



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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In the Heart of Maleny ...

FINAL

MALENY NEIGHBOURHOOD CENTRE		
2020 BULLYING & CYBER-BULLYING POLICY v1		
Authorised By: Maleny Neighbourhood Centre (MNC) Management Committee		
Responsibility for the review:	Centre Coordinator / Development Worker (CCDW) and Maleny Neighbourhood Centre (MNC) Management Committee	
Date last review: New policy created April 2020	Endorsed By: MNC Management Committee on 23/4/20 (Signature)	Date of next review: April 2023
Review Process	This Policy will be reviewed by the CCDW and approved by the Management Committee on or before the next date of review.	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to CCDW for action and updating of policy documents. Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.	
POLICY CONTEXT:		
Queensland Standards for Community Services:	Standard 6 (Protecting Safety and Wellbeing)	
Other Standards:		
Relevant Policies:	Workplace Health and Safety Policy Risk Management Policy. Conflict Resolution Policy Complaints and Feedback Policy. Code of Conduct Policy. Code of Ethics Policy.	
Forms or other organisational documents:	Incident Report Risk Assessment Complaints form	
Legislation or other requirements:	<i>Workplace Health and Safety Act 2011 (QLD)</i>	

	<p><i>Industrial Relations Act 2016</i> <i>Anti-Discrimination Act 1991</i></p>
<p>Purpose and Commitment</p>	<p>Maleny Neighbourhood Centre (MNC) believes that all people should be able to work in an environment free from bullying.</p> <p>MNC understands that workplace and/or cyber bullying is a threat to the health and wellbeing of its staff, volunteers and students.</p> <p>MNC is committed to eliminating, so far as is reasonably practicable, all forms of workplace bullying by maintaining a culture of openness, support and accountability.</p>
<p>SCOPE</p>	<p>The purpose of this document is to communicate that MNC does not tolerate any form of bullying, whether in the physical workplace or cyber space, and to set out the process which is to be followed should any instances of cyber or workplace bullying be reported.</p>
<p>Definitions</p>	<p>“Bullying” is repeated and unreasonable behaviour directed towards a person or group of persons that creates a risk to health and safety. It includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten.</p> <p>“Cyber Bullying” refers to actions that are:</p> <ul style="list-style-type: none"> ● Posting hurtful messages, images or videos online ● Repeatedly sending unwanted messages online ● Creating fake social networking profiles or websites that are hurtful ● Any other form of digital communication which is discriminatory, intimidating, intended to cause hurt or make someone fear for their safety <p>“Repeated behaviour” refers to the persistent nature of the behavior and can involve a range of behaviours over time.</p> <p>“Unreasonable behaviour” is behaviour that a reasonable person, having considered the circumstances would see as unreasonable, including behavior that is victimising, humiliating, intimidating or threatening.</p> <p>Examples of behavior, whether intentional or unintentional, that may be considered to be workplace bullying if they are repeated and create a risk to health and safety include, but are not limited to:</p> <ul style="list-style-type: none"> ● 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 timelines 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 to the detriment of the worker ● spreading misinformation or malicious rumours ● changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

	<p>Workplace bullying can be carried out in a variety of ways including through email, text or social media channels. Workplace bullying can occur between workers (sideways), from managers to workers (downwards), or workers to supervisors/managers (upwards).</p> <p>Reasonable management action is not considered to be workplace bullying if it is carried out lawfully and in a reasonable manner in the circumstances. Examples of reasonable management action include but are not limited to:</p> <ul style="list-style-type: none"> ● setting reasonable performance goals, standards and deadlines ● deciding not to select a worker for promotion where a reasonable process is followed ● informing a worker about unsatisfactory work performance in an honest, fair and constructive way ● taking disciplinary action, including suspension or terminating employment. <p>Differences of opinion and disagreements are generally not considered to be workplace bullying.</p> <p>Bullying that directly inflicts physical pain or harm amounts to assault and should be dealt with as a police matter (see below).</p>
Procedures	<p>MNC has a duty of care to provide a safe workplace, and ensure, so far as is reasonably practicable, that workers and other people are not exposed to health and safety risks.</p> <p>Any reported allegations of cyber or workplace bullying will be promptly, thoroughly, and fairly investigated using the processes detailed in the Conflict Resolution and/or Feedback and Complaints Policies. (See attachment 1 for the Conflict Resolution procedures).</p> <p>Bullying complaints will be handled in a confidential and procedurally fair manner and all parties will be treated with respect throughout the investigation. Where confidentiality cannot be guaranteed this will be clearly communicated to the relevant parties.</p> <p>The person against whom the allegation is made has the right to natural justice (the right to know what is alleged against them, the right to put their case in reply, and the right for any decision to be made by an impartial decision-maker).</p>
4. Sanctions for Non-Compliance	<p>A failure to comply with this policy may constitute a breach of the MNC Code of Conduct. A suspected breach of the Code may be investigated under the Conflict Resolution and/or Complaints and Feedback policies, to determine whether a staff member or volunteer has breached the Code and determining action that may result from this.</p> <p>If a staff member/volunteer has been found to breach the MNC Code of Conduct, the CCDW may bring this forward to the Management Committee's attention for recourse in accordance with these policies.</p>

