

HARASSMENT DISCRIMINATION BULLYING POLICY

Australia Post is committed to preventing harassment, discrimination or bullying in our workplace. This means that at Australia Post, we do not tolerate harassment, discrimination or bullying.

Harassment is behaviour that is

- Directed at a person's disability, sex, race, colour or other grounds described in this policy.
- It is behaviour that another person does not want and does not return.
- It is behaviour that offends, embarrasses or scares.

Discrimination is treating a person or a group of people differently, unfairly or less favourably because of their sex, race, disability, or some other ground protected by law or set down in Australia Post's Harassment Discrimination Bullying policy, rather than according to their individual skills, abilities and talents.

Harassment or Discrimination is against the law if it is about a person's disability, sex, race, national or ethnic origin or is of a sexual nature. It is also against this policy to harass or discriminate against someone because of:

Pregnancy	Marital status
Irrelevant medical record	Religion
Age	Social origin
Irrelevant criminal record	Political belief
Trade or profession	Parental/family status
Caring responsibility	Breast-feeding
Physical features	Sexuality
Gender	Sexual orientation
Personal association	Gender identity
Union or employer association or activity	

Sexual Harassment can be something that is said, something that is done, something that is sent, something displayed or something written which is of a sexual nature. By this we mean:

- An unwelcome sexual advance
- An unwelcome request for sexual favours
- Other unwelcome conduct of a sexual nature

Bullying is unacceptable workplace behaviour and is against Australia Post's Code of Ethics. When we talk about bullying, we are talking about behaviour that is repeated; and victimises, humiliates, undermines or threatens the person or group of people it is directed at.

Harassing, discriminatory or bullying behaviour can be:

- Spoken
- Written
- Visual
- Physical
- Psychological

We all have a responsibility to prevent harassment, discrimination or bullying.

Harassment, discrimination or bullying makes the workplace unpleasant and uncomfortable. Every employee of Australia Post is required to comply with this policy at all times in connection with their employment.

This includes harassment, discrimination or bullying that happens during any:

- Work activity
- Work related social activity
- Australia Post related work undertaken by an employee outside the workplace itself

This policy applies to full-time, part-time, and casual employees, contractors as well as any other body or person acting as an official representative of Australia Post.

Victimising someone who has been involved in a complaint made under this policy will not be tolerated.

Managers and Supervisors are to ensure that the workplace is free from harassment, discrimination or bullying.

Their responsibilities include:

- Ensuring all employees are aware of and understand our Harassment Discrimination Bullying policy.
- Making it clear that they will not tolerate any harassing, discriminatory or bullying behaviour
- Ensuring that the work environment is free of harassing, discriminatory or bullying material

All complaints of harassment, discrimination or bullying will be promptly and fairly investigated.

Further information about harassment, discrimination or bullying, including where to go for help, can be found in Australia Post's harassment, discrimination or bullying brochures for managers and employees

So what is sexual harassment?

It is behaviour that is not wanted and not returned. It can be something that is said, something done, something sent, something displayed or something written which is of a sexual nature. By this we mean:

- an unwelcome sexual advance
- an unwelcome request for sexual favours
- or other unwelcome conduct of a sexual nature

When we think about sexual harassment, we usually think about men harassing women. However, sexual harassment also includes women sexually harassing men, men sexually harassing men and women sexually harassing women.

Here are some typical examples:

- Groping, fondling, pinching, patting, touching, embracing, hugging, grabbing, kissing
- asking someone for a date even after they have said no
- making sexual gestures with your hands or body
- sexual comments, jokes or nicknames
- **rude, dirty, obscene e-mails, screen savers, text messages**
- leering, staring or ogling at someone
- commenting on or questioning someone about their sex life or personal relationships
- bragging or talking about your or another's sexual performance
- brushing or rubbing against someone, unwanted massaging or touching
- offensive telephone calls, voice or text messages
- repeatedly giving someone compliments that are not wanted

Our Policy and sexual harassment...

At Australia Post, we do not allow harassing, discriminatory or bullying behaviour in our workplace. Sexual harassment is a form of harassing behaviour and it will not be tolerated at Australia Post.

