Australian and New Zealand AWPL will use the following definitions and descriptions to describe bullying actions or behaviours.

What is workplace bullying? Workplace bullying is defined as repeated and unreasonable behaviour directed towards a person or a group of people that creates a risk to health and safety. This can include offensive and aggressive behaviour that intimidates, humiliates and/or undermines a person or group.

Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. The behaviour is usually, but may not always be, designed to be hostile and/or perceived as hostile by the recipient.

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

A single incident of unreasonable behaviour is not considered to be workplace bullying, however it may have the potential to escalate and should not be ignored.

2.2.3.1 Types of bullying

Direct bullying (sometimes referred to as face-to-face bullying) involves physical actions such as punching or kicking or direct verbal actions such as name-calling and insulting.

Indirect bullying (sometimes referred to as covert bullying) is less direct, but just as painful. It means bullying which isn't easily seen by others and is conducted out of sight, such as excluding people from groups or spreading lies or rumours. Because it is less obvious, it is often unacknowledged by adults.

Cyber-bullying (sometimes referred to as internet bullying) occurs through the use of information or communication technologies such as Instant Messaging or chat, text messages, email and social networking sites or forums. It has many similarities with offline bullying, but it can also be anonymous, it can reach a wide audience, and sent or uploaded material can be difficult to remove.

2.2.3.2 How can bullying affect people?

Bullying affects everyone in different ways. But there are common feelings that come up when you are being bullied.

How bullying can affect individuals:

- Feeling guilty like it is your fault
- Feeling hopeless and stuck like you can't get out of the situation
- Feeling alone, like there is no one to help you
- Feeling like you don't fit in with the popular group
- Feeling depressed and rejected by your friends and other groups of people
- Feeling unsafe and afraid
- Feeling confused and stressed out wondering what to do and why this is happening to you
- Feeling ashamed that this is happening to you

How bullying can affect other people:

- Bullying can have a negative impact on everyone – it is not just a problem for victims and bullies. If you see or know of others being bullied you may feel angry, fearful, guilty, and sad.
- You may feel as bad as those who are being bullied.
- You may also feel worried that the bullying could happen to you.

Typically bullying behaviours fall into the following categories:

- *Direct, Indirect or Cyber Bullying.*
- *Threats to personal standing:* e.g. name calling, yelling, screaming, intimidation, abusive, insulting or offensive language or comments, spreading misinformation or malicious rumours.
- *Threats to professional standing:* e.g. public professional humiliation, belittling opinions, accusations regarding lack of effort and threats to one's job, deliberately excluding someone from workplace activities, unjustified criticism or complaints, withholding information that is vital for effective work performance.
- *Isolation:* e.g. preventing access to opportunities, physical or social isolation, denying or withholding access to information, supervision, consultation or resources to the detriment of the person.
- *Overwork:* e.g. undue pressure, unreasonable timelines or constantly changing deadlines and unnecessary disruptions.
- *Destabilisation:* e.g. diminishing workloads, repeated reminders of blunders, removal of responsibility, setting one up to fail, setting tasks that are unreasonably below or beyond a person's skill level.
- *Physical Violence:* e.g. actual violence or threats of physical violence

2.2.3.3 What is not considered to be workplace bullying?

Reasonable management action taken in a reasonable way: It is reasonable for managers and supervisors to allocate work and to give fair and reasonable feedback on a worker's performance. These actions are not considered to be workplace bullying if they are carried out lawfully and in a reasonable manner, taking the particular circumstances into account.

Workplace conflict: Differences of opinion and disagreements are generally not considered to be workplace bullying. People can have differences and disagreements in the workplace without engaging in repeated, unreasonable behaviour that creates a risk to health and safety. However, in some cases conflict that is not managed may escalate to the point where it meets the definition of workplace bullying.

2.2.4 Victimisation

For the purpose of consistency across AWPL in Australian and New Zealand AWPL will use the following definitions and descriptions to describe victimising actions or behaviours.