Attachment 1.

CONFLICT RESOLUTION PROCEDURES (From the Conflict Resolution Policy)

If you are a Volunteer, it is recommended that you follow the procedure from Step One. Paid Staff, Management Committee members and clients, you may wish to follow the procedure from Step Two.

Step One

Talk to the Volunteer Support Worker (VSW)

- If you feel there is conflict in and around the Centre, perhaps an individual incident or a series of issues that are not being well handled, you should approach the VSW for discussion and advice on the issue. This discussion is strictly confidential. Ideally the conflict can be resolved at this stage. If the matter is still unresolved an incident form should be completed and handed to the VSW for action.
- The VSW will meet with the aggrieved parties to investigate the issue and to seek resolution for all concerned. If the matter remains unresolved the VSW will escalate it to the CCDW.
- If the VSW cannot be contacted or for some reason the VSW fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step.

Step Two

Meet with MNC's Centre Coordinator and Development Worker (CCDW)

- The concerned person should discuss the issue with the CCDW. This discussion is strictly confidential. Ideally the conflict can be resolved at this stage.
- The CCDW will meet with the aggrieved parties to investigate the issue and to seek resolution for all concerned.
- If the matter is still unresolved an official Complaint Form should be completed.
- If the CCDW is unable to resolve the issue the matter will be escalated to the MNC Management Committee once a formal complaint has been made. Further, if the matter involves the CCDW it will be escalated to the Management Committee.

Step Three

Involvement of the Maleny Neighbourhood Centre Management Committee.

- All complaint forms will be forwarded to the President and Vice President for review and possible action.
- Should action need to be taken at a Management Committee level, the CCDW will provide an 'in confidence' summary of the issues to the Management Committee.

- The President and Vice President will meet with the aggrieved parties to investigate the issue and seek resolution for all concerned.
- If the President and Vice President are unable to resolve the matter they will refer it back to the CCDW to arrange mediation for the parties involved.

Step Four

Meet with a Qualified Mediator

- The CCDW will contact the Dispute Resolution Centre (DRC) Brisbane (within the Justice Department of the Attorney General).
- An intake process for future mediation will be conducted by a DRC Intake Officer. Basic information about the conflict / dispute will be described during this process. This will be done either by the CCDW or by the aggrieved person or as directed by the DRC.
- Qualified and accredited DRC Mediator/s will be appointed to hear the dispute at a date and time to be agreed upon. Arrangements with relevant parties will be made by the DRC Intake Officer.
- The DRC Mediator/s will involve all relevant parties at the mediated session. Between 60% and 99% of conflicts are resolved within a single mediation session.

If having followed all the above steps, the person is still not satisfied, they will be informed that they can lodge a complaint with the Department of Communities, Disability Services and Seniors.

TO LEARN MORE ABOUT CONFLICT RESOLUTION

To prepare for a session with a mediator or to learn more about Conflict Resolution you are encouraged to look at the resources on the Queensland Government Justice Department (Dispute Resolution Centre) website. Alternatively ask the Centre Coordinator and Development Worker for hard copies of this information:

http://www.justice.qld.gov.au/__data/assets/pdf_file/0014/9131/neighbourhood-mediation-kit.pdf
OR

<http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/mediation/>

BREACH OF THIS POLICY

Any breach of this policy may result in referral for Mediation and / or disciplinary action, which, in the case of employees or volunteers, may lead to dismissal, or cessation of their engagement. Any breach of this policy by a contractor may result in cancellation by MNC of the services provided by that contractor.