In keeping with our Harassment Discrimination Bullying Policy, even if:

- a person doesn't tell you to stop
- you didn't mean to harass them
- you only did it once

such behaviour, if proven, is considered a breach of our Policy and will be dealt with under the Employee Counselling and Discipline Process.

At Australia Post, our Harassment Discrimination Bullying Policy protects your right to work in an environment that is free from sexual harassment.

I think I've been harassed...

Is it harassment? Do the Three Part Test:

1

Is it behaviour that is directed at a person's disability, sex, race, colour or other grounds described in the Harassment Discrimination Bullying Policy?

2

Is it behaviour that another person does not want and does not return?

3

Is it behaviour that offends embarrasses or scares them, in circumstances where a reasonable person should have expected that the behaviour would offend, embarrass or scare that person?

If the answer to **all** these questions is **yes**, then the situation could be harassment.

Harassment can be a breach of the Our Ethics and it may result in counselling or discipline action.

If the answer to any of these questions is **no**, then it is probably not harassment. However, it may be unacceptable behaviour under Our Ethics, or a concern that should be dealt with under another appropriate process.

What can I do?

- Talk to the person yourself and ask them to stop.
- Talk to a Harassment Contact Officer (HCO)
- Talk to your (or another) Manager or supervisor
- Make a written complaint to the Diversity or Complaints Manager
- Contact the Australian Human Rights Commission

What if someone complains about me?

You have the right to:

- Know what the complaint is and who made it
- Respond to the allegations in the complaint
- Talk to a Harassment Contact Officer or Diversity Manager or Complaints Manager
- Put forward names of your own witnesses
- Have a support person present at an investigation interview
- Have an interpreter at an investigation interview
- Know the outcome of the complaint made against you
- Not be victimised (nor may you victimise anyone else)
- Appeal against any disciplinary action arising from the complaint (except counselling)

Confidentiality is very important

All complaints will be treated confidentially.

You must not discuss a complaint with those who are parties or witnesses to a complaint. Failure to observe confidentiality may result in disciplinary action.

At Australia Post we do not allow harassment, discrimination or bullying in our workplace

Further information about these issues may be obtained from:

- Your manager/supervisor
- Another manager/supervisor
- A Harassment Contact Officer (HCO)
- Your Human Resources Unit
- Your Diversity Manager/Co-ordinator
- Your Complaints Manager

Diversity Managers/co-ordinators:

- Western Australia 08 9237 5241
- South Australia/Northern Territory 08 8402 6347
- Queensland 1800 641 535
- New South Wales/ACT 02 9202 6908
- Victoria 03 9299 4117
- Tasmania 03 6236 3511
- Headquarters 03 9204 7434

Employee Assistance Program

People involved in harassing, discriminatory or bullying situations may find the experience very upsetting.

Confidential, professional and free counselling assistance is available – please contact the Diversity Manager/co-ordinator in your State for details.

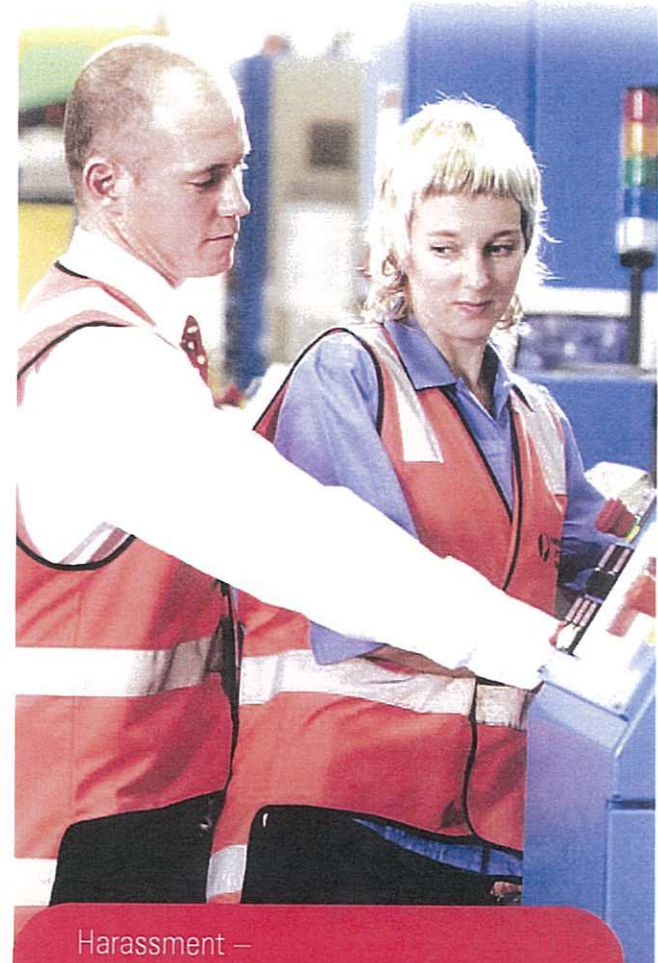
Harassment –
there's no excuse!