Victimisation of a person in the workplace is unlawful. Victimisation is defined as when:

- a) person who makes a complaint of harassment or bullying is threatened or subject to detriment by another person because of making the complaint and/or

- b) a person who is a witness or is assisting with the investigation of a complaint of harassment or bullying is threatened or subject to detriment by another person

2.3 Zero Tolerance of “Negative Behaviour”

Bullying, harassment, victimisation and discrimination are four behaviours that AWPL identifies as “negative” and have **Zero Tolerance** for. This list does not limit or preclude other actions, conduct or behaviour from being identified as a “negative behaviour” and therefore being inappropriate and in breach of AWPL policy.

There is **Zero Tolerance** for behaviour which bullies, harasses, victimises and/or discriminates against an AWPL employee or customer while they are on AWPL’s premises. This behaviour will not be tolerated.

Everyone has a right to work and/or shop in an environment that is free of bullying, harassment, victimisation and discrimination. Bullying, harassment, victimisation and discrimination is illegal under Australian and New Zealand Legislation.

Managers and supervisors of staff are required to ensure that all employees and customers are treated fairly and equitably and are not subjected to any “negative behaviour”. Managers and other supervisors of staff are required to, as reasonably practicable, ensure that complainants and witnesses are not victimised in any way.

Any reports of bullying, harassment, victimisation and/or discrimination will be treated seriously and sympathetically and are to be investigated thoroughly and confidentially. Disciplinary action is to be taken against anyone found to be guilty of demonstrating defined “negative behaviour” towards a co-worker or customer.

Any complaint regarding “negative behaviour” should be dealt with as set out in Policy 11 – Code of Conduct & Disciplinary Action

2.4 AWPL’s Responsibilities

In accordance with legislation, AWPL can be held responsible for the actions of our employees unless AWPL can prove that it has taken all reasonable steps to ensure that such conduct does not occur.

AWPL must respond to any complaint of harassment in a timely manner and take appropriate action to resolve the relevant issues.

AWPL has a legal responsibility to ensure victimisation arising from complaints of “negative behaviour” such as bullying, harassment and/or discrimination does not occur.

AWPL must take all reasonable steps to ensure “negative behaviour” such as bullying, harassment, victimisation and/or discrimination does not occur in the workplace. This includes making all employees aware of the relevant policy, ensuring that they understand it, and ensuring that on-going education and training is provided for all staff.

Discrimination & Harassment Free Workplace Policy

AWPL could be held responsible for the behaviour of independent contractors, as well as employees, when those contractors are working in AWPL's facilities. All contractors who work in AWPL's environment from time to time should be made aware of our policy on harassment.

The following has been implemented at AWPL to ensure reasonable and proportionate measures have been taken to eliminate discrimination, harassment and victimization from the business based on the principles of positive duties found in the Equal Opportunity Act 2010 (VIC, Australia).

- Formal internal communication channels (*Refer to Appendix 1*).
- Internal dispute resolution process (*Refer to Appendix 2*).
- Accessible HR Policies (*Refer to clause 2.9*).
- Whistleblower service managed by a neutral third party provider (*Refer to Clause 2.8*).
- In house customer service training programs that include content relating to workplace behaviours.
- AWPL's **Zero Tolerance** for "negative behaviour" such as bullying, harassment and/or discrimination is clearly communicated in all employment contracts and when inducting new staff.
- Disciplinary consequences associated with "negative behaviour" such as bullying, harassment, victimisation and/or discrimination is clearly defined in our code of conduct which all staff sign on commencement.
- OHS Committee.

2.5 Manager's Responsibilities

Managers and supervisors of staff are to:

- a) ensure that all staff are aware of the appropriate and acceptable standards of behaviour at work;
- b) make known to staff the policy and the names and locations of the Harassment Counsellor and Complaints Officer (refer to Policy 2.8);
- c) take early corrective action to deal with behaviour which may be offensive or intimidating, e.g. by removing offensive posters or other material, and moving to stop behaviour such as teasing or continual sexual banter in the work area; and
- d) handle complaints promptly, seriously and confidentially with due sensitivity to the needs of the complainant.

2.6 Rights and Responsibilities of Everyone

Everyone has the right:

- To tell a person who demonstrating "negative behaviour" such as bullying, harassment, victimisation and/or discrimination to stop that behaviour.
- Not to be bullied, harassed, victimised and/or discriminated against by others in the workplace
- To have allegations of "negative behaviour" dealt with in a professional and respectful manner without risk of prejudice or repercussion.

Everyone has the responsibility to:

- Comply with this policy
- Prevent “negative behaviour” such as bullying, harassment, victimisation and/or discrimination at work.
- Ensure their behaviour meets acceptable standards
- Assist those who are experiencing alleged “negative behaviour” such as bullying, harassment, victimisation and/or discrimination. This includes providing information about how to make a complaint through a Complaints Officer, it may be appropriate to approach your Manager on the employee’s behalf about the alleged incident
- Speak out against “negative behaviour” such as bullying, harassment, victimisation and/or discrimination when they witness incidents. This type of assertive response to negative behaviour by witnesses ensures that recipients of this type of behaviour are not isolated and harassers, bullies, victimisers and discriminators know that their behaviour is unacceptable.
- Maintain confidentiality if required to provide information during the investigation of a complaint. Breaching confidentiality by spreading rumours or gossiping may expose a person to possible defamation action.
- To treat allegations of negative behaviours in a confidential, professional and respectful manner to protect all parties from risk of prejudice or repercussion.

2.7 Complaints

If employees are experiencing harassment, there are three initial approaches they may take:

- a) Tell the alleged offender that they object to the behaviour and do not want it to be repeated, or
- b) Write to the alleged offender outlining the cause for complaint and requesting that the behaviour stop.
- c) Make a complaint to the Fair Work Commission (Australian employees. Refer to Section 2.9).

If the harassment continues, or if an individual does not feel able to directly approach the harasser, the individual should:

- d) Escalate the matter through AWPL’s internal communication process (Refer to Appendix 1 – Internal Communication Channel)
- e) Discuss the situation with the Harassment Counsellor or the Harassment Complaints Officer
- f) Contact AWPL’s Whistleblower service; or
- g) Contact the office of the Commissioner for Equal Opportunity (AUS) or the Human Rights Commission (NZ) for advice.
- h) Make a complaint to the Fair Work Commission (AUS).
- i) Make a complaint to the Ministry of Business, Industry and Employment (NZ).

The following appointments are nominated to advise and investigate complaints of sexual harassment:

- a) Harassment Counsellor: Human Resources Manager
- b) Harassment Complaints Officer: Group Sales & Operations Manager

If there are any reasonable grounds for not contacting either of the nominated appointees, or for going through the appropriate internal channels employees can contact:

- AWPL's Whistleblower service (online www.your-call.com.au or by calling 1300 798 101 (in AUS) or 0800 123 508 (in NZ).
 - Refer to Policy 19 – Whistleblower Program.
- Contact the Fair Work Commission (AUS)
- Contact the Ministry of Business, Industry and Employment (NZ).

If employees wish to make a complaint under this policy please refer to Appendix 2 - Complaint Resolution.

NB. An employee can at any time take their complaint to the relevant body e.g. The Equal Employment Opportunity Commission in your state or territory (AUS), the Fair Work Commission (AUS) or the Human Rights Commission (NZ) or the Ministry of Business, Industry and Employment (NZ).

2.7.1 Australian Human Rights Commission

The Equal Opportunity Commission provides an impartial, confidential and free complaint resolution service in order to promote equal opportunity and eliminate unlawful discrimination. There are six stages to the discrimination and sexual harassment external complaint resolution process; they are illustrated in the flow chart below and explained in further detail.

The Commission has the ability to investigate complaints which come within the Jurisdiction of the state, the Equal Opportunity Act 1995 and the Federal Sex Discrimination Act 1984, Racial Discrimination Act 1975 and the Disability Discrimination Act 1992.

2.7.1.1 External Complaint Resolution Process via Australian Human Rights Commission

The External Complaint Resolution process via the Australian Human Rights Commission involves the following six steps:

Stage 1: Inquiry

The complainant makes an inquiry through an inquiry officer. The officer decides if the Commission is the appropriate forum to deal with the issue/s. If appropriate, the matter is referred to a lodgement officer. The complainant is required to complete a complaint form providing details of the matter.