July 2009



Stop It!!!



Harassment –
there's no excuse!





21 July 2009

Staff Briefing Notes: "STOP IT!!!"

Today, I am going to speak with you about keeping our facility free from harassing, discriminatory and bullying behaviour. This brochure is called "*STOP IT!!!*" (*hold up and refer to brochure*) and it is available on the notice board for your information. I'm going to briefly go through the brochure's main points with you.

Firstly, it's important to remember that at Australia Post, we do not allow harassing, discriminatory or bullying behaviour in our workplace. This brochure deals with sexual harassment in the workplace. I'll be talking about what's inappropriate, what you can do about it, and how we behave at Dandenong Letters Centre.

Sexual harassment is behaviour of a sexual nature that is not wanted and not returned. There are a lot of examples of sexual harassment in the brochure. (*read out one or two examples*) This is not an exhaustive list.

Sexual Harassment is usually about men sexually harassing women, but it also includes women sexually harassing men, men sexually harassing men and women sexually harassing women.

Sometimes, when we talk about sexual harassment, someone says, "*well, I wouldn't mind a bit of harassment!*" Sexual harassment is no laughing matter. It is certainly not "fun" for the people who are harassed.

Sexual harassment is against our Harassment Discrimination Bullying Policy and Our Ethics. It's important to remember that:

- a person does not have to tell you that they don't like your behaviour
- one incident is enough to make a complaint
- whether or not you meant to harass the other person is irrelevant.

Sexual harassment is not allowed in our workplace. But what is our workplace? The Policy applies to our behaviour:

- at work
- at other work related activities off site, for example, training courses
- at work related functions or social events
- your behaviour and dealings with others including contractors, consultants and the public.

If you think you're being sexually harassed you **can** ask the person to stop the behaviour. If someone says to you that they want you to stop harassing them, then stop it. If you feel uncomfortable about approaching the person, you can talk to me, or your supervisor, another manager or supervisor or the diversity unit. You can also seek information and support from a Harassment Contact Officer.

The brochure also tells you how you might identify whether or not the behaviour you are experiencing is harassment and what you can expect if someone makes a complaint about you.

All complaints about harassing, discriminatory or bullying behaviour will be taken seriously and investigated. Confidentiality is very important - all complaints will be treated confidentially. You also need to know that if it is found that you have breached the Harassment Discrimination Bullying Policy or Our Ethics you could be counselled or disciplined. You may even lose your job. You could also receive a substantial fine if the matter goes to court.

At DLC we are all responsible for creating an environment where we can come to work and get on with the job. We are all responsible for making DLC a good place to work.

Remember to record the date this team briefing took place and who attended.

What if someone has upset me?

Now and then we all say or do things without thinking. If someone has said or done something they might not have meant it to upset you.

We all need to understand that different people behave in different ways. Something you find offensive someone else may not. They might have been "joking around" or just not thinking. However, what they meant is no excuse and, if it upsets you, you have the right to have it stop.

Often the best way is simply ask them to stop. If they don't, then you can speak with your manager or another manager.