If the person alleging discrimination is unable to make a complaint personally because of a disability or other reason, they may authorise another person to make the complaint on their behalf.

Stage 2- Lodgement

Following lodgement of the complaint, the matter is referred to an investigation officer.

Stage 3 – Investigation

The investigation officer collects information from the parties involved and makes a recommendation to the Commission. The recommendation considers if the complaint should be declined, or whether based on the information available, it is reasonably possible that differences can be resolved.

The Commission may decline to deal with a complaint if:

- It is frivolous, vexatious, misconceived or lacking in substance (absence of merit in the factual basis of allegations made in the complaint)
- It relates to an alleged contravention of the Act which took place more than 12 months before the complaint was lodged and there is not a good reason to consider the complaint, or
- A Tribunal or Court (other than the Anti-discrimination Tribunal) would be more appropriate.

Stage 4 – Conciliation

Once the Commission determines that the complaint has substance, a conciliation conference may be convened. The purpose of a conciliation conference is to allow the parties an opportunity to discuss all of the issues relating to the complaint and reach a resolution through negotiation.

The Conciliator does not:

- Act as an advocate for the parties. Their main objective is to ensure equal access to the process.
- Determine the merit or strength of a complaint or advise on proposed settlements.

If Conciliation fails the complainant then has 60 days after notification to request that the Commission refer the matter to the Anti-Discrimination Tribunal for hearing and determination.

Stage 5 - Hearing by the Tribunal

The Anti-Discrimination Tribunal is an independent tribunal, which is separate from the Commission. Unlike the Commission, the Tribunal's processes are public and may involve a hearing where witnesses may be called and cross-examined.

Only a small proportion of complaints go to the Tribunal, the majority are dealt with at the Commission level.

Stage 6 - Appeal to Supreme Court

Any party to proceeding before the Tribunal may appeal to the Supreme Court, on a question of law, from an order of the Tribunal in those proceedings.

2.7.2 Human Rights Commission (New Zealand)

The Commission provides information and advice on EEO through the National Equal Opportunity Network (NEON), a partnership established by the Commission and the EEO Trust; and it works with employers, trade unions and employees to promote workplaces that are free from unlawful discrimination and harassment.

Staff will provide information to try to help solve your complaint. If your complaint looks like unlawful discrimination, one of the mediators from the Commission will be in contact to will help both parties find possible solutions.

If mediation is unsuccessful, a complainant can take their issue to the Human Rights Review Tribunal.

2.8 Fair Work Commission (AUS)

From 1 January 2014, any employee, contractor, apprentice or volunteer who reasonably believes they have been bullied at work may apply to the Fair Work Commission for an order to stop the workplace bullying. Individuals should contact the Fair Work Commission to find out if they are eligible to apply for an order.

If eligible, the Fair Work Commission will have to start dealing with the matter within 14 days.

The Fair Work Commission will only make an order if satisfied the worker has been bullied at work by an individual or a group of individuals and there is a risk that the worker will continue to be bullied at work.

The Fair Work Commission will take into account:

- internal procedures available to resolve grievances and disputes at the workers' workplace
- final or interim outcomes arising from an investigation undertaken by the worker's employer or other body, and
- any other matters the Fair Work Commission considers relevant.

Orders could be based on behaviour such as threats made outside the workplace, if those threats result in the worker being bullied at work, for example threats made by email or telephone.

The power of the Fair Work Commission to grant an order is limited to preventing the worker from being bullied at work. The Fair Work Commission cannot make orders requiring payment of money. The focus is on resolving the matter and enabling normal working relationships to resume.

2.9 Legislation

The following legislation relates to anti-discrimination/anti-harassment/anti-bullying behaviours:

Australian Federal Legislation

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Fair Work Act 2009
- Occupational Health and Safety Act 1985
- Work Health & Safety Act 2011 (excludes Victoria & Western Australia)
- Work Health & Safety Regulation 2011(excludes Victoria & Western Australia)
- Native Title Act 1993

Australian State Legislation

- Australian Capital Territory:
 - Discrimination Act 1991,
 - Human Rights Act 2004
 - Human Rights Commission Act 2005.
- New South Wales Anti-Discrimination Act 1977
- Northern Territory Anti-Discrimination Act 1996
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Tasmania Anti-Discrimination Act 1998
- Western Australia:
 - Equal Opportunity Act 1984
 - Occupational health & Safety Act 1984
- Victoria:
 - Equal Opportunity Act 1995
 - Racial and Religious Tolerance Act 2001
 - Charter of Human Rights and Responsibilities Act 2006
 - Occupational Health & Safety Act 2004¹

New Zealand Legislation

- Human Rights Act 1993
- New Zealand Bill of Rights Act 1990
- Health and Safety in Employment Act 1992
- Health and Safety in Employment Regulations 1995
- Employment Relations Act 2000

The areas covered by the legislation include but are not limited to employment and the provision of goods and services.

¹ While originally agreeing to participate in work health and safety harmonisation, Victoria has maintained its subsequent position that it will not be introducing new legislation.

2.10 Related Policies

Other Policies and procedures which inform on *Policy 2- Discrimination & Harassment Free Workplace* include:

- Policy 1 – Health & Safety
- Policy 3 - Staff Conditions of Employment
- Policy 7 – Internet Usage policy
- Policy 11 – Code of conduct & disciplinary action
- Policy 19 – Whistleblower Program.

Australian Fair Work Commission Offices

Australian Capital Territory

Telephone: (02) 6209 2400
Out of hours emergency: 0408 447 112
Email: canberra@fwc.gov.au

New South Wales

Telephone: (02) 8374 6666
Out of hours emergency: 0419 318 011
Email: sydney@fwc.gov.au

Northern Territory

Telephone: (08) 8936 2800
Out of hours emergency: 0439 593 579
Email: darwin@fwc.gov.au

Victoria

Telephone: (03) 8661 7777
Out of hours emergency: 0419 960 157
Email: melbourne@fwc.gov.au

Queensland

Telephone: (07) 3000 0399
Out of hours emergency: 0419 335 202
Email: brisbane@fwc.gov.au

South Australia

Telephone: (08) 8308 9863
Out of hours emergency: 0419 563 601
Email: adelaide@fwc.gov.au

Tasmania

Telephone: (03) 6214 0200
Out of hours emergency: 0418 124 021
Email: hobart@fwc.gov.au

Western Australia

Telephone: (08) 9464 5172
Out of hours emergency: 0448 275 936
Email: perth@fwc.gov.au

OTHER SUPPORT SERVICES (AUS)

Lifeline 13 11 14
Beyond Blue 1300 224 636

New Zealand Ministry of Business, Innovation & Employment Offices

MBIE Offices, Wellington

86 Customhouse Quay, Wellington 6011
Phone: +64 4 494 0260
Fax: +64 4 494 0290

33 Bowen Street, Wellington 6011
Phone +64 4 472 0030 or +64 4 917 0199
Fax +64 4 473 4638 or +64 4 917 0190

Unisys House: 56 The Terrace, Wellington
6011
Phone +64 4 915 4400
Fax +64 4 915 4015

MBIE Contact Centre

Phone 0800 20 90 20 during business hours.
Business hours are 8.30am - 5.00pm
If calling from overseas call +64 9 969 2950.

OTHER SUPPORT SERVICES (NZ)

Lifeline
- Within Auckland Phone: 09 5222 999
- Outside Auckland Phone: 0800 543 354
Depression NZ: helpline free phone: 0800 111 757

Australian Work Health & Safety Regulators

Federal/Commonwealth

Comcare Website: www.comcare.gov.au
Email: General.Enquiries@comcare.gov.au
Phone: 1300 366 979

South Australia

SafeWork SA Website:
www.safework.sa.gov.au Email:
help@safework.sa.gov.au Phone: 1300 365
255

Australian Capital Territory

WorkSafe ACT Website:
www.worksafe.act.gov.au Email:
worksafe@act.gov.au Phone: 02 6207 3000