If you think you are being harassed then there are a number of options available to you. These are:

- Talk to the person yourself and ask them to stop
- Talk to a Harassment Contact Officer (HCO)
- Talk to your (or another) manager or supervisor
- You can also talk to your Union representative
- Make a written complaint to the Diversity or Complaints Manager
- Contact the Human Rights and Equal Opportunity Commission

What if someone says I have upset or offended them?

If someone tells you that you have offended or upset them - then you have!

Do not argue with them or tell them to "get a sense of humour".

Different people react to different things. It is usually best to apologise and be more careful next time. Remember, what is funny to you may be offensive or upsetting to others.

Where can I get more information or help?

If you need more information speak to:

- your manager
- another manager
- a Harassment Contact Officer
- your HR unit
- the Diversity Unit
- the Complaints Manager

Employee Assistance Program

People involved in harassment situations may find the experience very upsetting.

Counselling assistance is available – please contact the Diversity Manager/co-ordinator in your State for details.

Diversity Managers/co-ordinators

- Western Australia 08 9237 5241
- South Australia/Northern Territory 08 8402 6347
- Queensland 1800 641 535
- New South Wales/ACT 02 9202 6908
- Victoria 03 9299 4117
- Tasmania 03 6236 3511
- Headquarters 03 9204 7434

HARASSMENT

- there's still no excuse!

Working together...

...it's up to all of us

HARASSMENT

- there's still no excuse!

How we treat each other at work can make the workplace a good place to be or miserable.

Ask yourself "have I ever..."

- Made a joke about someone's race or disability?
- Made sexual gestures or comments?
- Spread gossip or rumours about a work colleague?
- Made fun of someone's food or dress?
- Called someone on rehabilitation a "bludger"?
- Picked on someone just because they are "different"?

If you have, you have made our workplace an unpleasant place to be. You may also have contributed to a hostile work environment.

If it is found that you have breached our Harassment Policy and/or Australia Post's Code of Ethics, then you could be counselled, transferred or demoted. You could even be dismissed.

It's your responsibility to treat the people at work with courtesy, patience and respect. It's their responsibility to treat you the same way. It's a two way street.

If you think you have been harassed you should speak out. We do not tolerate harassment at Australia Post.

So what is inappropriate or offensive?

There is no simple answer to this. Some things are clearly inappropriate or offensive: pornographic images or text, material or behaviour that is racist, sexist or that makes fun of people with disabilities.

Inappropriate or offensive behaviour can be anything that is Verbal, Written, Visual, or Physical.

Some examples of inappropriate or offensive behaviour include:

- Bragging or talking about how good you or someone else is in bed.
- Nicknames such as "spaz", "stud" or "slopehead".
- "Rude" or suggestive posters or screen savers
- Excluding someone because they are "too old" or "too young"
- Pretending to use sign language to someone who is deaf
- E-mails with jokes or images that are sexual, racist, sexist or about a disability
- Grabbing or "groping" someone

None of this type of behaviour or material has any place at Australia Post.

So before you hand around that "funny" cartoon, put that poster on your locker or make that comment, think about it. Could this be inappropriate for work or offensive to someone? If it could be, don't do it!

If your behaviour is found to be offensive then you could lose your job.

Even e-mails?

But what if I send e-mails to a friend? No one else sees it so what's the problem?

Our PostIT Computer and IT users policy states that all employees are responsible to ensure that:

- official resources are used ethically and in accordance with policy and legislative requirements; and
- they are personally accountable in their use of work resources.

The sending or storing of inappropriate or offensive material on the IT system is not permitted. Staff at Australia Post have been disciplined for this type of behaviour. So don't risk it!

I wasn't talking to or about you!

Sometimes we talk about others. Frequently, the people we are talking about hear or are told what was said. None of us like to be gossiped about.

And when it comes to harassment, there's no such thing as a private conversation in the workplace. You can be held accountable for what you say – even if you were not talking directly to the person concerned. If someone hears it and is offended, they can make a complaint.

So what does all this really mean?

It simply means that before you do or say something ask yourself:

- could it offend, embarrass or scare someone?
- could it be against the Harassment Policy?
- could it breach the Code of Ethics?

... and, if it could, then its best not to do or say it!