Queensland

WorkCover Queensland Website:
www.workcoverqld.com.au Email:
info@workcoverqld.com.au Phone: 1300 362
128

New South Wales

WorkCover NSW Website:
www.workcover.nsw.gov.au Email:
contact@workcover.nsw.gov.au Phone: 13 10
50

Victoria

WorkSafe Victoria Website:
www.worksafe.vic.gov.au Email:
info@worksafe.vic.gov.au Phone: 1800 136
089 or 03 9641 1444

Northern Territory

NT WorkSafe Website:
www.worksafe.nt.gov.au Email:
ntworksafe@nt.gov.au Phone: 1800 019 115

Western Australia

WorkSafe WA Website:
www.commerce.wa.gov.au/WorkSafe/ Email:
safety@commerce.wa.gov.au Phone: 08 9327
8777

Tasmania

Workplace Standards Tasmania Website: www.wst.tas.gov.au
Email: wstinfo@justice.tas.gov.au Phone: 03 6233 7657 (outside Tasmania) or 1300 366 322
(Tasmania)

New Zealand Work Health & Safety Regulators

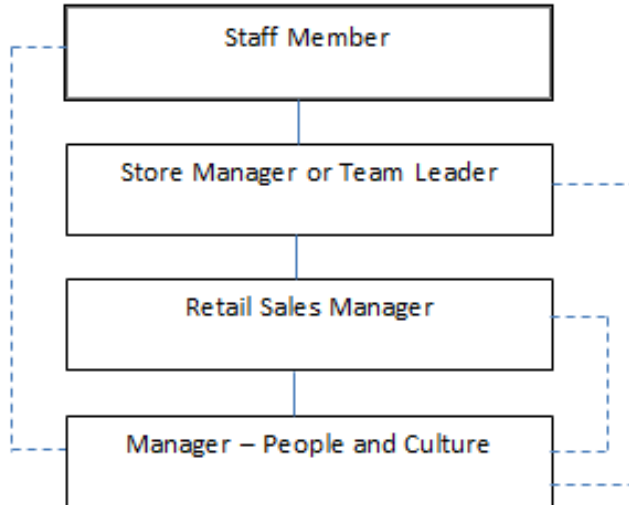
New Zealand

Website: <http://www.business.govt.nz/worksafe>
Email: seriousharm.notification@worksafe.govt.nz
Free Phone: **0800 030 040** (24 hours) or Phone +64 4 915 4000 from overseas
Fax: **(09) 984 4115**

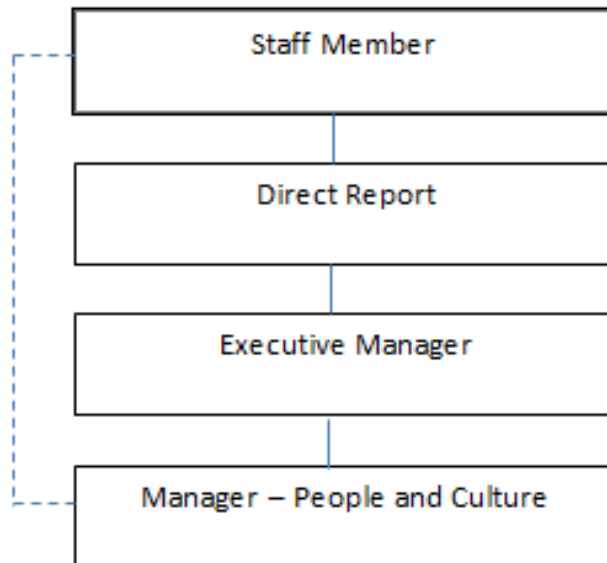
APPENDIX 1: INTERNAL COMMUNICATION CHANNEL

In the event staff have spoken to the senior managers within their department and do not have a satisfactory outcome, or they do not feel comfortable in doing so, they should contact HR directly.

Retail Operations – Communication Channel



Support Centre - Communication Channel



Appendix 2 – Internal Complaint Resolution Process

APPENDIX 2: INTERNAL COMPLAINT RESOLUTION PROCESS

